

29 June 2026

File Ref: 26-0340

John
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Tēnā koe John

Thank you for your email transferred from Health New Zealand on 4 May 2026 to Te Kaunihera o Pōneke | Wellington City Council (the Council) requesting the following information:

I am writing to request further information regarding Wellington Free Ambulance's involvement in the Pōneke Promise initiative operating in Courtenay Place, in partnership with Wellington City Council and New Zealand Police.

I am particularly interested in understanding the clinical and operational impact of this model, and would appreciate clarification on the following:

1. Staffing and Model of Care

- a. What is the standard staffing model (e.g. EMT, Paramedic)?*
- b. How many teams are typically deployed at any one time?*

2. Patient Cohort

- a. What are the most common patient presentations attended (e.g. intoxication, minor trauma, mental health)?*

3. Clinical Outcomes

- a. What proportion of patients are treated and discharged on scene?*
- b. What proportion require transport to the Emergency Department?*
- c. Are alternative referral pathways utilised?*

4. System Impact

- a. Has the initiative reduced ambulance transport rates from the Courtenay Place area?*
- b. Has it had any measurable impact on Emergency Department demand?*

5. Operational Efficiency

- a. Does this model reduce demand on frontline ambulance resources or prevent repeat callouts?*
- b. Has it improved ambulance availability or response times elsewhere?*

6. Clinical Risk and Decision-Making

- a. What are the key clinical risks associated with this environment?*
- b. How are decisions made regarding transport versus non-transport?*

7. Evaluation

- a. Has Wellington Free Ambulance undertaken any formal evaluation of the initiative?*
- b. What metrics are used to assess its effectiveness?*

Your request has been considered under the Local Government Official Information and Meetings Act 1987 (LGOIMA). Please find my response below.

The Council is not involved in operational aspects of this initiative, however we do hold information from the funding proposal and review. The information not held has been refused under section 17(g)(i) of the LGOIMA, that the information requested is not held by the local authority and the person dealing with the request has no grounds for believing that the information is held by another local authority or a department or Minister of the Crown or organisation.

Question One

The proposed deployment was for two paramedics with some flexibility dependant on changing circumstances.

Question Two

The Council does not hold this data however, the funding proposal noted the most common presentations were injuries related to alcohol fuelled violence.

Question Three

The table below from the initiative funding review shows the number of patients treated and outcomes between 1 July 2022 and 31 June 2023.

Number of Patients	Outcomes
467	Total Poneke Promise Responses
361	Patients treated on scene
105	Patients transported to hospital

Question Four

The Council does not hold this information; however, it is noted in the review that substantially fewer ambulances were dispatched to Courteney Place for incidents where patients could be treated on scene, with ambulances instead deployed across the region.

Question Five

The Council does not hold this information; we believe it is held by Wellington Free Ambulance.

Question Six

The Council does not hold this information; we believe it is held by Wellington Free Ambulance.

Question Seven

A review was undertaken by Wellington Free Ambulance focusing on cases attended and ambulance avoidance.

I trust this information is helpful. If you have any concerns about this response please contact official.information@wcc.govt.nz. Alternatively, you are advised of your right to raise any concerns with the Office of the Ombudsman at www.ombudsman.parliament.nz or freephone 0800 802 602.

Nāku noa, nā

Chelsea McHugh
Senior Advisor Official Information
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Wellington City Council