

The following statistics and facts give a snapshot of the size and shape of our work 1 July 2012 – 30 June 2013

	Total 2012/13	Total 2011/12	Increase/ decrease	Variance
111 emergency calls for an ambulance	380,785	366,509	14,276	3.90%
Emergency incidents attended	351,730	350,985	745	0.21%
Patients treated and transported by ambulance officers ¹	415,832	415,695	137	0.03%
Kilometres travelled by ambulances	18,793,436	18,282,971	510,465	2.79%
Ambulance and operational vehicles	558	610	-52	-8.52%
Ambulance stations	200	197	3	1.52%
Ambulance volunteers ²	2,951	2,782	169	6.07%
Events serviced	7,772	8,945	-1,173	-13.11%
Events volunteers	1,679	1,658	21	1.27%
People trained in first aid	65,832	57,825	8,007	13.85%
Children who participated in the St John Safe Kids programme	40,937	40,828	109	0.27%
Caring Caller clients	1,214	1,184	30	2.53%
Caring Caller volunteers ²	1,250	1,212	38	3.14%
Community Care in Hospitals volunteers ³	910	908	2	0.22%
Health Shuttle client trips	51,846	41,595	10,251	24.64%
Health Shuttle volunteers	502	370	132	35.68%
Area Committee volunteers	1,198	1,115	83	7.44%
Therapy Pets volunteers	345	286	59	20.63%
Total volunteers ²	8,955	8,591	364	4.24%
Youth members (Penguins and Cadets – under 18)	6,382	5,848	534	9.13%
Youth Leaders (over 18)	966	979	-13	-1.33%
Paid staff (including casuals) ⁴	2,475	2,481	-6	-0.24%
Total personnel ²	17,657	17,073	584	3.42%

KEY 1 – Includes accident, medical, patient transfer and private hire
 2 – Includes National Headquarters
 3 – Friends of the Emergency Department and Hospital Friends volunteers
 4 – Total paid staff – full time equivalent (FTE): 1,813; includes National Headquarters

NB Volunteer and paid staff numbers as at 30 June 2013
 Some staff have multiple roles
 Italicised figures are updates/ corrections on the 2012 Annual Report