

The following statistics and facts give a snapshot of our work 1 July 2014 – 30 June 2015

	Total 2014/15	Total 2013/14	Increase/ decrease	Variance
111 emergency calls for an ambulance	454,990 ¹	437,970	17,020	3.9%
Emergency incidents attended	366,375 ²	365,097	1,278	0.4%
Other incidents attended	78,770 ³	78,520	250	0.3%
Patients treated and/or transported by ambulance officers	428,319	425,295	3,024	0.7%
Kilometres travelled by ambulances	19,693,430	19,398,278	295,152	1.5%
Ambulance and operational vehicles	662	653	9	1.4%
Ambulance volunteers ⁴	2,928	3,057	-129	-4.2%
Ambulance paid personnel	1,625	1,417	208	14.7%
Events serviced	7,174	7,329	-155	-2.1%
Events volunteers	1,523	1,621	-98	-6.0%
People trained in first aid	73,118	66,096	7,022	10.6%
Children who participated in the St John in Schools programme	49,101	37,388	11,713	31.3%
Caring Caller clients	1,200	1,462	-262	-17.9%
Caring Caller volunteers ⁴	1,078	1,196	-118	-9.9%
Community Care in Hospitals volunteers ⁵	834	911	-77	-8.5%
Health Shuttle client trips	63,996	56,328	7,668	13.6%
Health Shuttle volunteers	631	581	50	8.6%
Area committee volunteers	1,189	1,105	84	7.6%
Therapy Pets volunteers	279	313	-34	-10.9%
Total volunteers ⁴	9,447	9,138	309	3.4%
Youth members (Penguins and Cadets – under 18)	6,555	6,651	-96	-1.4%
Youth Leaders (over 18)	1,091	1,017	74	7.3%
Paid personnel ^{4,6}	2,090	1,834	256	14.0%
Total personnel ⁴	19,326	18,691	635	3.4%

1 2014/15 figure excludes re-offers

2 2014/15 figure excludes patient transfers

3 Non emergency incidents

4 Includes national headquarters

5 Friends of the Emergency Department and Hospital Friends

6 Full-time equivalent (FTE), including full-time and part-time staff.