

Supporter Scheme subscription form

Sign up online now with credit/debit card
www.stjohn.org.nz/join

Joint and household supporter details

All supporters must be included and live permanently at the same address as the principal supporter.

Form fields for Title, Date of birth, First name, and Surname, repeated for multiple supporters.

Post this form to:

Subscription Processing Centre, Freepost 246812, Private Bag 14902, Panmure, Auckland 1741

St John Supporter Scheme terms and conditions
Effective 26 June 2020

These terms and conditions describe the relationship between St John and subscribers to the St John Supporter Scheme ("the Scheme").

- 1. Background
1.1 By buying a Scheme membership you are helping St John. In addition, individual, joint or residential household subscribers (referred to as "Customers") may benefit from free ambulance cover in a medical emergency or accident-related injury that is more than 24 hours old.
1.2 If you are treated by an ambulance officer and/or transported in an ambulance because of a medical emergency, there is normally a part charge you must pay.
2. Scheme benefits
2.1 Customers do not have to pay any part charge where they are treated by an ambulance officer and/or transported because of a medical emergency, anywhere in New Zealand that St John ambulance operates.
2.2 Customers do not have to pay any part charge where they are treated for an accident-related injury that is more than 24 hours old or where the injuries do not meet ACC criteria.
3. Customer obligations
3.1 The annual Scheme subscription must be paid in full to qualify for free emergency ambulance cover.
3.2 Scheme subscriptions are not transferable or assignable.
3.3 For the joint and household subscription the additional customer/s must live permanently at the same residential household address and be listed on the subscription form.
3.4 Residents of a household, who are not listed on the form or advised to St John, are not covered by the benefits of the Scheme.
3.5 The principal Customer must notify St John of any relevant changes to the additional Customers listed on the joint subscription; or additions to or other relevant changes to Customers listed on the household subscription.
3.6 The principal Customer must notify St John of any changes to the subscription in advance of any intended use.
4. Rates and payment
4.1 Subscription rates are available for individual, joint and residential households.
4.2 Any changes in rates will be notified to the principal Customer one month before the current subscription expires.
4.3 Subject to these conditions, payment of the individual, joint or household subscription will provide cover for 12 months from the date payment is received by St John.
4.4 For continuous cover, renewal of the full subscription amount must be paid before the current paid subscription period ends.
4.5 There is no life subscription equivalent of the Scheme.
4.6 Where incomplete or incorrect information is provided to St John in a medical emergency resulting in us not being able to match a current Supporter Scheme member to the call out, a part charge invoice will be automatically generated.

- 5. Cancellation
5.1 A Customer may cancel their subscription at any time in writing. Cancellation will take effect at the end of the subscription year.
5.2 St John may, at its discretion, decline any Scheme application or subscription renewal, or cancel any current subscription on written notice to a customer if:
6. Exclusions
6.1 St John does not provide emergency ambulance services in Wellington or Wairarapa.
6.2 To join the scheme, you need to be a citizen or permanent resident of New Zealand, or eligible for free public healthcare in New Zealand in accordance with Ministry of Health policy.
6.3 St John Medical Alarm Customers are not eligible to join the Scheme.
6.4 Group or company participation in the Scheme is at the discretion of St John and is evaluated on a case by case basis.
7. Situations when the part charge may not be waived even if you choose to become a member of the scheme.
7.1 If you are a resident of a rest home, private hospital or other commercial residential age care facilities and you have been assessed as requiring rest home level care by a Needs Assessment and Service Coordinator (NASC), the cost of your ambulance part charge should be paid for by the provider where they are MSD accredited.
7.2 If you are a customer of a medical alarm provider which is accredited with the Ministry of Social Development the cost of your ambulance part charge should be paid for by the provider.
7.3 In some circumstances the provider of an independent living, retirement village or other commercial residential facility may include the cost of your ambulance part charge as part of the cost of you of living there.
8. Privacy
8.1 St John is concerned with protecting the privacy of your personal and health information.
9. Promocode terms and conditions
9.1 These promotional Code terms and conditions apply in addition to the standard Supporter Scheme terms and conditions outlined above.
9.2 Promocode discounts are exclusive to new Supporter Scheme members only and are not applicable to existing membership renewals.
9.3 The discount applies to the first 12months of membership, after which standard annual subscription fees apply.
9.4 The discount will be applied to the standard annual Individual, Joint or Household Supporter Scheme membership fee.
9.5 Promocode discounts are only available online and cannot be applied to a manual payment.
9.6 The promotional code is valid for a limited time only. St John reserves the right to modify or cancel it at any time.
9.7 Each promotional code can be used only once, unless otherwise specified.
9.8 The promotional code is not transferable, may not be resold or redeemed for cash.
9.9 Limit one promotional code per Supporter Scheme.
9.10 You must enter the Promo Code during the checkout process in the payment details section when placing your order online otherwise the discount will not be applied to your order.
9.11 You cannot use a Promo Code in conjunction with any other discounts or promotional offers unless the specific terms relating to the offer state that you can combine the Promo Code with other offers.
9.12 St John reserves the right to void the transactions where prohibited.
9.13 St John reserves the right to update these terms and conditions without prior notice.
9.14 Use of the Promo Code deems acceptance of these Terms and Conditions.



Your St John ambulance membership



Join the Supporter Scheme

Benefits of the scheme include:

- free medical emergency attendance if required* and/or;
- free emergency ambulance transport to hospital or emergency medical clinic if required

In a medical emergency, a potentially lifesaving trip in an ambulance normally costs \$98.

With a Supporter Scheme membership, you don't have to worry about these fees. **If you have a medical emergency that requires an ambulance, we'll be there for you – free of charge.**

No extra bills. No added stress. You don't even need to show a membership card. You simply concentrate on what matters: you, your family, and your health.

For less than the cost of one emergency ambulance you can cover your whole household for a year – that's great value!

St John is a charity that provides 24/7 ambulance services for 90% of New Zealanders.

Our contracts with the Ministry of Health and ACC fund about 80% of the operating costs of the emergency ambulance service, leaving St John with a significant funding gap which the charity tries to make up from part-charges, service contracts, fundraising, and donations.

Any excess funds raised through the Supporter Scheme also help St John deliver valuable community services such as Youth programmes, Health Shuttles and Caring Caller to name a few.

*A medical emergency is one where there is an event such as a collapse, an asthma attack or a heart attack and the ambulance service is called to assist with this specific emergency. If you require assistance, St John organises the most appropriate help. This could be an ambulance, paramedic, another emergency service or expert advice.
*** Please refer to the terms and conditions section 6. exclusions.
St John emergency ambulance services do not cover the Wellington and Wairarapa areas. Non emergency private hire of an ambulance is not covered by the Supporter Scheme.

St John nurse or Paramedic triage

If you have a non-urgent injury or medical problem that is not life-threatening, you can get an enhanced clinical assessment where a St John nurse or paramedic will phone you back to ask some additional questions about your condition so they can provide advice directly over the phone. This is called the Clinical Hub.

Receiving care and advice from a nurse or paramedic over the phone for a non-urgent/non-life-threatening condition enables you to receive the care you need sooner and closer to home.

The Clinical Hub triage service helps keep ambulances available for you if you do have a life-threatening condition and enables us to get to you as quickly as possible.

If required, an ambulance response will be arranged straight away. If an ambulance response is not required, the nurse or paramedic will provide you with the health advice you need and/or refer you to a GP, an accident and medical centre or district nurse for additional support. You are not charged for using the Clinical Hub.



Joining is easy!

Join online today

Simply visit stjohn.org.nz/join with a Visa or Mastercard enabled debit or credit card or use our Account2Account service.

Give us a call

Contact our Customer Service Centre on 0800 STJOHN (0800 785 646) Monday to Friday 7.30am–5pm and Saturday 7.30am–12.30pm, payment can be made with a Visa or Mastercard enabled debit or credit card.

Fill in the form

Complete the form attached and post to Subscription Processing Centre, Freepost 246812, Private Bag 14902, Panmure, Auckland 1741

We can be there for you free of charge

A Supporter Scheme membership lasts for 12 months from the date of payment, and you can choose between three great value plans, and if you renew early you don't lose any of your remaining membership:

Individual	1 person	\$55
Joint	2 people living permanently at the same address	\$75
Household	3+ people living permanently at the same address	\$90

Rates correct as at July 2021. Terms, Conditions and exclusions apply.

“ We joined the Supporter Scheme because we didn't want to worry about the cost of an ambulance in an emergency. When you have kids it's all about peace of mind. ”

Mathew

Supporter Scheme subscription form

Sign up online now with credit/debit card
www.stjohn.org.nz/join

Principal supporter details

Title		First name	
Surname			
Address			
		Post code	
Phone		Date of birth	
Email			

Scheme selection – prices include GST and are for annual cover

- ☐ **Individual** – \$55
1 person
- ☐ **Joint** – \$75
2 people living permanently at the same address
- ☐ **Household** – \$90
3+ people living permanently at the same address
- ☐ **Yes, I'd also like to give a donation to support St John deliver services in my community.**
☐ \$25 ☐ \$50 ☐ \$100 \$ () (my choice)
Donations of \$5 or more are tax-deductible.
A receipt will be sent with your subscription confirmation within 28 days.

Total amount to pay St John \$

- ☐ I have read and agree to the scheme terms and conditions, a copy of which is detailed in this brochure and online at www.stjohn.org.nz/supporter-terms

Payment details

<input type="checkbox"/> Visa	<input type="checkbox"/> MasterCard	<input type="checkbox"/> Amex		
Card number				
Name on card				
Expiry date				
Signature				

... continued overleaf