



St John

first to care

About St John

All around New Zealand, 24 hours a day, and 365 days a year St John staff care for others. We're there to help in accident and medical emergencies. And we believe that it's important to develop strong resilient communities to help people live independently, get the social connection they need and remain healthy and well.

Our services

St John provides a wide range of valuable and reliable ambulance, community and health services and products, all designed to improve the health and well-being of New Zealanders. We are the largest primary care provider in the country and have contact with more than 1 million people a year.

St John provides emergency ambulance services to nearly 90% of New Zealanders and 97% of New Zealand's geographical area. The only areas we do not provide emergency ambulance services are Wairarapa and Wellington although we provide other services in these areas such as St John First Aid Training, St John Medical Alarms and Youth programmes.

We are the lead provider of ambulance communications services in New Zealand. We own and run the ambulance communication centres in Auckland and Christchurch and are in a joint venture in the third communication centre in Wellington. In the year ending 30 June 2012, we answered over 366,000 111 calls for an ambulance.

Providing ambulance services throughout New Zealand will always be a core activity for St John, however we also play an increasing role in meeting the broader health needs of New Zealand communities.

IN 2012 WE TREATED AND TRANSPORTED 403,261 PATIENTS

NEARLY 60,000 PEOPLE EACH YEAR COMPLETE A ST JOHN FIRST AID COURSE

85% OF NEW ZEALAND GPs PREFER TO RECOMMEND A ST JOHN MEDICAL ALARM*

* IMS GP omnibus survey, 2012

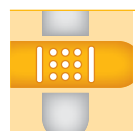
We have many more services than you might realise including:



Medical alarms – St John is the leading supplier of monitored medical alarms in New Zealand, helping people live safely, for longer, in their own homes.



Caring Callers – Our volunteers offer a telephone friendship service to support lonely or isolated people and regularly check that everything is OK.



First aid training – St John has been teaching first aid to New Zealanders for more than 125 years.



Youth – St John Youth programmes focus on teaching first aid, healthcare, leadership and life skills.



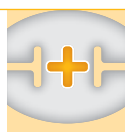
First aid kits – St John makes kits for every purpose, from single-person portable kits to large ones for high-risk workplaces.



Health shuttles – Free Health Shuttles help people with health or mobility problems attend medical appointments.



Friends of the Emergency Department – FED volunteers provide comfort to patients in hospital and emergency departments.



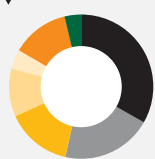
Events – We provide first aid and emergency care services at events around New Zealand.

While we draw on the experience of over 125 years and value our rich past, we recognise that transformation is required to make sure that our people, technology and services reflect the needs of New Zealand society today and in the future.

Our people

MORE THAN 8,500 VOLUNTEERS

OUR VOLUNTEERS



- Ambulance volunteers
- Event volunteers
- Caring Caller volunteers
- Community Care in Hospitals volunteers
- Health Shuttle volunteers
- Area Committee volunteers
- Outreach Therapy Pets volunteers

AROUND 2,500 PAID STAFF (INCLUDING CASUALS)

NEARLY 6,000 ST JOHN YOUTH

145 VOLUNTEER LOCAL AREA COMMITTEES DELIVERING ST JOHN SERVICES IN THEIR COMMUNITIES

Key statistics

The following statistics and facts give a snapshot of the size and shape of our work 1 July 2011–30 June 2012.

111 emergency calls for an ambulance	366,509
Emergency incidents attended	350,985
Patients treated and transported by ambulance officers ¹	403,261
Kilometres travelled by ambulances	18,282,971
Ambulance and operational vehicles	610
Ambulance stations	205
Ambulance volunteers ²	2,782
Events serviced	8,945
Events volunteers	1,658
People trained in first aid	57,825
Children who participated in the St John Safe Kids programme	40,828
Caring Caller clients	1,184
Caring Caller volunteers ²	1,212
Community Care in Hospitals volunteers ³	908
Health Shuttle client trips	41,595
Health shuttle volunteers	370
Area Committee volunteers	1,115
Therapy Pets volunteers	286
Total volunteers ²	8,591
Youth (Penguins and Cadets – under 18)	5,848
Youth Leaders (over 18)	979
Paid staff (including casuals) ⁴	2,481
Total staff ²	17,073

1 – Includes accident, medical, patient transfer and private hire

2 – Includes National Office

3 – Friends of the Emergency Department and Hospital Friends volunteers

4 – Total paid staff – full time equivalent (FTE): 1,771; includes National Office

Our funding

Contracts with the Ministry of Health, ACC and District Health Boards fund just under 80% of our ambulance service direct operating costs.

The remaining operating shortfall and the cost to run our community programmes is made up from community donations, fundraising, revenue from our commercial activities (first aid kits, first aid training, medical alarms and defibrillators), as well as income from emergency ambulance part charges.

The money we raise also funds ambulances and other vehicles, ambulance stations and other buildings and equipment, and contributes significantly to the clinical training of ambulance officers.

St John is a charity and we rely on financial and volunteer support from the community to help fund the range of services we provide to improve the health and well-being of all New Zealanders.

CONTRIBUTION OF OUR VOLUNTEERS TO AMBULANCE OPERATIONS HAS BEEN ESTIMATED AS UPWARDS OF \$30 MILLION PER YEAR

Ways to support St John

We need New Zealanders as much as New Zealanders need us. You can help too.

Make a donation

Donations received are used to fund our emergency and community services in communities throughout New Zealand. Recurring credit card donations are an easy way to spread donations across the year.

Volunteer

You could volunteer for a number of roles with St John, including ambulance, events, community programmes or administration roles. By volunteering you will make a significant difference to your community.

Join our Supporter Scheme

By subscribing to the St John Supporter Scheme, you'll help us provide essential services to New Zealand communities and in return, we'll waive the ambulance part charge that you'd otherwise pay in a medical emergency.

Make a bequest

If you are thinking of updating your will, please consider St John. A bequest to St John will help ensure that we are capable of delivering services to the next generation of New Zealanders.

Working Together



ASB

www.stjohn.org.nz

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