

# Aeromedical Commissioning Programme update

July 2025

## Kia ora,

Welcome to the fourth edition of the quarterly newsletter for the Aeromedical Commissioning Programme.

In our previous newsletter, we announced the launch of our broader sector engagement. In this edition we are pleased to share an overview of the engagement and Programme next steps.

## Design process update

The operating model design process occurred over two phases: the first phase to develop future operating model recommendations and options; and the second phase of broad sector feedback on the recommendations and options.

The first phase was highly collaborative and involved three Design Working Groups, with oversight from the Clinical and Technical Advisory Group. The design process has been informed by engagement with clinical specialties, current service providers, trusts supporting the service, consumer and whānau interviews, Regional Consumer Councils, overseas jurisdictions and literature reviews.

The second design phase sought broader sector input into the design from 14 April 2025 to 11 May 2025. This involved an online survey via the Thought Exchange platform, where interested parties could provide feedback on the draft operating model and the key questions posed.

## Summary of engagement:

We would like to thank all of those that took the time to engage and share their view on the future of air ambulance.

### Key highlights include:

- There were over 400 participants in the engagement, both groups and individuals. We received considerable and comprehensive feedback, and many participants provided additional information to our inbox.
- Most of the feedback was from clinicians, followed by aviators.
- Most respondents were employed by Health New Zealand and the current rotary-wing air ambulance providers.
- Dispatch and Coordination was a key focus of feedback, with 6 out of 10 of the top-rated thoughts highlighting the need for transformation in this area.
- Engagement attracted some overseas interest, and feedback was received from air ambulance representatives from many Australian jurisdictions, UK, USA and Norway.
- 88% of participants endorsed the proposed future operating model. This included participants with caveats to their endorsement, such as their preferred model of dispatch and coordination, or clinical crewing.

# Detailed Business Case

A Detailed Business Case is now being developed to enable delivery of the future operating model for the air ambulance sector over a ten-year horizon. The sector engagement will inform the Detailed Business Case.

The Detailed Business Case will outline the strategic direction, key shifts and investment required to achieve the strategic objectives, with a focus on Tranche 1.

The Detailed Business Case approval process will commence with Joint Purchasers from October 2025.

For more information on the Detailed Business Case process, please visit the [Treasury website](#).

## Implementation timeframes:

Implementation is proposed to occur in three tranches, with the first tranche covering the period from 1 July 2026 to 30 June 2029.

- **Tranche 1 – 1 July 2026:** Tranche 1 builds the foundations of the operating model and delivers priority changes for the sector.
- **Tranche 2 – 1 July 2029:** Tranche 2 continues to deliver the next priority changes of the operating model.
- **Tranche 3 – 1 July 2032:** Tranche 3 fully implements and embeds the operating model.

# Community interest

We received community interest from Rakiura, Stewart Island and Fiordland via our inbox in addition to the responses on the platform.

Their feedback highlighted that specific geographic areas may require tailored solutions due to unique local factors.

## Gateway review

The Aeromedical Commissioning Programme is scheduled for a Gateway review from Treasury in September 2025.

Gateway is an independent peer-review process that examines investments at key points in their life cycle to assess their progress and to rate the likelihood of successful delivery of their outcomes.

For more information on the Gateway process, and how it relates to the business case process please visit the [Treasury website](#).

## Ngā mihi nui

We would like to express our sincere thanks to everyone who took the time to review the document and provided considered feedback as part of this sector consultation process.

## Contact us

If you have any questions or feedback on this work, please contact us by email:  
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