

Aeromedical Commissioning Programme update

April 2025

Kia ora,

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

In our previous newsletter, we provided an overview of the design activity and engagement. In this edition we are excited to share key updates, and upcoming activity as we launch broad sector engagement on 14 April 2025.

Engagement overview

We want to hear your feedback on the proposed future operating model for the air ambulance service.

This is a proposal based on contributions from representatives across the sector, who formed Design Working Groups and the Programme's Clinical and Technical Advisory Group.

We invite you to provide feedback on the proposed future operating model through a link on our [Aeromedical Commissioning Programme webpage](#).

Feedback is open from 14 April 2025 to 11 May 2025.

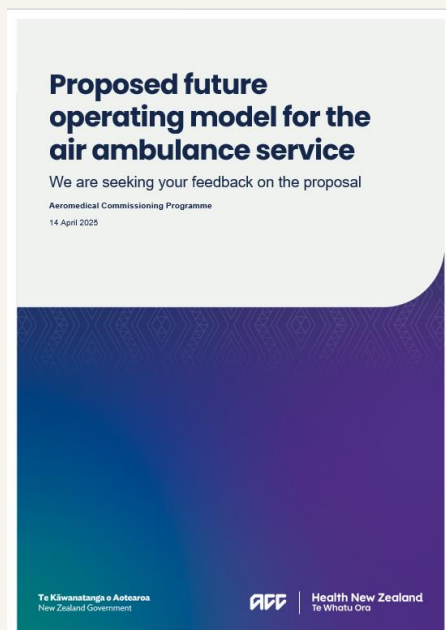
We encourage you to share this opportunity with your networks, as we want to hear from those with an interest in the New Zealand air ambulance sector.

About the engagement:

- Engagement is open to anyone with an interest in the New Zealand air ambulance sector.
- You can submit feedback as an individual or group.
- You may wish to download the document and reflect on the questions before answering. We advise you complete the survey questions in one sitting to ensure your answers are saved.
- You can provide feedback on the entire document or specific sections. If you do not wish to answer a question, you can press the next button.
- This document is best viewed on a desktop computer, so that you can more easily move between the proposed operating model and the questions.
- You will be asked what you think are the priority changes for the air ambulance sector at the end of the questions. You will be able to rate and comment on other people's answers. This section will be visible to everyone, all other answers are visible only to the Ambulance Team.
- There is a 1,000-character word limit on each answer. If you would like to share more information, please email it to us at airambulanceteam@tewhatauora.govt.nz.

Providing feedback

The feedback will refer to the Proposed future operating model for the air ambulance service.



We have provided specific questions for feedback and in some sections multiple options are presented for your consideration. We look forward to hearing about your preferred options.

The questions are divided into three parts:

- **Background questions:** demographic information including role, occupation, organisation and region. This will take up to 10 minutes.
- **Specific feedback:** questions about each component of the operating model. This will take up to 60 minutes. If you do not wish to answer a question, you can press the next button.
- **Overall proposal and priority:** general feedback on the proposed operating model and priority for implementation. This will take up to 15 minutes.

Next steps

Your feedback will be used to form the basis of recommendations that will go to Health New Zealand – Te Whatu Ora and ACC leadership teams for approval.

Once the model is approved, we will create a prioritised implementation plan. Implementation is proposed to occur in three tranches from July 2026, with the model fully implemented by 2035.

An important part of this engagement is seeking sector feedback on the priority areas for implementation. We are keen to identify which shifts will make the biggest impact for the service and deliver improved patient and community outcomes.

Ngā mihi nui

We would like to express our sincere thanks to everyone in the sector who has been involved in the design process so far.

In advance, we thank those who will take the time to review the document and provide considered feedback as part of this broad sector consultation process.

We are looking forward to this engagement and hearing the voice of the sector.

Contact us

If you are having trouble using the platform, or would like more information, please email us at airambulanceteam@tewhatauora.govt.nz.

It is important to us that everyone can participate in this consultation.