



WELLINGTON  
**FREE AMBULANCE**  
*kia ora te tangata*

# Nice One

Our stories  
Our people  
Our community



Sir Peter  
Jackson &  
Dame Fran  
Walsh



**2025**

## Inside

- Wairarapa Station opens
- Rolling out a smarter, more sustainable fleet
- The Peter Macdonald Scholarship



## From our Chief Executive

**2025 has been a year of continued growth and transformation for Wellington Free Ambulance. Changes essential to ensuring our services keep pace with the evolving needs of our communities.**

I want to take this opportunity to sincerely thank everyone who has supported Wellington Free Ambulance throughout the year. Whether through your time, your donations, or your belief in our mission, your generosity allows us to carry forward the important work that began nearly 100 years ago.

We are incredibly proud of our free emergency ambulance service and remain steadfast in upholding that founding value well into the future, thanks to the ongoing partnership between our team and the community we serve.

In August we said goodbye to Dave Robinson who held the role of Chief Executive for nearly five



**Liz Belke**

years. Dave was an inspirational and humble leader who always was proud to say he was the chief supporter of the team at Wellington Free.

During his tenure, Dave led with humility and purpose, championing our frontline teams and the patients and whānau we care for every day. Under his guidance, we marked important milestones, including the opening of the new Wairarapa Station and the addition of 14 new ambulances and six patient transfer vehicles. These achievements have strengthened our ability to provide free emergency care across Greater Wellington and Wairarapa.

Dave's contribution has left a lasting legacy, and we are deeply grateful for everything he has done.

Thank you, Dave, from all of us at Wellington Free Ambulance and the communities you have served so well.

## From our General Manager Fundraising and Communications

**As 2025 comes to a close, I want to extend my heartfelt thanks to every person who supported Wellington Free Ambulance this year. Your generosity continues to make a life changing and lifesaving difference.**

Each year, we must raise around \$8.5 million to keep our services free of charge and which help fund essential equipment and ambulances. Thanks to you, this year we've welcomed 14 brand new ambulances and six new patient transfer vehicles, helping us respond faster, more efficiently and more sustainably across the region.



**Claire Carruthers**

In August, we celebrated a major milestone with the opening of our new Wairarapa Station in Masterton. A project made possible by incredible community support. Of the \$8.7 million needed to complete the build, an outstanding \$4.5 million was raised through donations. This is your station, built by and for the community.

Your continued support ensures that everyone in Greater Wellington and Wairarapa has access to free, world-class emergency care every hour, every day. Together, we are stronger, and we are very grateful.

Have a story about Wellington Free Ambulance you'd love to share? Email us at [digital@wfa.org.nz](mailto:digital@wfa.org.nz)

# Thank You, Dave

As we take a moment to reflect on Dave's time with Wellington Free Ambulance, we want to acknowledge the incredible contribution he made to our organisation and our community.

During his time as Chief Executive, Dave led with warmth, humility and a deep sense of purpose. He reminded us that our greatest strength lies in our people, and in the care, compassion and professionalism shown by our teams every day.

Dave's belief in Wellington Free's mission and his commitment to recognising the work of others helped strengthen our shared sense of purpose and connection. Under his leadership, Wellington Free continued to make a real difference in the lives of people across our communities.

We are grateful for Dave's leadership and the legacy he leaves behind, one built on respect, service and teamwork.

Thank you, Dave, for everything you have done to support our people and the communities we serve. We wish you all the very best for what comes next.





# Emergency Ambulance Service

## Supporting our community

The Emergency Ambulance Service is the most well recognised services of Wellington Free Ambulance. Our highly trained paramedics provide emergency pre hospital care to anyone who needs us across Greater Wellington and Wairarapa, 24 hours a day, 365 days a year.



On average, approximately 20 emergency ambulances are on the road each day and night, responding to calls for help across the region. No matter the reason for the callout, people often describe the same feeling when we arrive – relief.

Our Emergency Ambulance Service is made up of around 232 paramedics, supported by several specialist teams, including:

- **Urgent Community Care** – We have a special service aimed at helping you at home. Urgent Community Care paramedics work with you and your GP to help you when your health need is unexpected and urgent but can be safely treated without a trip to the hospital.
- **Rescue Squad** – We have specially trained paramedics who work as part of our region's search and rescue teams. They are equipped with four-wheel drives, are highly qualified clinicians and sometimes trek through bush or hard to reach places to help people who are seriously injured.
- **First responders** – Some of our paramedics are volunteer first responders for their community. We work with Fire and Emergency New Zealand, medical centres and trained people in the community so that in a life-threatening emergency we can get someone to the scene as quick as possible. First responders are trained in CPR and are key to getting life-saving treatment underway until paramedics can arrive.
- **Mental Health Co-Response Team** – The Co-Response Team (CRT) is a new model of care for mental health patients, involving ambulance services, New Zealand Police and mental health services working together to improve patient experiences and outcomes.

- **Pōneke Promise** – Through combined public safety patrols, the emergency services are working to ensure the safety and care of people enjoying a night out in town. The initiative is supported by Wellington City Council. It is a coordinated community-driven partnership to make central Wellington safe, vibrant, and welcoming.

Whether it's a car crash, a fall, a heart attack, or something more complex, our emergency ambulance teams are trusted to bring expert clinical skills and calm to some of life's most critical moments.

### In the past year

55,690 emergencies responded to

39,319 patients transported for further treatment

16,371 patients treated at home

2,634 incidents responded to by our Urgent Community Care Team

30 incidents required our Rescue Squad

338 responses by Pōneke Promise

108 incidents were attended by our Co – Response Team

2,560,569 kms travelled



## Barry's story of survival

**Barry and his wife had just returned to Wellington after visiting family in Christchurch. As they walked through the airport terminal, Barry suddenly collapsed. His wife called out for help and a bystander immediately dialled 111.**

Air New Zealand crew quickly grabbed the nearby AED (automated external defibrillator) while airport operations staff started CPR right away. CPR cardiopulmonary resuscitation is a potentially life-saving technique used when someone's heart stops beating. Within minutes paramedics arrived at the scene. The team delivered multiple electric shocks, around 28 in total to try and restart Barry's heart.

A critical care paramedic then arrived with a LUCAS CPR machine, which took over chest compressions so the team could focus on advanced treatment. Barry was intubated and put into a coma to stabilise his heart rhythm. Even in the ambulance, Barry suffered another cardiac arrest, requiring further shocks.

The paramedics worked tirelessly for about two hours on scene before transporting him

to hospital, setting up privacy screens and continuing treatment during the journey. Barry credits their skill and quick action with saving his life.

When Barry woke up in hospital, he remembers one of the paramedics standing beside his bed, keen to see how he was doing. "They had invested so much in getting me back, and their ongoing care was incredible," Barry says.

In hospital, Barry spent several weeks recovering and underwent a quadruple bypass surgery. Since then, he has met the paramedics who cared for him, finding it healing to learn exactly what happened.

Barry and his family have since completed CPR training. "I encourage everyone to learn CPR and AED use, these skills and the paramedics' response made all the difference for me," he says.

**“ They had invested so much in getting me back and their ongoing care was incredible.**



# Patient Transfer Service

## *Where every journey is treated with compassion*

Our Patient Transfer Service helps people on some of life's most important journeys, such as getting to treatment, transitioning between hospitals and aged care facilities, or to and from a hospice inpatient facility. Operating across Greater Wellington and Wairarapa, the team provides over 43,000 transfers each year, running 17 hours a day, 7 days a week.

These essential, non-emergency journeys are arranged by health providers to ensure transport is not a barrier to people receiving the care they need. Our team of 92 Patient Transfer Officers assist an average of 120 patients daily. Behind every transfer is a person, a family, and a story. We are a trusted presence during vulnerable times, and the team can develop close bonds with both the patient and their loved ones over many months or even years.



Whether it's for dialysis, cancer treatment, aged care, hospice, or mobility challenges we ensure every journey is safe, as comfortable as possible, and compassionate.

### In the past year

**43,818**

patient transfers completed

**1,399,017**

kms travelled



## *“Here we go again!” but always with a smile*

**When Bronwyn slipped on wet grass while putting out the recycling in May, she ended up with a serious trimalleolar fracture – three breaks around the ankle joint. “I really went all out,” she laughs.**

While waiting for help, things took a turn for the surreal when her daughter broke her finger getting the dog out of the way. “Suddenly the crew had two of us to deal with. It could've been chaos, but they stayed calm, kind and even made us laugh.”

“

**Their warmth and professionalism made all the difference. I felt like a VIP, never a burden. Their kindness lifted me up every time.**

Since then, Bronwyn's become a regular with the Wellington Free Ambulance Patient Transfer Service and she couldn't speak more highly of them.

“They've picked me up and dropped me off more times than I can count, navigating a long, slippery path to our house every time with good humour and zero complaints. Most people would ask if they needed tramping boots!”

Even the rainiest days felt manageable. “They turned what could've been stressful into something calm, even fun until I remembered I was going to hospital.”

“Their warmth and professionalism made all the difference. I felt like a VIP, never a burden. Their kindness lifted me up every time.”

Ngā mihi nui ki a koutou katoa – thank you, sincerely, for everything you do.



## Meet Ahmed

**Ahmed is a Patient Transfer Officer at Wellington Free Ambulance. Two years ago, Ahmed began volunteering with Wellington Free Ambulance's Events team, which quickly led to a full-time role as a Patient Transfer Officer and training to become a paramedic.**

"There's no such thing as a typical day," Ahmed says. "One moment you're transferring someone to dialysis, the next it's an inter-hospital transfer. You never really know what the day will bring and that's what I love about it."

Now in his second year of studying paramedicine, Ahmed sees each shift as an opportunity to learn and grow. "It's like on-the-job training every day. And it's made me even more certain that this is what I want to do."

Ahmed's warmth and energy helps put patients at ease during vulnerable moments. "Just

chatting with people, making them feel comfortable, it comes naturally. It's a small thing, but it means a lot to them."

For Ahmed, wearing the Wellington Free Ambulance uniform is more than just a job. "It's a responsibility. People trust us to look after them, and that trust means everything."

Looking ahead, he's excited to finish his studies and transition into a paramedic role. "That's the goal. Thanks to the experiences I've had here from volunteering to working on the transfer service, I know I'm on the right path."

**“ Just chatting with people, making them feel comfortable, it comes naturally. It's a small thing, but it means a lot to them.**



# People of Wellington Free Ambulance



## Meet Jacqui

Jacqui is a Heartbeat Assistant in the Heartbeat Team, who run Lloyd Morrison Foundation: a service focused on community CPR education and maintaining a network of AEDs (automated external defibrillators) across Wellington and Wairarapa. Jacqui has been part of Wellington Free Ambulance since 2023, originally joining as a volunteer while completing her paramedic degree, before stepping into her current role the following year. Her passion for education, accessibility, and teaching lifesaving skills has made her a natural fit for the work.

From delivering free CPR training to schools and workplaces, to ensuring community AEDs are ready when needed most, Jacqui finds joy in empowering others. “We want everyone in Wellington to know CPR,” she says with a smile. “It’s such a simple skill, but it can save a life.” Whether she’s teaching what to do in a cardiac arrest or checking AED batteries behind the scenes, Jacqui’s clinical knowledge and care for people shine through. “Even if I’m not on the frontline yet, I know the work we do is making a difference every day.”

## Meet Emma

Emma is an Emergency Planning Specialist in the Emergency Planning team: an important part of Wellington Free Ambulance’s ability to respond in times of crisis from natural disasters and large-scale emergencies to anything that might disrupt day-to-day operations. Emma has been with the organisation for nearly a decade, working in a range of roles from events coordination and patient transfer to working as a paramedic on the road, before stepping into emergency planning in 2023.

Her clinical and operational background gives her a unique perspective in her current role, where she helps ensure the service is ready for the unexpected. “It’s about building resilience across the whole organisation,” Emma says, reflecting on moments like supporting the mass casualty response during the 2022 Parliament occupation. “You never know what’s around the corner, but when we’ve planned well, we can keep delivering care even under pressure.” Now working behind the scenes while raising three young children, Emma is proud to still be contributing to Wellington Free’s mission just in a different, but equally important, way.



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**You never know what’s around the corner, but when we’ve planned well, we can keep delivering care even under pressure.**



# People of Wellington Free Ambulance



## Meet Theo

Theo joined Wellington Free Ambulance as a Call Taker in April 2025, straight out of college and ready to make a difference. From the very start of training, Theo felt right at home. “There was this feeling like... yes, this is where I’m meant to be.” After seven weeks of training, including five weeks with a mentor, he was ready to take calls.

In his very first week on the phones, Theo helped deliver a baby over the line. “Three pushes and there was a baby! No drama, just this incredible moment.” Since then, he’s helped deliver two more babies, each one special in its own way. “One mum had done it five times before and knew exactly what to do. I just helped guide her through it.”

With every call, Theo’s confidence grows. “It’s all about staying calm, following the process, and supporting people through the moment. Sometimes there’s a midwife on scene, but we always make sure mum and baby get to hospital safely.”

Theo proudly wears a stork pin, a badge given to those who help deliver a baby over the phone, and he loved seeing his name go up on the team’s baby calendar. “Every call is a chance to help someone. That’s a pretty awesome way to spend your day.”

## Meet Nick

Nick is the newly appointed Wellington Community Liaison at Wellington Free Ambulance, joining after nearly a decade with the organisation. With nine years’ experience across emergency call taking, dispatch, clinical communications team management, and tutoring The Lloyd Morrison Foundation Heartbeat CPR training programme, Nick brings a wealth of knowledge to his new role.

“I originally joined Wellington Free in 2016 as an emergency call taker,” Nick says. “It’s been an incredible journey.”

In his role as Community Liaison, Nick focuses on building relationships and representing Wellington Free across the Greater Wellington area. “It’s about talking to people in schools, community groups, workplaces and helping them understand who we are and what we do.”

Nick also teaches CPR through The Lloyd Morrison Foundation Heartbeat Programme, connecting with the community and teaching lifesaving skills. “It’s always moving to meet someone who’s come to the course after witnessing a cardiac arrest and wanting to be prepared.”

“What keeps me here is the people. They are passionate, dedicated, and focused on delivering the best care.”



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**What keeps me here is the people. They are passionate, dedicated, and focused on delivering the best care.**

# People of Wellington Free Ambulance



## Meet Paris

Paris's childhood fascination with flashing lights and emergency service uniforms inspired her dream of working in emergency care. Today, she has turned that dream into reality as a patient transfer officer (PTO), event medic and paramedic in training.

She works as a PTO and event medic while studying her Bachelor of Paramedicine at Whitireia. As a PTO, Paris is part of a team that safely transport over 43,000 patients in a year, providing not just physical support but emotional and social care. The service operates 17 hours a day, seven days a week, year-round. As an event medic, she supports people at festivals, sports events, and community gatherings, building experience vital for her future paramedic career.

For a long time, Paris didn't think she was "academic enough," but her mum's encouragement helped her pursue her passion. Balancing two roles alongside study isn't easy. Paris explains, "Working for Wellington Free Ambulance is more than a job; it's a way to connect with the community I care about. Every shift is different, and I love supporting people in some of their most vulnerable moments. It's challenging, rewarding, and humbling work."

Even with a busy schedule, Paris makes time to unwind with family and friends, staying grounded while chasing her lifelong dream.

## Meet Charlotte

"Every shift brings a new challenge and a chance to make a difference."

In 2023, Charlotte and her partner Ben made the bold decision to leave their life in the United Kingdom and start anew in New Zealand. Leaving behind family was difficult, but for Charlotte, it was an opportunity to grow as a paramedic and embrace a new way of life. Her calling to care began years earlier: "Paramedics meet people at their most vulnerable. That mix of compassion, skill, and resilience felt like the perfect fit for me."

After completing her degree at the University of Staffordshire, Charlotte gained wide experience in both ambulance and hospital settings. The move to Aotearoa New Zealand brought its share of uncertainty, but the kindness of colleagues helped her settle quickly. Now based at Paraparaumu Ambulance Station, she mentors new graduates, adding another rewarding layer to her work.

No two days are alike – calls range from emergencies to community care. "You focus on one patient at a time," Charlotte says. A moment she'll never forget was helping revive a man who collapsed on the roadside while off duty.

Outside work, Charlotte stays grounded through walking, horse riding, and calls with family. For her, being a paramedic is rewarding, unpredictable and collaborative.





# Clinical Communications Centre

## *The first voice when every second counts*

At the heart of Wellington Free Ambulance is our Clinical Communications Centre. The calm, expert voices answering 111 calls 24/7, 365 days a year.

When someone dials for help, these are the first voices on the line who can provide immediate support, expertly assessing emergencies, guiding callers through lifesaving actions like CPR, and dispatching ambulances to those in urgent need.

Our Communications Centre handles everything from critical emergencies to non-urgent patient transport in Greater Wellington and Wairarapa, ensuring every call is met with care that is required for the patient's situation.

Within the centre, the Clinical Hub is staffed by our clinical paramedic advisors (CPAs) – experienced paramedics who balance frontline ambulance duties with a vital clinical support role. These highly trained professionals review patient conditions over the phone, provide expert advice to ambulance crews on the road, and deliver telehealth services that can often resolve lower-acuity cases without dispatching an ambulance.

### In the past year

**236,821** calls answered

**179,133** emergency 111 calls answered

**57,688** non-urgent calls answered

**23,186** calls were supported by Clinical Paramedic Advisors

**8,759** incidents were treated over the phone



Together, our Clinical Communications team ensures every patient receives the right care, at the right time because at Wellington Free Ambulance support can start right from the call to 111.

## Meet Ben – Clinical Paramedic Advisor

**Ben started his career in the UK, working for six years in the ambulance service, including three years as a paramedic.**

In 2023, he moved to New Zealand and joined Wellington Free Ambulance. Since 2024, he has been working as a clinical paramedic advisor (CPA), providing clinical guidance and support over the phone to patients, paramedics, and healthcare professionals.

Ben was drawn to the CPA role as a new challenge that broadened his clinical skills beyond his role as a paramedic. “It’s rewarding to support colleagues on the road and help patients get the right care whether that’s self-care advice, a GP appointment, or dispatching an ambulance,” he explains. He values the variety the role offers,



balancing clinical triage, decision-making, and collaboration with medical directors.

One moment that shaped Ben’s path was witnessing the compassionate care paramedics gave to a family member who needed ongoing healthcare. That experience, along with the unpredictable nature of paramedicine, inspired him to pursue this career. Ben completed a comprehensive internal training programme to become a CPA, building on his paramedic experience to make confident clinical decisions without seeing patients in person.

Ben thrives on the unpredictability and teamwork his role demands. “What I love most is the variety and the chance to make a real difference, whether over the phone or supporting crews on the road.”

# Event Medical Services

## *Caring for our community, one event at a time*

Our Event Medical Services team plays a key role supporting the community at all kinds of events across Greater Wellington and Wairarapa. Whether it's a large international concert, major sporting events or community festivals, you'll find our event medics on site and ready to step in and help if anyone gets sick or injured.

The team is made up of people from all walks of life. From lawyers, pharmacists, lifeguards, Corrections officers, and more all sharing the same goal: keeping our community safe and cared for. Each event medic goes through a thorough training programme which at the end sees them qualified as a first responder. They have the full support of our clinical teams who can be called in if additional clinical care is required.

### In the past year

502

events supported  
by Event Medics

11,239

hours spent  
at events by  
Event Medics



The team supports the biggest events our region has ever seen like Homegrown, World of Wearable Art, Round the Bays or international rugby events as well as supporting smaller events speed way events and club sports.

## *Round the Bays 2025*

**Round the Bays event took place on Sunday 16 February 2025, drawing approximately 10,000 participants alongside a large number of spectators.**

The Event Medical Services team, supported by a diverse group of healthcare professionals including our medical director, critical care paramedics, paramedics, emergency medical technicians, and first responders, were fully operational across the course. With a fully equipped onsite field hospital and rapid response teams, the team provided coordinated medical care throughout the day.

A total of 33 patients required medical attention during the event. Of these, 29 were treated onsite and discharged home, while four were transported to hospital for further treatment. This included several patients in critical condition. Our ability in delivering rapid, high quality medical support and transporting for additional hospital based treatment demonstrates the effectiveness of working together as an integrated model of care.



“Our team worked seamlessly to deliver exceptional care across the event, highlighting the importance of a collaborative, multi-disciplinary approach to event medicine. This ensures patient safety, timely intervention, and optimal care in dynamic environments. With everyone focused on what the patient and their medical needs, the event medical services team in partnership with emergency ambulance services did a great job.”

– Daniel Ashcroft, Head of Event Medical Services



## Meet Event Medic Leon

Leon joined Wellington Free Ambulance at the end of 2019, training during the COVID-19 pandemic as an event medic. This experience sparked his passion, leading him to study paramedicine at Whitireia, a career path he'd quietly considered for years.

His interest began at age 11, when paramedics responded to his grandfather's cardiac arrest, leaving a lasting impression with their calm and professional medical skills. Later, while studying psychology and criminology, and working in humanitarian aid and emergency management, paramedicine remained a strong pull.

As an event medic, Leon attends a variety of gatherings, from concerts to niche community events. The job demands readiness, clinical skill, and strong people skills – sometimes it's about treating injuries, other times about simply connecting with the community.

Events can be unpredictable, but Leon emphasises staying calm and leaning on the team support.

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It feels right to be part of a team that shows up for the community.

Events can be unpredictable, but Leon emphasises staying calm and leaning on the team support. He values mentors at Wellington Free Ambulance who have helped him grow his skills.

Beyond emergency care, Leon enjoys community outreach, like teaching lifesaving skills through The Lloyd Morrison Foundation Heartbeat CPR Training Programme. He credits the strong support network at Wellington Free Ambulance and the sense of whānau for making the role rewarding.

Staying connected to the community is why he chose this path. 'It feels right,' he says, proud to be part of a team that shows up for the community at some many different events across the region.



# The Lloyd Morrison Foundation Heartbeat Programme



Wellington Free Ambulance provides FREE community CPR and training on how to use an AED, thanks to the generosity of Julie Nevett and The Lloyd Morrison Foundation.

The annual donation from Julie Nevett and The Lloyd Morrison Foundation is integral to Wellington Free Ambulance in a number of ways. The Foundation's annual donation not only fully funds The Heartbeat Training Programme making the training freely available across our community but also supports the purchase of a fully equipped frontline ambulance, ensuring our fleet is ready and available when needed most.

Through The Lloyd Morrison Foundation Heartbeat Programme, we offer families, schools, businesses, and community groups the essential skills needed to save a life. In less than 90 minutes, this fun and interactive session focuses solely on the practical technique and rationale behind CPR, the importance of immediately seeking help, and how to access and use an AED to give someone suffering sudden cardiac arrest the best chance of survival. It also covers how to use the GoodSAM Responder App.

By equipping our communities with these important skills and supporting our frontline services, we're working together to create safer environments for everyone.

## Highlights

- An official New Zealand distributor of Stryker AEDs, strengthening our commitment to community safety.
- We now have over 500 AEDs out in the community, ready and accessible for when they're needed most.
- We have sold over 250 AEDs this year alone helping both private organisations and public spaces.
- Celebrated 32 cardiac arrest survivors where a Wellington Free Ambulance AED was used by a member of the public.

## Our impact, during the 2024-2025 financial year:



**9,133**

People trained between the ages of 5 - 75 years

**230**

Training sessions held, including:

**119**

Community courses and events

**74**

Business courses and events

**28**

Student courses and events

**7**

Pasifika courses and events

**102**

New public AEDs installed

Across Greater Wellington and Wairarapa we now have:

**502**

Wellington Free Ambulance community AEDs and

**260**

Private AEDs





## How an AED saved my life

Kevin had always been active and fit, so when he began to feel a little more tired than usual the week before his sudden collapse, he made a mental note to get it checked out.

A week later at Akau Tangi Sports Centre during a game of basketball, Kevin experienced something that changed his life forever. With just three minutes left on the clock, everything suddenly went black. "I remember looking up, and then... nothing. I blacked out," he says.

The next thing he remembers was the paramedics over him. Kevin couldn't recall the moments in between. "The guys told me I didn't fall; I put myself down. It was more like fainting, I guess," Kevin reflects. "But when I started twitching and wasn't responsive, that's when they realised it was serious. I was convulsing. It must have been terrifying for everyone around me."

Thankfully, a crucial chain of events was already in motion. Someone with 11 years of medical experience, who was waiting to play on the opposing team, jumped into action. "He started CPR right away, and two others from my team joined in. Three of them working together," Kevin remembers. "It all happened so fast."

Kevin was really lucky. There was an AED set up by Wellington Free, and this device played an important role in saving his life. "The AED was huge. Without it, I wouldn't be here. The CPR, paramedics and the AED got me back," he says, his voice full of gratitude.

"The ambulance crew was there so quickly. I would have been out for about 20 minutes before I woke up. The paramedics were working on me, and I had an oxygen mask on. It was a trippy experience," Kevin admits.



Despite the chaos, Kevin remained remarkably calm. "Everyone else was running around, working on me, but I was pretty calm. I just kept thinking, 'I want to live.' That was the first thing on my mind when I started to come around."

The quick response from his teammate Leo was a game-changer. "The team jumped in and called 111. Without them, it could have been a very different outcome. He got CPR started right away," says Kevin. "They used an AED and after just one shock, I came back."

"Life is fragile," Kevin continues. "One minute, everything can be fine, and then it can all change. That's why we need to appreciate life, enjoy it, and take care of ourselves. Work and money aren't everything. You need to be happy and healthy. I'm a survivor, and I now understand how important it is to have AEDs in the community."

In fact, as part of his recovery, Kevin chose where the next AED would go in his community. "I picked a church near my house. It's so important to have these in the community," he says.

Reflecting on the experience, Kevin is deeply thankful to the Wellington Free Ambulance team. "The AED, the paramedics, and the people who acted quickly without them, I wouldn't be here today. They truly saved my life."

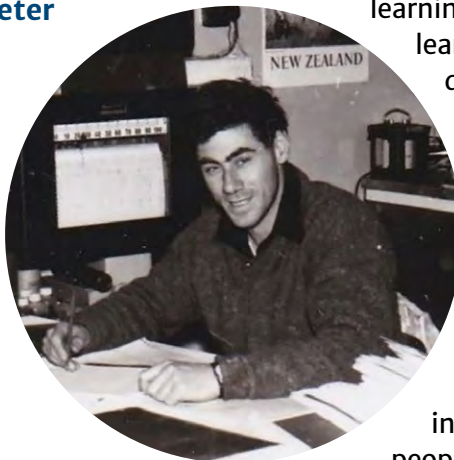
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Thanks very much for organising the training. I think it's a great and important initiative, especially since not everyone can take a full day off to complete a first aid course but can still learn lifesaving skills in just two hours. In my opinion, everyone should take this training.

# The Peter Macdonald Scholarship

## *Leaving a lasting legacy*

**Passionate about education, Peter Macdonald's legacy lives on through the creation of Wellington Free's STEP (Staff Training and Education Pathways) Programme and the Peter Macdonald Scholarship, helping to shape the future of emergency care in our communities.**



Born in 1926 in Kelburn, Wellington, William James Peter Macdonald attended Kelburn School, Wellington Boys' College and Victoria University. After university, he joined the geophysics section of the Geological Survey at the Department of Scientific and Industrial Research (DSIR) – a decision that shaped his career and life.

In 1952 he left DSIR to try business and teaching before returning to DSIR in 1956 when he joined Sir Edmund Hillary's Trans-Antarctic Expedition. The Trans-Antarctic Expedition/ International Geophysical Year (TAE/ IGY) winter over party (1956–57) built Scott Base on Ross Island, Antarctica (making Peter part of the first ever group to winter over at Scott Base) and conducted critical scientific research.

Alongside Hillary and the rest of the expedition team, Peter was awarded the Polar Medal in 1959 due to his work measuring sea levels, currents, and the ice shelf at McMurdo Sound. Peter's work was so renowned that Macdonald Bluffs in Antarctica was later named in his honour.

### **Peter's legacy – empowerment through education**

Peter was passionate about education and wanted to support empowering Wellington Free's people to grow through education. That's why we used Peter's generous bequest to establish the STEP (Staff Training and Education Pathways) Programme and the Peter Macdonald Scholarship.

The STEP programme is expected to continue through to 2027, enabling us to create more

learning opportunities, support clearer learning pathways and help people develop their careers.

The Peter Macdonald Scholarship is dedicated to supporting Wellington Free people from across the organisation to start their clinical careers in paramedicine. It's intended for people who aren't currently paramedics but are interested in paramedicine. This could be people working within the clinical communications centre, or as event medics or patient transfer officers, who don't currently hold paramedic qualifications.

The Peter Macdonald Scholarship provides financial assistance towards course fees for the NZ Diploma in Ambulance Practice or Bachelor of Health Sciences (Paramedicine). It also includes support for essential course-related costs such as books, uniforms while in training, and medical equipment, helping to remove financial barriers so people can focus on their learning.

The Peter Macdonald Scholarship is about more than just providing financial assistance – it's creating a legacy that uplifts the team, empowers people to reach their goals, and contributes to the future of highly skilled emergency care provided by Wellington Free Ambulance.

We're so grateful to Peter and for his choice to invest in the future of Wellington Free Ambulance. His lasting legacy will continue to empower emergency ambulance services, supporting the growth and development of those who serve our communities. Through this contribution, Peter will be remembered not only for his generosity but for his commitment to advancing education in emergency pre-hospital care.

**If you'd like to find out more about leaving a legacy, visit our website:**

**[www.wfa.org.nz/  
leave-a-gift-in-your-will](http://www.wfa.org.nz/leave-a-gift-in-your-will)  
or email: [giftinwill@wfa.org.nz](mailto:giftinwill@wfa.org.nz)**



# Wellington Free Ambulance's Community Champions

**Over 2,200 people donate on a regular, ongoing basis to ensure services remain free of charge – they are Wellington Free Ambulance's Community Champions!**

Essential members of the team, each Community Champions' year-round support helps us be here for our Greater Wellington and Wairarapa communities 24/7, 365 days a year.

Regular and ongoing donations ensure everyone in our communities can access emergency ambulance care, when they need it most – free of charge. These donations help fund the essential vehicles and equipment our paramedics need to save and change lives, every single day and night.

In the last year, regular and ongoing givers donated around \$726,000 – that's approximately 1,116 emergency ambulance responses they helped fund this year alone. Each of those people that we helped during those callouts are parents, grandparents, children, friends and loved ones.

Thanks to our Community Champions, they got the help they needed at no cost to them.

## **"I don't know what we would have done without Wellington Free Ambulance"**

Twice in the last couple of years, Jude's husband has been on the verge of a diabetic coma. Both times, Wellington Free Ambulance paramedics provided expert emergency medical care, leading Jude to say "I don't know what we would have done without Wellington Free Ambulance. The paramedics that crew the ambulances are amazing."

Because of the care provided for Jude's husband, they decided to give back by becoming Community Champions.

Our Community Champions choose to support us for a range of reasons. From personal experience to wanting to make sure everyone in their community can access emergency healthcare, free of charge.



**We're so grateful to our Community Champions: please join us in acknowledging and thanking the incredible generosity of these committed donors.**



**Wellington Free Ambulance  
Community Champions**

**If you'd like to become a Community Champion, it's quick and easy to set up your regular donation online at [www.wfa.org.nz/donate](http://www.wfa.org.nz/donate) or you can call us on 0508 932 3733.**

# Wairarapa Station opens

**After working from temporary spaces, we're thrilled to share that Wairarapa now has a permanent and purpose-built ambulance station in Masterton. A forever home for the free ambulance service.**

A beautiful dawn blessing, led by Rangitāne, took place on Friday 8 August, followed by the official ribbon cutting and the launch of our newest ambulance, the Fenix Flyer kindly donated by the Fenix Trust. We opened the doors wide to the community, welcoming more than 1,500 people through the station for a very special open day.

A massive thank you to everyone who joined us, and to those who've helped bring this station to life over the past two years. We're so proud to now call Queen Street home and even prouder that this station was built by and for the people of Wairarapa.



**It is impossible to individually acknowledge the thousands of people who contributed in a huge range of ways to this build, please know that everyone at Wellington Free Ambulance is humbled and grateful for your support.**







A special shoutout to the Rapid Relief Team NZ for the legendary burgers and sausages, and to Kererū Coffee for keeping everyone warm and caffeinated during the icy weather on the open day!



Thank you to everyone who contributed to this project.

**Built by the community, for the community.**





# Rolling out a smarter, more sustainable fleet

This year, we're adding 14 new van-style ambulances to our emergency fleet supporting our Kia ora te Tangata - Strategy 2030 goals of fit for purpose infrastructure and financial sustainability.

These lighter vehicles are easier to manoeuvre in tight spots (really helpful in Wellington's winding hill suburbs!), more fuel efficient, and just as powerful, helping us reach patients quickly and safely.

We've also introduced six new SUV-style Mitsubishi Outlander plug-in hybrid electric vehicles (PHEV's) to our Patient Transfer Service. These vehicles are more accessible for patients and are a step towards a greener, more sustainable fleet.



Donated by Anne Conwell



Funded by Pub Charity



Funded by community donations



Donated by Ray Thomas and family







Donated by Fenix Foundation

As always, these vehicles are philanthropically funded by our incredible community.

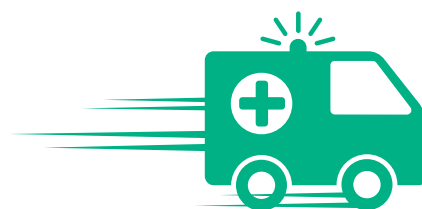
**A massive thank you to everyone that contributed. We couldn't do it without you.**



Donated by Pearse Feeney



Donated by Barbara Blake



Donated by Ida Kathleen O'Connor



# WELLINGTON FREE AMBULANCE + ONESIE APPEAL

2025



Online donations

1,426

average donation \$61.90

In the second week of September, the Greater Wellington and Wairarapa regions once again turned out in style for our much-loved annual Onesie Appeal. This community-driven fundraiser is the biggest on our calendar, raising essential funds to help keep the free in Wellington Free Ambulance and 2025 looks to be the biggest on record!

We're proud to share that a total of over **\$283,000** was raised this year, an incredible effort made possible thanks to the generosity and dedication of our supporters.

A massive thank you to almost **687 volunteers** who gave over **680 hours** of their time across **71 sites** throughout the region during our Street Appeal.

Whether you were collecting donations, raising funds at school, dressing up at your workplace, or simply giving what you could thank you for being part of this Onesie-ful week.

A heartfelt thank you to our Principal Partner, Silk Baby, for generously matching all online donations during appeal week up to \$50,000. We're also grateful to our outdoor advertising partner, Go Media, for helping spread the word across the region, and to our accommodation partner, Ohtel for their support and donating an incredible prize to thank a lucky Onesie Day fundraiser.

To every person who donated, volunteered, fundraised, or wore a Onesie to show your support, your efforts help us continue to be here for our community, 24/7. Thanks for being the most onesie-ful supporters!

135 schools and ECEs raised funds

Digital advertising

1.9 million views

63

businesses raised funds

687 volunteers

Giving 680 hours of time

286 total registered fundraisers





# Our People – Staff Awards

Each year, we recognise our team who live the Wellington Free Ambulance values through their work and who display a significant commitment to our patients, our staff, the wider organisation, and the community through Wellington Free Ambulance's Staff Awards.

## Thank you, Barbara Blake!

We are delighted to have support from local philanthropist, Barbara Blake, for our annual staff awards.

Barbara says, “Although most of the fundraising for Wellington Free Ambulance is of course aimed at funding the ambulances and all the high spec equipment, it is important to recognise that it is the people of Wellington Free who are the life savers. It’s nice to be able to champion and to celebrate their skills, expertise and dedication.”



This gift from Barbara not only serves to honour our staff but also honours Barbara's grandfather George Cox. George was on the Wellington Free Ambulance Board from 1960–1968. He was the Deputy Chairman from 1965 and assumed Chairmanship in November 1966 after Sir Charles Norwood (Wellington Free founder) passed away.



## Act with Kindness

This award recognises those who demonstrate the value of manaakitanga. Care and compassion are fundamental to our work, and this individual or team are gracious and kind in all their interactions, treating people with dignity and respect both inside and outside the organisation.

**Award recipient – Tor Riley**



## Be Authentic, Original and True

This award reflects the individual or team's ability to respect and champion diversity and inclusivity. They help foster a respectful and safe environment that celebrates individuality, nurtures trusting relationships, and empowers everyone to feel confident and comfortable in bringing their true, authentic selves to work.

**Award recipient – Yvonne Gemmell**



## Lead by Example

This award values a passionate individual or team who embodies Wellington Free Ambulance's values and standards through their actions. They use their knowledge, expertise and exemplary behaviour to inspire and support others, and help guide and influence better outcomes for all.

**Award recipient – Rachel Evans**



## Keep Getting Better, Together

This award acknowledges the person or team that is committed to embracing change through continuous improvement, innovation and collaboration. They are dedicated to working together and growing together to drive significant, positive contributions to our organisation.

**Award recipient – Fleet Team (Josh Brain, Richard Pollock, Paul Campbell, Jo Herriot, and Barry Williams)**



## Chief's Commendation

This award recognises exceptional acts that go above and beyond the expectations of our service, and contribute to people, family and whānau outcomes.

This award celebrates actions that exemplify outstanding courage, commitment, determination and dedication to the health and wellbeing of our communities.

**Award recipient – Pasifika Heartbeat Team**



## Employee of the Year

**Award recipient – Josh Brain**

## Golden Headset Award

Wellington Free Ambulance's yearly Golden Headset Award recognises Clinical Communications colleagues who exemplify our core values, especially kindness and positivity.

They are the driving force behind a vibrant workplace culture, spreading positivity, promoting collaboration, and inspiring their peers to excel. Their presence fosters trust, camaraderie, and motivation among the team.

**Award recipient – Sean Robinson**





## Long Service Awards

Each year, we come together to recognise the incredible dedication and commitment of our team members through the Wellington Free Ambulance Long Service Awards. These awards celebrate the milestones of service that reflect not only time, but a deep and ongoing commitment to the people of Greater Wellington and Wairarapa.

This year, we are proud to acknowledge 29 team members who have collectively contributed over 500 years of service to Wellington Free Ambulance. From 10 to an impressive 25 years of dedication, their impact on the lives, families and communities we serve is truly immeasurable.

**We honour  
and thank  
each one  
of you.**

### 10 Years

Wendy Bartlett	Steven Lockett
Stacy Bradley	Gary McMillen
Kristy Cornwell	Abby Perry
Roberta Davis	Finn Prendergast
Gus Feltham	Carl Shann
Julia Giblin	Jackie Vaughan
Chris Hall	Stephen Walsh
Larissa Kisona	
Charlotte Lloyd	

### 15 Years

Josie Corkery	Glenn Phillips
Karen Duffell	Mark Shakespeare
Adrian O'Grady	

### 20 Years

Mike Genet  
Rob Gladding  
Steve Tautau  
Jessica Vanderburg

### 25 Years

Hayden Austing  
Martin Hill  
David Huntley  
Indira Wieringa

## Our People – External Awards

### Women in Ambulance Awards

#### Ratna Attli

Head of Patient Transfer Services

#### Hannah Crombie

Head of Clinical Communications

#### Kayleigh Lewis

Paramedic

#### Marie Long

Clinical Paramedic Advisor & Preceptor

#### Cheryl Watson

Wairarapa Community Liaison



From left: Cheryl, Hannah, Marie, Kayleigh and Ratna.

### Council of Ambulance Authorities (CAA)

Recipient of a two-year leadership development programme 2025-2026

**Kim Beban** – Critical Care Paramedic

### Finalist for the 2025 CAA Women in Leadership Scholarship (Emerging Leaders)

Winner not announced at time of print

**Inayah Harun** – Paramedic

### New Zealand Health and Safety Award (Finalist)

#### Emily Regtien

– Training & Quality Supervisor



# Support from our business community

## *The crew behind the crew*



**Teamwork underpins everything Wellington Free Ambulance does from clinical communications to emergency ambulance, patient transfer to attending events in the region. It all comes together through a shared commitment.**

An important part of this team extends beyond our organisation and into the business community across Greater Wellington and Wairarapa. We are grateful to have dedicated Support Crew Businesses who stand alongside us as ambassadors, advocates and financial supporters.

One such partner is Silicon Systems; a proud Wellington company deeply committed to supporting the community they live and work in. They have chosen to stand behind Wellington Free Ambulance because they believe we represent the very best of what it means to care for others.

Silicon admires and wholeheartedly supports our team's dedication to providing free, life-saving emergency care to anyone in need. Their support reflects their core values of service excellence and mutual support, and they are honoured to play a part in helping us continue our vital work.

As well as donating funds, Silicon also supply and support the laptops and desktops Wellington Free Ambulance is currently rolling out through a three-year managed Device-as-a-Service (DaaS) agreement.

They also provide and install our meeting room and audio-visual equipment, recently completing installations at our new Wairarapa Station. Additionally, they manage our Microsoft 365 software licensing and deliver a range of other IT equipment and services.

We're proud to count Silicon among our valued Support Crew, working together to keep Wellington Free Ambulance services free and accessible to everyone in our community.

### Support Crew Gold Partners

Allworks Limited  
Arthur D. Riley & Co.  
Brendon Motors Group  
Co-operative Bank  
Jade Property Management  
Jina's World of Fresh Produce  
KJ & LM Burns  
Mojo Coffee  
Silicon Systems Limited  
Specsavers New Zealand  
The Integral Group Limited  
Ultibend Industries  
Wellington Registered Master Builders' Association  
Z Energy

### Support Crew Partners

AD Architecture  
Archway Recruitment  
Arobake  
Arthur Holmes Limited  
Blue Star Group (New Zealand)  
EndGame  
Flick  
Higgins Contractors  
Highflo Co.  
Holmes Construction Group  
Inferno Fires Ltd.  
J. A. Russell  
Kleenrite  
Masterton Medical  
Momentum Consulting  
Moneybox  
Roof Wellington  
Sole Landscapes Limited  
Southey Sayer Chartered Accountants  
Spiral Web Solutions  
The Featherston Tavern  
Yellow Brick Road  
Yus Homes



In the  
past  
year

# The impact of Wellington Free Ambulance

## Clinical Communications



**236,821**

calls answered

**179,133** emergency 111 calls answered

**57,688** non-urgent calls answered

## Clinical Hub

**23,186**

calls supported  
by Clinical  
Paramedic  
Advisors



**8,759**

incidents treated  
over the  
phone



## Emergency Ambulance Service



**55,690**

incidents attended

**39,319**

patients transported for further treatment

**16,371**

patients treated at home

**30**

specialist  
Rescue  
Squad  
incidents



**338**

responses  
by Pōneke  
Promise



**2,634**

responses  
by Urgent  
Community  
Care Team



**108**

Co-Response  
Team incidents



**2,560,569**

kms travelled  
by Emergency  
Ambulance  
Service  
fleet



## Patient Transfer Service

**43,818**

patient transfers  
completed



**1,399,017**

kms travelled  
by the Patient  
Transfer Service  
fleet



## Event Medical Services

**502**

events supported  
by Event Medics



**11,239**

hours spent  
at events  
by Event  
Medics



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

**\$0**

Thanks  
to your  
support!



WELLINGTON  
**FREE AMBULANCE**  
*kia ora te tangata*



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