

Wellington Free Ambulance

Proudly serving the people of Greater Wellington and Wairarapa since 1927, completely free of charge.



OUR REGION

We cover from Cook Strait to just north of Wairarapa on the Kapiti Coast, and across to Mt Bruce in the Wairarapa. We look after a population of 500,000 people.



Wellington Free Ambulance is the only emergency ambulance service in Greater Wellington and the Wairarapa, and the only ones in the country who are free.



Wellington Free Ambulance was founded by the mayor of the day, Sir Charles Norwood in 1927.

Sir Charles believed in a place where emergencies needn't cost lives or money, declaring that his city would have a free ambulance service for everyone.

The four key services Wellington Free Ambulance provides



Clinical Communications

Patient Transfer Services



Emergency Ambulance Services

Event Medical Services



Clinical Communications

- Call-takers and Emergency Medical Dispatchers that answer 111 and non-urgent calls, and dispatch ambulances.
- 246,093 calls answered by Clinical Communications in the last year.
- 179,536 were emergency 111 calls.



Clinical Paramedic Advisors

- Clinical Paramedic Advisors, provide 24/7 support to ensure patients are triaged appropriately.
- 18,881 incidents received support from Clinical Paramedic Advisors in the last year.
- 7,630 incidents were treated over the phone.





Top 5 reasons why people call

- Breathing problems
- Chest pains
- Falls
- Faint/unconscious
- Abdominal pains



Where calls came from across the region

31% Hutt
30% Wellington
13% Kāpiti
13% Porirua
13% Wairarapa

The Williams Family's Story

"It was all very new to me and answering 111 calls for CPR instructions was still a bit daunting, but something just clicked when I was talking to Linda. She did an amazing job even though she had only just woken up and had to get straight into resuscitating her husband, Greg," Stella remembers.

Linda recalls, "Stella's reassuring tone and clear instruction gave me the strength and confidence to do what I needed to do. There are no words to describe how much her being there meant to me and our family. She is our superhero."



WELLINGTON
FREE AMBULANCE
kia ora te tangata



Patient Transfer Services

- Patient Transfer Officers transport patients to and from scheduled treatments.
- 43,403 transfers managed in the past year.
- 1.3million kms travelled by the Patient Transfer Service Fleet

A day in the life of Maria Swain, Patient Transfer Officer

"I've seen amazing people come and go, not only in death but the miracle of organ transplants. I mostly transport dialysis patients to and from appointments, and often they share moments with us."

I feel we make a difference in small ways to their quality of life, and they certainly enrich mine. I'm proud to be a part of Patient Transfer Services and being able to provide transport for our community delivered with compassion, kindness and integrity."





Emergency Ambulance Services

- Paramedics provide pre-hospital care whatever the emergency, and wherever you need us.
- 54,757 emergencies responded to in the past year.
- 37,866 patients were transported for further treatment.
- 16,891 patients treated at home.



How we're here to help

- **Urgent Community Care** – Treating patients at home.
- **Rescue Squad** – Reaching, treating and transporting patients in the most extreme circumstances.
- **Co-Response Team** – A partnership with NZ Police and mental health specialists to better respond to mental health emergencies.



Brad's Story

Brad recalls, "I don't remember much up until being in the ambulance on the way to Wellington Hospital, but I do know that the way the ambulance staff treated me was amazing. They made the whole situation very easy, and I felt like I could trust them. The relief I felt getting into the back of that ambulance was almost indescribable and I will be forever grateful for everyone involved in getting me to the hospital."

Event Medical Services

- Event Medics keep you and your whānau safe at high profile events across Greater Wellington and Wairarapa.
- In the past year, we supported 473 community events.
- 10,774 hours were spent at events by Event Medics.





Heartbeat CPR Training

- 7,648 people taught vital CPR skills this year, through The Lloyd Morrison Foundation Heartbeat Programme.
- 105 AEDs installed in the community this year, so they're easily accessible to the public.
- This totals over 500 community AEDs installed in the programme's lifetime.

Wellington Free Ambulance's Impact in 2023/2024



54,757

incidents attended

37,866 patients transported for further treatment

16,891 patients treated at home

2,499,937

kms travelled
by emergency
ambulances



43,403

patient transfers
completed



10,774

hours spent
at events
by Event
Medics



2,326

responses
by Urgent
Community
Care Team



574

responses
by Flight
Paramedics



87



Co-Response
Team incidents

21

specialist
Rescue
Squad
incidents



473

events supported
by Event Medics



1,312,320

kms travelled
by the Patient
Transfer Service
fleet



246,093

calls answered

179,536 emergency 111 calls answered

66,557 non-urgent calls answered

18,881

calls supported
by Clinical
Paramedic
Advisors



7,630

incidents treated
over the
phone



Cost to people of
Greater Wellington and
Wairarapa needing
help and support:

\$0

Thanks to your support!

How you can help

- Give a one-off donation or contribute to our cause monthly.
- Become one of our valued Support Crew Business Partners.
- Fundraise amongst the community, or take part in our annual fundraising event, Onesie Day.
- Leave a major gift, or a legacy in your will, with the impact felt for generations to come.

Contact us today by
emailing donate@wfa.org.nz
or calling 0508 932 3733



Thank you!

It is the support of our amazing community like you that enable us to change and save lives for the people of Greater Wellington and Wairarapa.

