

SUMMER 2021

# NICE ONE!

WELLINGTON FREE AMBULANCE  
THE ONES WHO ARE HERE FOR YOU



DELIVERING A BABY ROADSIDE  
CPR TRAINING IN THE COMMUNITY  
CONTINUING THE VISION OF SIR CHARLES



WELLINGTON  
FREE AMBULANCE  
*kia ora te tangata*

We are the ones. 111



**Dave Robinson**  
CHIEF EXECUTIVE  
WELLINGTON FREE AMBULANCE

In July, two weeks into his role as the new Chief Executive of Wellington Free Ambulance, Dave Robinson found himself experiencing the reality of frontline paramedic work.

Shortly before the 7am shift began, Dave and the crew he would be joining for the next 12 hours were called to a red call, an elderly woman had woken unresponsive and her husband of 50 plus years had called 111. Following a lights and sirens dash through the winding streets of Brooklyn they arrived to provide medical attention for the woman and to support her family who were naturally very worried for their loved one. The crew stabilised the woman and transported her to hospital, almost

immediately they were called to respond to a code purple, the most serious of calls. A man had gone into cardiac arrest roadside and needed urgent assistance.

His experience as a military fireman during more than 10 years of service in the Air Force and Army mean Dave was not unfamiliar with the range of emergencies that can occur. As the crew assessed the patient Dave was asked to immediately begin chest compressions. In that moment he was struck by the reality of the situation, roadside, with Wellington rush hour traffic whizzing by, the man's son watching, clearly very distressed as to what was happening to his father.

"I remember feeling the warmth of his body through the medical gloves and understanding the realness of what was happening to this man, his son and how much they needed our help," recalls Dave.

During the more than forty minutes the crew, who now included Fire and Police for scene control and a second Wellington Free Ambulance, worked on the collapsed man, Dave stood with the man's son trying to offer what support he could. He remembers how impressed he was with the effort put into keeping the son informed about what was happening and eventually the reality that unfortunately, despite all efforts his father was not going to be revived.

"I was struck by the maturity of this young crew member, as well as playing her role on the scene she also knew the man's son needed to understand what was being done. She delivered the information with clarity and empathy, it was professional but also very caring," explains Dave.

This moment solidified for Dave his responsibility as the Chief Executive for the ambulance service for Greater Wellington and Wairarapa, to act as a guardian for frontline staff and the wider support team who all contribute to the organisation.

"Everyone should be proud of what we do on a daily basis to support the community when they need us. The unifying factor of responding to an emergency is supporting people at their most vulnerable. Everyone in all the various roles contributes to that, including our wider supporters in the community, our donors and volunteers. Everyone has a hand in making the community a safer place," Dave says.

Dave brings a wealth of leadership experience in a range of sectors, military, public sector, arts and culture and most recently through his work with a mental health and addictions NGO. He describes his move into a health based organisation as "intentional" meaning he wanted to find a role that contributed to the well-being of the community.

"There is a respect and mana that comes with the Wellington Free Ambulance name. There is huge goodwill amongst our community but equally an expectation that we should be held accountable for," said Dave.

**HIS GOAL IS TO CREATE A BALANCED AND CONSTRUCTIVE ENVIRONMENT FOR THE TEAM, THAT IN TURN WILL ENSURE THE DELIVERY OF TOP QUALITY SERVICES TO PATIENTS.**

"At the end of the day I will measure my success in this role on the impact on patients and also the success of others," concludes Dave.

# WELCOME TO THE WORLD



## DELIVERING A BABY ROADSIDE

When soon to be mum Pele, found herself on the side of the road at 24 weeks pregnant and about to give birth, she was scared and worried, the baby was coming and she needed urgent medical assistance.

Everything had happened so quickly; from experiencing abdominal pains and jumping in her van with her partner and two brothers-in-law, to calling 111 and being advised by a Wellington Free Ambulance Call Taker to pull over safely on a busy road.

The ambulance arrived just in time and Paramedics Gary and Kate had called ahead for an Intensive Care Paramedic for support. Gary headed to the van and Kate grabbed the trauma bag, airways bag and portable oxygen. Tema, Pele's partner who was inside the van helping Pele as best he could, told Gary the baby was coming.

Being a pre-term birth the crew were ready for any eventuality, "I was prepared to have to resuscitate the baby, but on delivery, the baby opened her eyes, cried and moved her arms and legs, to my great relief," says Paramedic Gary.

When Intensive Care Paramedic Nigel arrived, the baby's body was wrapped in cling film lying on Pele's chest, the cling film is used to help the baby preserve their body heat. He noted how tiny she was, not much bigger than a pound of butter.

**"EXTREMELY PREMATURE BABIES LIKE PELE'S BABY ARE AT THE GREATEST RISK FOR HEALTH PROBLEMS, BUT SHE HELD HER OWN WITH MINIMAL HELP, WHICH SURPRISED AND DELIGHTED THE CREW."**

Pele and Tema's little girl Evelina is now home and thriving. Pele is extremely grateful for the care she received from the Wellington Free Ambulance Paramedics who helped to bring her daughter into the world that day.

**You can help ensure we are able to continue to be there for families like Pele, Tema and baby Evelina by donating today. As an essential health service, we receive the majority of our funding from Government but need to fundraise over \$7Million from the community each year to ensure services remain free of charge. Your donation ensures we can be here for you, no matter what.**

**wfa.org.nz/  
donate**

# BRINGING CPR TRAINING TO THE COMMUNITY



In 2010 Wellington Free Ambulance began a mission to be the ‘safest’ place in the world to suffer a sudden cardiac arrest.

This idea developed into the (then named) ‘Operation Heartbeat’, a community initiative designed to make Wellingtonians the most likely of all New Zealanders to survive a sudden cardiac arrest, and Wellington the leading sudden cardiac arrest survival city in the world.

Five years later the Lloyd Morrison Foundation became the cornerstone donor to Wellington Free allowing us to expand the reach and capability of this important area. The Foundation’s commitment and dedication to Wellington Free Ambulance has been fundamental to our success in delivering the Lloyd Morrison Foundation Heartbeat programme. For the past 12 months from 1st July 2020 to 30th June 2021 we taught 129 courses in Wellington, Wairarapa and Kapiti to 1838 people ranging in age from 5 to 95.

Eleven years on we still carry the bold mission of Wellington and Wairarapa being the ‘safest’ place in the world to suffer a sudden cardiac arrest. Working steadily towards our goal for the Lloyd Morrison Heartbeat programme to have 90% of the population in Greater Wellington and Wairarapa trained in CPR. Our out-of-hospital cardiac arrest survival rates are amongst the highest in Australasia and we’re training thousands of people in CPR every year.

Claire Carruthers, Executive Director of Fundraising and Communications says the Lloyd Morrison Foundation Heartbeat programme benefits our entire community. “The impact of the Lloyd Morrison Foundation’s continued support is immeasurable. We cannot thank the Foundation trustees Julie Nevett, Liberato Petanga and Jan Galloway enough for their generosity and support.”

**“THE LLOYD MORRISON FOUNDATION HEARTBEAT PROGRAMME BRINGS CPR TRAINING TO HUNDREDS OF SCHOOLS, COMMUNITY GROUPS AND BUSINESSES ACROSS THE REGION FOR FREE; ULTIMATELY GROWING THE CAPACITY OF OUR COMMUNITIES TO HELP SAVE LIVES.”**

Heartbeat Coordinator and Emergency Medical Technician, Rachel Evans says “We know that good CPR and the early use of an AED are critical when someone has a sudden cardiac arrest. It is so great being able to train thousands of people around the region this valuable life-saving skill, all thanks to the funding the Lloyd Morrison Foundation provides.”

Mike Hart attended a Lloyd Morrison Foundation Heartbeat session and reflected “Everyone who attended went away feeling more confident in their abilities to react appropriately if an emergency arose, not just at work, but anywhere and the phone app detailing the location of AED (Automated External Defibrillator), was a bonus.”

Rachel says, “Teaching the Lloyd Morrison Foundation Heartbeat sessions is a real pleasure. It’s extremely rewarding and a brilliant opportunity for the public to get to know that Wellington Free Ambulance is Wellington and Wairarapa’s very own ambulance service, and learning how to work with us to help save lives.”



## WHAT IS A SUDDEN CARDIAC ARREST?

- + Sudden cardiac arrest occurs when electrical impulses in the heart become rapid or chaotic, which causes the heart to suddenly stop beating.
- + Every week on average, four people suffer a cardiac arrest somewhere in Greater Wellington and Wairarapa.
- + Sudden cardiac arrest can happen to anyone at any time, with many people showing no known heart disease or other risk factors.
- + Less than one-third of sudden cardiac arrest victims receive bystander CPR
- + The leading cause of sudden cardiac arrest is coronary heart disease. According to the New Zealand Heart Foundation, every 90 minutes a New Zealander dies from this disease (16 deaths a day).

**Do you know where your nearest AED is? Visit [aedlocations.co.nz](http://aedlocations.co.nz) to find out**



## LEARN CPR. SAVE A LIFE.

We know the best chance of survival comes when someone nearby immediately calls 111 and starts CPR. The more people we can train in CPR, the more people we can save.

Get a group of friends, workmates or whānau together and book your Lloyd Morrison Foundation Heartbeat CPR training session by visiting [www.wfa.org.nz/heartbeat](http://www.wfa.org.nz/heartbeat). Learn CPR and empower yourself to know what to do in an emergency.

## CONTINUING THE VISION OF SIR CHARLES



Wellington Free Ambulance Patron and grandson of the founder of the service, Wayne Norwood, believes Sir Charles would be extremely proud of the way the organisation is continuing to support anyone in need free of charge.

As the history goes Sir Charles stopped the Mayoral car to offer assistance to someone injured at the side of the road. When he enquired as to whether someone had sent for the ambulance – he was shocked to hear none was available, providing the inspiration to set up what we now know as Wellington Free Ambulance. A lesser known aspect to the story is that Sir Charles was also told a taxi had refused to take the man to hospital – at the time it was expected people would make their own way to hospital or a doctor – but the man had no money to pay the fare. This shocked Sir Charles and provided him with the extra motivation to ensure the ambulance service did not charge to attend any patient needing help.

Wayne describes his granddad as a generous person who loved people. “He could talk to anyone and he had a real knack for getting a person to share their life story within the first few minutes of meeting, a real people person,” recalls Wayne.

When thinking back on his grandfather’s legacy to the people of Wellington, Wayne always thought everyone had a grandfather involved in lots of businesses and drove a Rolls Royce. Sir Charles had the New Zealand franchise for Rolls Royce and only drove around the streets of Paraparaumu during stays at the family beach house. When people saw the Rolls coming down the middle of the road they would pull over to let Sir Charles pass. “I thought that was because of the size of the car and that everyone knew this as a daily occurrence.

The penny really dropped when the police phoned Grandfather to ask for five ambulances to attend the 1954 DC3 plane crash in Raumati, that’s when I realised he had some influence and involvement in something really important,” explains Wayne.

Various members of the Norwood family have been involved with supporting Wellington Free over the generations – Wayne’s mother worked alongside the late Shirley Martin on the Women’s Auxiliary for many years, with his Aunt Eileen George, serving as President of this group, who raised hundreds of thousands of dollars to keep the service free.

Since returning to Wellington 12 years ago Wayne and Lyn Norwood have steadily increased their involvement with Wellington Free, with Wayne taking up the role of Patron earlier this year. When asked how he feels about the family legacy he doesn’t feel any pressure to be involved, just love and pride for what has been achieved by so many dedicated people.

**“I WANT TO DO ANYTHING I CAN TO SUPPORT THE AMAZING PEOPLE WORKING FOR WELLINGTON FREE – IT IS SO HUMBLING KNOWING WHAT THEY DO EVERY DAY. IT IS GOOD TO BE BRINGING THE NORWOOD FAMILY CONNECTION BACK INTO THE STORY.”**



## A STEEP BUT ENJOYABLE LEARNING CURVE

Being a Patient Transfer Officer (PTO) is a big change from his previous role as a Parliamentary Security Officer but for Richard it's been a step in the right direction.

Initially when looking at the role he assumed he was not qualified but with encouragement from his wife he took a closer look at the job description. He says he was immediately attracted to the role as it was an opportunity to be part of a process and service that helps makes people's lives a little easier, or better especially in challenging times.

It's been a steep but enjoyable learning curve, and he's enjoying the challenge, he says.

There are moments that stand out, like transporting a patient who had recently had a stroke to a respite care facility. "I spent a little time with the patient's husband and saw him coming to terms with the love of his life experiencing such a tragic life change. He was grateful for me taking care of his wife, and spending time with him too. This is really what motivates me," says Richard.

I have found it a deep privilege to be part of what has turned out to be a couple of patient's last journeys, as family have later told me. "I take a certain amount of solace from the positive feedback I've had regarding the care I have given to someone's loved one, regardless of circumstances."

Richard says he has been lucky enough to have been paired with other PTO's who care about what they do, and are willing to share their own unique experiences and knowledge with trainee PTOs.

**"WHAT A FANTASTIC CREW THEY ARE," SAYS RICHARD.**

It isn't just Wayne and Lyn giving their time, their two granddaughters, Lily and Pippa (pictured on the front cover), supported by mum Sarah, decided they would fundraise for Onesie Day. They had overheard Wayne talking about the worry around the lockdown and impact this could have on the Onesie Day fundraising.

After hearing their grandfather's concern, they got to work on their own fundraising page – telling all their friends and teachers at school (which at the time was virtual due to the lockdown) to get behind the fundraising. They wore their onesies with pride and raised a staggering \$4,409.

Wayne and Lyn feel incredibly proud to know the next generation of the family are getting involved "Next year we will celebrate 95 years of Wellington Free Ambulance, which is a reminder that we all have to work together to ensure our ambulance services is free for another 95 years into the future," confirms Wayne.

### **2022 will mark 95 years of the Wellington Free Ambulance service in Greater Wellington and Wairarapa.**

This will be a celebration of everyone that has contributed during this time.

We will be calling for people to share their stories and experiences of Wellington Free with us throughout the year.

Please watch out for your opportunity to get involved and be part of this momentous occasion in coming months.

## ENHANCING COMMUNITY RESPONSE IN THE WAIRARAPA



Thanks to a joint initiative between Fire and Emergency New Zealand (FENZ) and Wellington Free Ambulance, volunteers from the Martinborough Fire Brigade are now medical first responders.

The training, led by Wellington Free Ambulance, gives 10 of this brigade's volunteers the ability to administer simple pain relief and provide basic medical care.

The community should feel assured that if they call for an ambulance for a medical emergency, and firefighters turn up, they are trained in medical response and capable of providing medical care, until the arrival of the ambulance.

Wellington Free Ambulance has three double crewed ambulances in the Wairarapa, one that starts in Greytown and another two that start in Masterton, however, because of the Wairarapa's geography and some communities being very remote, time can be of the essence depending on the situation.

Wellington Free Ambulance Wairarapa Shift Manager Jono Rees says the roll out of the Martinborough First Response Unit will enhance the pre-hospital emergency care that is provided to those living in Martinborough.

"By having more first responders in the area, patients will be able to access the best care, regardless of whether it is a paramedic or fire fighter who arrives first. This early intervention will undoubtedly benefit the community," explained Jono.



## STATE OF THE ART TECHNOLOGY FOR WELLINGTON FREE AMBULANCE

We have recently rolled out new state-of-the-art Corpuls3 Defibrillators across Greater Wellington and Wairarapa. The Corpuls3 can send real-time information to hospital, prior to arrival and makes a paramedics job much easier and faster because it is half the weight [6.1kg] of the defibrillator currently used.

Huge thanks to everyone who has donated to make these a reality, including the Wairarapa Community Health Trust for purchasing one of these defibrillators to help the local community.

If you'd like to support Wellington Free Ambulance donate online today: [www.wfa.org.nz/donate](http://www.wfa.org.nz/donate).





# REPRESENTING WAIRARAPA

## LEANNE SOUTHEY

Leanne joined the Wellington Free Ambulance Board earlier this year, specifically to represent the interests of the Wairarapa community. Leanne is born and bred in the Wairarapa – Kopuaranga – the Southey name is very familiar amongst the locals, having been in the area for generations. Like many Wairarapa residents she enjoys the rural community lifestyle and of course the good weather.

As an active member of both the business and not for profit community through her voluntary work, Leanne brings a range of perspectives of the communities needs to the Board.

“Distance and rural locations often impose issues for access for the ambulance crew. The possibility of being cut off due to weather events means we have to be equipped to support ourselves,” explains Leanne.

Leanne is acutely aware of how highly regarded Wellington Free is within the community, however there is work to be done to ensure everyone knows that the emergency service provider for the Wairarapa sits with Wellington Free.

A real highlight as she has settled into her role has been spending time with the shift crew at Masterton station. She describes the time as enlightening and an opportunity to see the professional and skilled staff who are so dedicated to the Wairarapa community.

Looking forward, Leanne is passionate, through her roles on the Wairarapa DHB, Masterton Land Trust and Wellington Free, to ensure regional health care services are equipped to deal with the strong population growth that is anticipated.

## RUTH LOCKER

The natural beauty and sense of community first attracted Ruth Locker (Wairarapa Community Liaison) to move her young family to the area over 20 years ago.

Ruth joined the Wellington Free Ambulance team in December last year in a newly created role inspired by feedback around the importance of service co-design and community engagement. As community liaison for the area Ruth is the conduit between community and Wellington Free – talking to groups, coordinating community Lloyd Morrison Foundation Heartbeat sessions and AED’s in the area. Raising awareness of how the Wellington Free team can support people and how we are here for you.

“A key part of my role is connecting with others and sharing information on who we are and what we do and how we can help. I enjoy the opportunity to share and hear different ideas that help us shape the way forward. This helps us work better together with our patients and the community to increase and support health, wellbeing and resilience unique to the Wairarapa,” explains Ruth.

Over this year, despite the challenges of COVID-19, Ruth has enjoyed the opportunity to represent Wellington Free at events such as the Ageing with Attitude Expo and Ūmanga Tūmatarau Careers Event. This is where she met people also committed to the health and wellbeing of the community, finding a place to engage, share skills and information.

Through the interactions with the community and other health and support providers Ruth is acutely aware of the challenges accessing health care particularly in the more rural and coastal areas. She reflects that when time is critical the partnerships Wellington Free has with Fire and Emergency New Zealand and Lifelight provide a great network of community first responders. This network ensures life saving treatment is given as quickly as possible.

“People often express how grateful they are for the services we provide and how warm, caring and professional our on-road staff are. I feel very privileged to be part of that,” concludes Ruth.



## LYNN'S STORY

# SAVING THE LIFE OF SOMEONE YOU LOVE

When Lynn found her partner collapsed and gasping for breath at their home in Silverstream, she knew something was seriously wrong. Immediately she called 111 to get help from Wellington Free Ambulance.

Lynn had done CPR training more than 10 years ago and could remember the basics but with the support of the call takers at Wellington Free she went into autopilot, following the instructions until the paramedics arrived.

"I know the instructions they gave me helped me save her life. They talked me through everything, keeping me calm in the process. I am also really thankful she hadn't locked the bathroom door, or I wouldn't have been able to see how serious the situation was so quickly and get to her to help," reflects Lynn.

The Wellington Free Ambulance crew arrived swiftly, Lynn described a sense of relief as soon as they arrived, knowing that her partner of 15 years was in the best hands.

The team worked for over two hours to revive Lynn's partner, who had had a cardiac arrest, and once stabilised transported her to hospital for further treatment.

"I will never forget the support they gave me as they were working on her, keeping me informed every second of what they were doing and the seriousness of the situation. I cannot thank them enough," says Lynn.

Since this life changing day, Lynn has involved her friends in helping to save a life by doing a simple CPR training course. Lynn firmly believes everyone should know CPR as you never know what is around the corner and when this potentially life saving skill might be needed.

We are encouraging all people in the Greater Wellington and Wairarapa region to learn CPR and download the AED locator app:

[www.aedlocations.co.nz](http://www.aedlocations.co.nz)

You never know when someone in your family or community might need these potentially life saving resources.

You can support Wellington Free Ambulance to continue to be here for people like Lynn by making a donation today. Each year we must raise more than \$7M to ensure services remain free of charge to anyone who needs us. Thank you for your support.

**Donate today.**

Find out more about our Lloyd Morrison Heartbeat CPR programme for schools, businesses and community groups on our website:

[www.wfa.org.nz](http://www.wfa.org.nz)



WELLINGTON FREE AMBULANCE  
kia ora te tangata

## YEAR 1 GRADUATE PROGRAMME: CHANELLE

When Kapiti Coast local Chanelle got the call offering her a role with Wellington Free Ambulance she was lost for words. Chanelle had known she wanted to be a paramedic since primary school days and although she entertained other career ideas she always came back to paramedicine.

For Chanelle the study that led to her qualifying as a paramedic was tough – but equally a confidence builder. She knew that every assignment, placement or exam she completed took her one step closer to her dream.

“There were many long nights of studying, tears, stress, coffee and late night snacks – but the tutors and my classmates made it fun and there was lots of laughter amongst it all,” Chanelle remembers.

Chanelle believes that good communication and being empathic are really important qualities for all people working in paramedicine as well as maintaining a sense of calm under pressure.

“Being a good listener is so important. A great amount of what we do is listening, not only about the health conditions or what is going on for them today, but a lot of social elements too and how we can help with all aspects of their life, not just physical,” explains Chanelle.

There are many things that Chanelle is enjoying about her time in the graduate programme, in fact she is enjoying everything about her time in the role! She is aware that not everyone can go home at the end of the day and say they love their job – and she feels very fortunate to find herself learning from some of the best at Wellington Free Ambulance.

Chanelle is acutely aware of the privilege of walking into peoples homes, explaining that seeing how patients live on a daily basis is what sets paramedics apart from other medical professionals as they truly see everything.

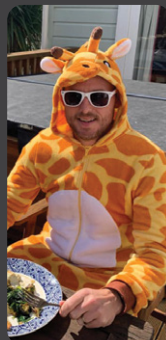
**“I GO HOME KNOWING WE’VE MADE A DIFFERENCE TO PEOPLE’S LIVES WHICH IS AN OUTSTANDING FEELING. THE DIVERSITY OF THE PATIENTS WE MEET, THE PLACES WE GO – WE ARE NOT STUCK IN FOUR WALLS AND THAT IS SOMETHING I LOVE ABOUT THE JOB, YOU NEVER KNOW WHAT YOU ARE WALKING INTO, BUT YOU DO KNOW YOU CAN HELP.”**

Chanelle says “Everyone of us has different traits and has had different life experiences and I think that’s what makes us a great team and enables us to connect to a diverse range of patients.”

# THANK YOU FOR BEING THE ONE(SIES)!

Everyone who supported Onesie Day raised **\$281,278** enough for a brand new Onesie Day Ambulance.

Thank you to every single person, business or school group who fundraised for us.



## THE COST OF A NEW AMBULANCE

Mercedes Benz Sprinter 319 Cab Chassis, 3.88 Tonne, 7 speed automatic transmission (including modifications)	\$67,895
Ambulance box body fit out	\$113,647
Code3 BRITAX emergency lighting package	\$14,342
Life saving specialist equipment	\$36,470
Powered stretcher	\$52,712
Carry chair	\$1,811
Kendrick Extrication Device	\$551
Oxygen flowmeter and regulator	\$1,150
Sagar splint adult	\$1,045
Pedi mate child harness	\$393
<b>TOTAL</b>	<b>\$290,016</b>



Summerset kicked off our campaign with an amazing \$40,000 and Tommy's Real Estate closed off our campaign with an additional \$20,000 on top of their usual support and our amazing community did the rest!



## STAYING IN TOUCH

We'd love to share your story with our readers.

If you've got something special to share email: [info@wfa.org.nz](mailto:info@wfa.org.nz)

For questions or feedback: Phone 0508 WFA FREE(0508 932 3733)