



St John

ST JOHN AMBULANCE WESTERN AUSTRALIA IS CONNECTED TO ITS COMMUNITY IN A WAY THAT MAKES US EXTREMELY PROUD.

DURING 2013/14 WE TOUCHED THE LIVES OF MORE THAN 500,000 INDIVIDUALS. WE'VE COMFORTED AND TREATED THE SICK AND INJURED, TRAINED OTHERS TO SAVE LIVES AND RECEIVED SUPPORT FROM THOUSANDS OF VOLUNTEERS.

OUR COMMITMENT FOR THE SERVICE OF HUMANITY GUIDES EVERYTHING WE DO.

—
**ANNUAL
REPORT
2013/14**

**STRENGTH
TO
STRENGTH**

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St John Ambulance Western Australia is guided by the following values in the fulfilment of its Vision:



OUR
STRENGTH
COMES FROM
MORE THAN
6000
DEDICATED
STAFF AND
VOLUNTEERS



BRUCE WICKSTEED

PARAMEDIC

Bruce was part of the relief team that travelled to the Philippines following Typhoon Haiyan.

READ MORE ABOUT BRUCE'S
STORY ON PAGE 13



MELINDA PARKER

COMMUNITY PARAMEDIC

Melinda was faced with the huge task of starting a sub branch from scratch in the remote Pilbara iron ore town of Paraburdoo.

READ MORE ABOUT MELINDA'S
STORY ON PAGE 17



SHANNON HINKS

PATIENT TRANSFER SERVICE

On a routine patient transfer, Shannon discovered that taking the time out to listen to a patient could be all the care they need.

READ MORE ABOUT SHANNON'S
STORY ON PAGE 23



SCOTT CAHILL

EVENT HEALTH VOLUNTEER

Scott has taken part in some of the State's largest sporting, entertainment and fundraising events.

READ MORE ABOUT SCOTT'S
STORY ON PAGE 26



RIANA VAN DER MESCHT

COMMUNITY FIRST RESPONDER

After racing to a patient with the surf club defibrillator in her hands, Riana dropped to the ground and had a sudden cardiac arrest.

READ MORE ABOUT RIANA'S
STORY ON PAGE 30



ETHAN RIBIERO

TRIPLE ZERO HERO

Four-year-old Ethan showed age was no barrier to being a first aid hero when he made an emergency phone call to help his dad.

READ MORE ABOUT THIS
STORY ON PAGE 34



CAA AWARD WINS

AWARDS FOR EXCELLENCE

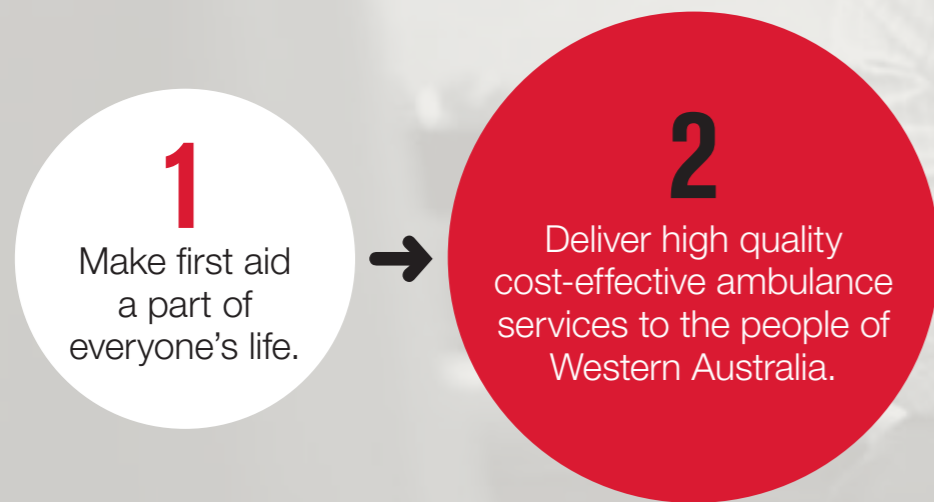
Two out of four category awards plus the major prize. Our commitment to innovation and improvement was rewarded in Canberra.

READ MORE ABOUT THIS
STORY ON PAGE 37

OUR CORPORATE PLAN

Our purpose for being in Western Australia is the unique contribution we make in serving humanity and developing resilient communities in this state.

We achieve our purpose when we:



WHAT WE DO

St John Ambulance Western Australia is the preeminent provider of pre-hospital care in Western Australia.

We are a charitable, non-profit, humanitarian organisation that provides the community with life-saving first aid skills as well as delivers the state's ambulance service. Nationally, we are seen as a leader in the sector.

In addition to being at the forefront of first aid training and ambulance services, St John also delivers Event Health Services, Industrial Health Services, Patient Transfer Services, the Community First Responder System and the First Aid Focus program. We also have a strong humanitarian focus, supported by a range of fundraising and charitable initiatives.

St John employs more than 1,660 paid staff including paramedics, communications officers, patient transport officers, administration staff and first aid trainers.

Our activities are supported by 4,412 volunteers that donate more than 3.5 million hours to the community every year under the St John banner. From running the ambulance service to teaching first aid in hundreds of locations around regional Western Australia, each and every one of our volunteers gives an invaluable service to the community.

We owe a lot of our success to this amazing, dedicated and committed group of people.

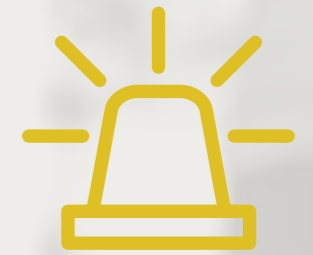
OUR KEY ACHIEVEMENTS



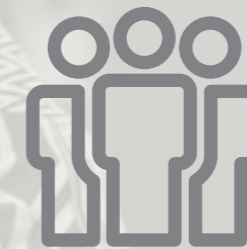
91 years providing WA's ambulance service



4,412 volunteers providing more than 3.5 million volunteer hours



More than 750 Community First Responder locations



More than 220,000 people trained in first aid



More than 100,000 school students trained in first aid



122 years teaching first aid in the community



More than 255,000 ambulance cases



2013/14 has been a year of continual improvement for St John, and of progress against key performance indicators in service coverage and delivery.

A MESSAGE FROM OUR CHAIRMAN

Chairman's Report

Everyone at St John Ambulance Western Australia can feel justifiably proud of their achievements as we report on the 2013/14 financial year, and be satisfied that we have continued to fulfil our purpose of serving humanity through the relief of sickness, distress, suffering and danger.

Our 6,000 staff and volunteers have made a difference to many people during the course of the year. We completed more than 255,000 ambulance and patient transport cases, trained more than 220,000 first aid students, provided almost 120,000 hours of paramedic and medic services to the mining sector, treated more than 12,000 patients at events and supported 751 community first responder locations. During the year St John came into direct contact with more than 20 per cent of the Western Australian population. The quantity and quality of this direct engagement coupled with our comprehensive media coverage and marketing campaigns ensured we continued to achieve our purpose: to make first aid a part of everyone's life and to deliver world-class ambulance services that are the most cost-effective in Australia.

In 2013/14 we will report a surplus of \$18.6 million, bringing our total operating surplus over the last three years to approximately \$61 million. These surpluses have been vital in helping fund our \$72 million capital works program over the same period. This level of investment is critical because to provide a world-class ambulance service, the quality of our buildings, ambulances, equipment and training facilities must be of the highest order.

The 2013/14 financial year has been one of continuous improvement and of progress against our key performance indicators for service coverage and delivery. At St John we constantly look for

new ways to improve our ambulance services and operating model. Whether through revising clinical practices and guidelines, developing emergency and crisis management capacity, working with partners in primary health to develop alternative pathways of care (so that lower acuity patients can receive appropriate care without hospital treatment) or supporting country ambulance operations, every improvement strategy is designed with the WA community in mind. While comparative data indicates that St John is succeeding in its goal to be a world-class and cost-effective ambulance service, we certainly do not rest on our laurels and we are committed to fine-tuning every aspect of our operations so that the community can have confidence in St John's commitment to service excellence.

Throughout this annual report, we have outlined many of the achievements that have helped us to provide timely, quality, and integrated services right across Western Australia's 2.5 million square kilometres. Every work area or team at St John has made accomplishments, and those combined accomplishments mean we are better placed than we were 12 months ago to meet the challenges of the future.

To the more than 6,000 staff members and volunteers who make up St John in Western Australia, thank you for your service to humanity, your faith in St John's purpose, and your willingness to serve the people of this great state.

Gerard King
Chairman

A MESSAGE FROM OUR CEO

Chief Executive Officer's Report

The 2013/14 financial year was one of significant achievement for St John Ambulance Western Australia across every aspect of the organisation's operations: ambulance, first aid, event health, volunteering, charitable activities and financial performance. Significant progress was made towards the organisation achieving its core purposes of making first aid a part of everyone's life and providing a world-class, cost-effective ambulance service.

A record number of Western Australians were taught life-saving first aid skills by St John over the reporting period. In total, 220,748 people learned first aid, representing a 16 per cent increase from 2012/13. There are now nearly a quarter of a million more people who can provide first aid; a quarter of a million more people who can help save lives. There was also a 71 per cent increase in the number of people living in regional areas who undertook first aid training. This was the result of the organisation's concerted effort to take first aid courses to every corner of the state.

Spearheading the effort to raise community awareness about the importance of first aid was the 'Break the Barrier' marketing campaign, which went state-wide across all media forms. The award-winning advertisement coupled with the parallel awareness campaign in the Sunday Times demonstrated the potential consequences of not knowing first aid and resulted in more than 20,000 people enrolling in a first aid course. Break the Barrier was the organisation's first strategic advertising campaign for some years and the result was very encouraging.

St John is a registered charity that contributes to the Western Australian community in many ways. The organisation's more than 4,400 volunteers give approximately 3.5 million hours of community service each year, and St John's First Aid Focus program provides free first aid courses to WA schoolchildren around the state. In the 2013/14 financial year, 104,919 school students learned first aid at no cost to themselves or their schools. This is a significant investment by the organisation in developing resilient WA communities and will ultimately provide a key link in St John's 'chain of survival'. Through this chain, St John's ability to provide a world-class ambulance service to ensure the best possible outcomes for patients is intrinsically linked to the level of first aid capability in the community.

This was another busy year for ambulance operations, with crews responding to more than 255,000 cases across the state, more than 199,000 of which were in the Perth metropolitan area. The total number of cases increased only by 2.5 per cent on the previous year – a smaller increase than has been seen previously. Despite the increase, metropolitan response times for all case categories were better than the targets required under the organisation's agreement with the Department of Health. Coupled with strong results from patient satisfaction surveys and comparative data indicating that the cost of WA's ambulance service is still the lowest per capita in Australia, 2013/14 was clearly another year of excellent service provision and effectiveness by St John's ambulance personnel.

It is volunteers who provide ambulance services in most country areas and in 2013/14 those volunteers responded to more than 55,000 cases in regional and rural areas. St John's connection to the community through volunteerism is a unique point of difference for the organisation, and becomes more so each year as volunteer numbers increase.

Underpinning excellent operational results in 2013/14 was strong financial performance.

In 2013/14, the organisation received more than 2,800 applications from people wanting to volunteer with St John, either with Country Ambulance or Event Health Services. The increase in the number of volunteers contributed to Event Health Services' ability over the year to service 27 per cent more events than in the previous year.

Underpinning excellent operational results in 2013/14 was strong financial performance. The net surplus for the year ended 30 June 2014 was \$18.6 million, up from \$16 million in 2012/13. That surplus will be reinvested into the organisation, allowing for subsidisation of charitable activities and for the delivery of our extensive and ongoing program of capital works in property, fleet and equipment. The organisation's cash and investments are also sound, giving us confidence to make the decisions necessary to meet the demands of a rapidly growing state.

The achievements outlined in this year's annual report are a credit to our volunteers and employees, whose dedication and willingness to work together make St John a world leader in pre-hospital care.



Tony Ahern
Chief Executive Officer



METROPOLITAN AMBULANCE SERVICE

Metropolitan
ambulance cases

2013/14
199,294
2012/13
194,445

St John Ambulance went from strength to strength in 2013/14, responding to more than 178,000 triple zero calls and 105,000 non-urgent calls.

The total number of cases was more than 199,000, up 2.5 per cent from 194,445 in 2012/13.

Performance of metropolitan ambulance crews improved over the previous year, despite the increase in calls attended.

On average, 93.2 per cent of all Priority One incidents were responded to within the 15 minute target, compared to 92.3 per cent in 2012/13.

For Priority Two incidents, 92.6 per cent of callouts were met within the 25 minute target, which is again a performance increase over the previous year. Priority Three callouts achieved a 96 per cent attendance rate within the 60 minutes target.

The year saw the implementation of a number of initiatives that helped St John continue its record of delivering a strong performing, world-class ambulance service.

These included:

- Electronic data delivered to paramedics' digital tablet devices giving managers total visibility of metropolitan resources at any time of day.
- Greater use of the news media to increase community awareness. Promoting public safety and first aid helped St John paramedics achieve the best possible outcome for patients.

Emergency Rescue Helicopter

St John's 10 critical care paramedics treated and transported 370 patients aboard the emergency rescue helicopter in 2013/14 – up from 297 the previous year.

Increased use of the helicopter ensured patients requiring critical care transport were attended to in a timely manner.

In total, the helicopter flew 604 missions, up from 473 missions in 2012/13. Of the 604 times it flew, 516 were for emergency response.

St John appreciates the support and strong working relationship between the Department of Fire and Emergency Services, RACWA, the Royal Flying Doctor Service and CHC Helicopters in the use of this valuable resource for the Western Australian community.

Emergency Management Unit

A range of important initiatives were implemented that have improved St John's emergency management capability.

Key achievements included:

- Commissioning three new emergency support vehicles: a six-tonne vehicle and two one-tonne vehicles with combined resources to treat about 220 casualties.
- Improvements in our logistical capacity across the state by adding more mass casualty kits (MCKs) and upgrading those already in place. We now have more than 75 MCKs, each of which can treat approximately 20 casualties.
- As part of the continuous education program all career ambulance staff received emergency management training in the SMART tag system and multiple casualty triage processes.

St John established and operated the Ambulance Surge Capacity Unit to help manage hospital and emergency department demand during peak times. This innovation was awarded the prestigious Star Award, the highest form of recognition at the Council of Ambulance Authorities annual awards ceremony.

During the past year, clinical support paramedics and the operations managers worked towards more report automation, making the use of resources more efficient and productive.

The Lucas device, which provides mechanical cardiopulmonary resuscitation, was deployed across the metropolitan area. The device has improved patient outcomes as well as staff safety when transporting patients in cardiac arrest.

The metropolitan area is served by thirty-six 24-hour ambulance crews working out of 29 depots, including the new Morley depot.

An emergency ambulance fleet of 36 vehicles that provide 24 hour coverage is complemented by an additional 26 vehicles allocated specifically for duties between 7am and midnight.

RESPONSE TIMES

Our response time targets **90%** across all incidents



2012/2013 2013/2014 **Priority 1**

92.3%

93.2%



2012/2013 2013/2014 **Priority 2**

92.1%

92.6%



2012/2013 2013/2014 **Priority 3**

95.9%

96%

Statewide resources for 2013/14

	Ambulance vehicles	Other vehicles	Paid staff (FTE)	Volunteers	Patients/Customers	Number of people trained in first aid
Ambulance Service						
Metropolitan	132	106	1,162	10	199,294	171,845
Country Career Sub Centres	60	32	123	789	35,548	26,390
Country Volunteer Sub Centres	293	34	39	2261	19,828	16,783
Helicopter Retrievals					604	
External Trainers						5,730
Sub Total	485	172	1,324	3,050	254,670	220,748
Event Health Services		37		1,352	12,163	
Totals	485	209	1,324	4,412	266,833	220,748



PARAMEDIC'S INSIGHT INTO WORKING IN A NATURAL DISASTER AREA

Paramedic and trained nurse Bruce Wicksted was part of the 37-strong Australian Medical Assistance Team (AusMAT) of surgeons, nurses and physicians that travelled to the Philippines as part of the relief effort following Typhoon Haiyan in late 2013.

Bruce was based in Tacloban for 12 days working in a field hospital. The 60-bed hospital had an emergency department, resuscitation room, surgical theatre and what could be likened to an intensive care unit. The medical team treated more than 2,700 patients during its deployment.

The work was harrowing and relentless with surgical procedures ranging from amputations to delivering babies.

Bruce said the opportunity to work in the Philippines not only widened his scope of clinical experience but was also very fulfilling.

"Opportunities like this are rare. I was the only working paramedic on the team, and I was also regularly called upon to use my nursing skills," he said.

"I was proud to be part of the AusMAT team, and represent St John and the Department of Health."

Bruce said an added benefit of working on an overseas mission was being able to share his experience with colleagues on his return to Perth.

"We do work to a very high standard here in WA, in both the pre-hospital and hospital environments, and we use the latest equipment, techniques and technology," he said.

"Travelling to a place like the Philippines, when it had access to clean water and electricity wiped out, really does bring into focus just how fortunate we are."

By taking part in the overseas deployment, Bruce carried on a strong St John WA tradition to provide work beyond our state borders.

Bruce joined St John as part of the inaugural intake of registered nurses to complete the Graduate Certificate in Paramedicine offered by St John and Curtin University. Prior to joining St John he was a clinical nurse in paediatric intensive care at Princess Margaret Hospital for 10 years. Bruce's AusMAT training commenced while he was still a full time nurse.

COUNTRY AMBULANCE SERVICE

The Country Ambulance Service started the second phase of its regionalisation program in 2013/14.

Phase two builds on the previous year where coordinators for first aid, finance, volunteers and administration were established to support sub centres in each region.

Entering the second phase allows St John to concentrate on Country Ambulance Service developments over the next four to five years by identifying and supporting sub centre projects at local, regional and state-wide levels.

Improving response times for country career sub centres remained a high priority during the year.

The introduction of regional patient transfer services helped improve emergency response times and eased some of the pressures of long haul transfers on our volunteer centres.

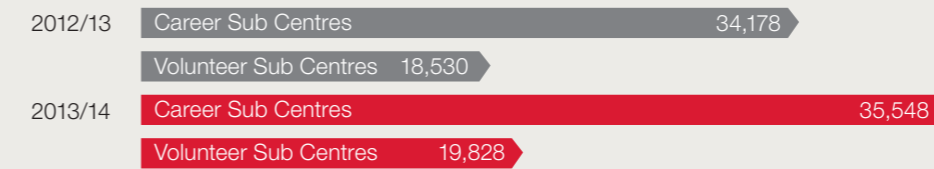
There are 160 St John Ambulance locations operating in country Western Australia, with more than 3,000 dedicated volunteer ambulance officers and 70 paramedics. St John country ambulance volunteers traveled more than 1.7 million kilometres during the year.

Country ambulance activity increased by 6.7 per cent in 2013/14, with a total of 55,376 cases across career and volunteer centres.

Key achievements included:

- The opening of new regional offices and ambulance centres in Broome (\$5 million) and Kalgoorlie (\$3.2 million), as well as extensive renovations to Albany, Geraldton and Collie sub centres.
- New sub centre buildings in Wundowie, Perenjori, Kalbarri and a land acquisition in Karratha.
- The number of community paramedic positions across regional Western Australia was increased to 21, with four new positions introduced across the South West, Wheatbelt and Mid West.
- An assistant regional manager in the Pilbara and two career paramedics in Karratha and Kununurra along with an increase in the number of paramedics in the South West provided much needed support in the regions.
- First aid training in regional Western Australia increased by 71 per cent over the past year bringing the total number of regional people trained in first aid to 43,173.

Country Ambulance Cases*



*Previously, the ambulance activity information shown for country ambulance cases was sourced from sub centre records. This information is now sourced from St John Ambulance (WA) State Operation Centre's Computer Aided Dispatch (CAD) system and is consistent with the treatment of metropolitan analysis.



AUS WA 2014 Customer Satisfaction Survey (WA compared to national average).



Source: Council of Ambulance Authorities National Patient Satisfaction Survey 2014.



MELINDA BUILDS PARABURDOO SUB BRANCH

Until Melinda Parker took on the role of Community Paramedic in the remote Pilbara iron ore town of Paraburadoo, paramedics had been provided by local mine operators.

Faced with the huge task of starting a sub branch from scratch, Melinda used mail drops, flyers, community message boards and social media to attract volunteers to the fledgling centre.

The effort was well worth it, with 23 volunteers signing up.

"Starting up and operating the sub branch with limited operational and training resources was challenging and required the volunteers and me to be flexible and adaptable," Melinda said.

"Thankfully, I've had a lot of support from the Paraburadoo community as well as generous sponsorship from local employers."

Prior to her move to Paraburadoo, Melinda was an ambulance paramedic in metropolitan operations.

"My career path with St John Ambulance began a few years ago as a volunteer ambulance officer with the Serpentine sub centre," she said.

"My passion for pre-hospital care grew and eventually led me to becoming an ambulance paramedic with St John Ambulance."

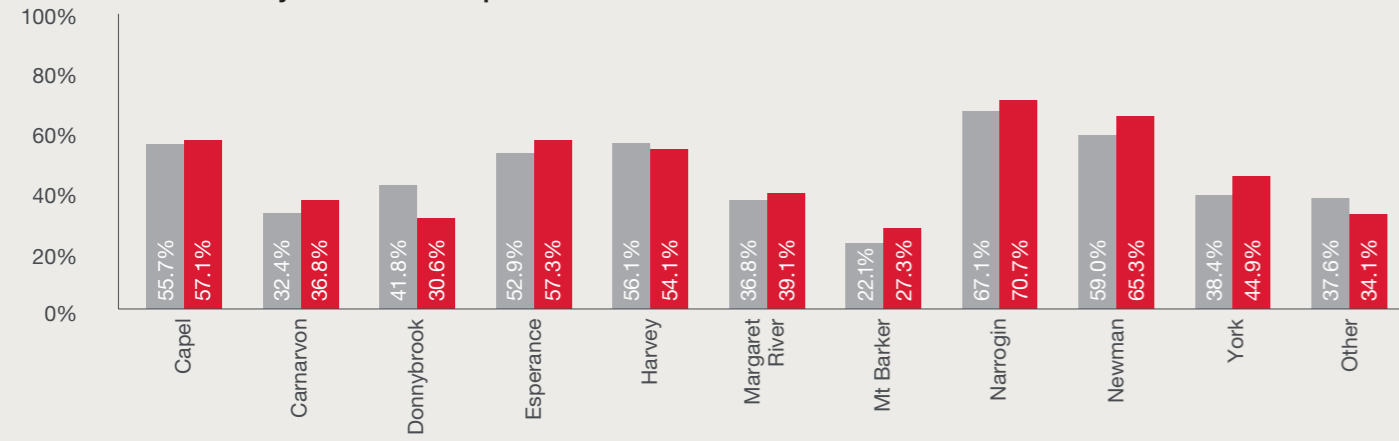
Melinda said the outlook for the Paraburadoo sub branch was promising.

"Mining town populations are transient making volunteer retention a challenge so the recruitment program will be ongoing," Melinda said.

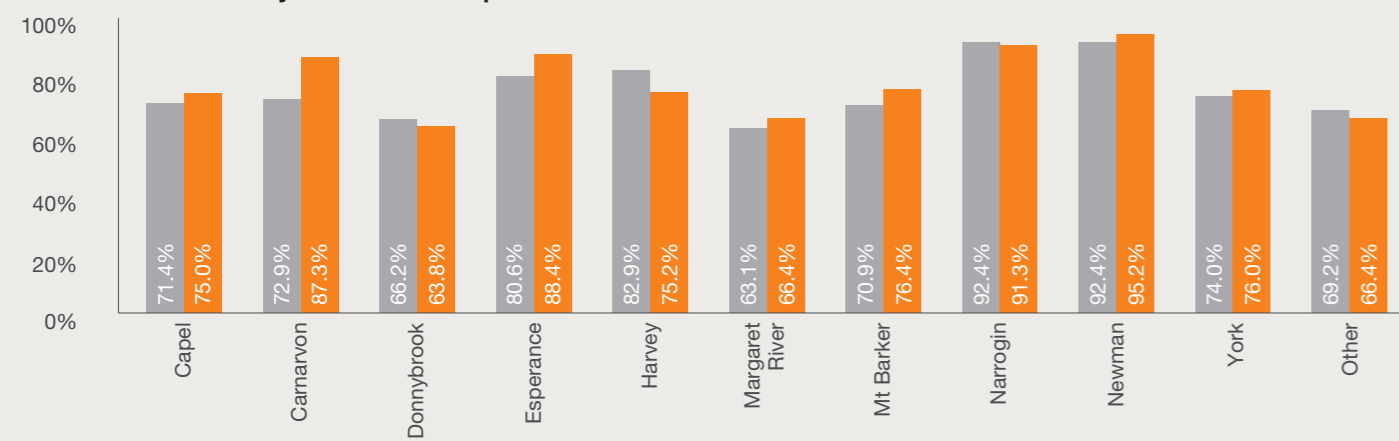
"But our current bunch of volunteers are enthusiastic and committed, and that gives us the potential to be a really strong sub branch."

VOLUNTEER SUB CENTRES

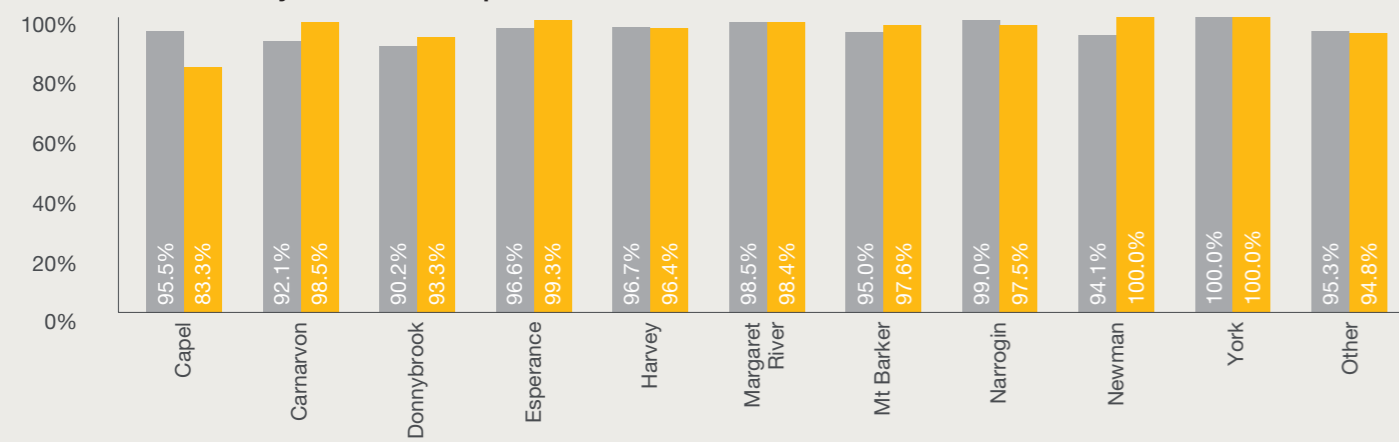
2012/13 2013/14 Priority 1 – incidents responded to within 15 minutes



2012/13 2013/14 Priority 2 – incidents responded to within 25 minutes



2012/13 2013/14 Priority 3 – incidents responded to within 60 minutes

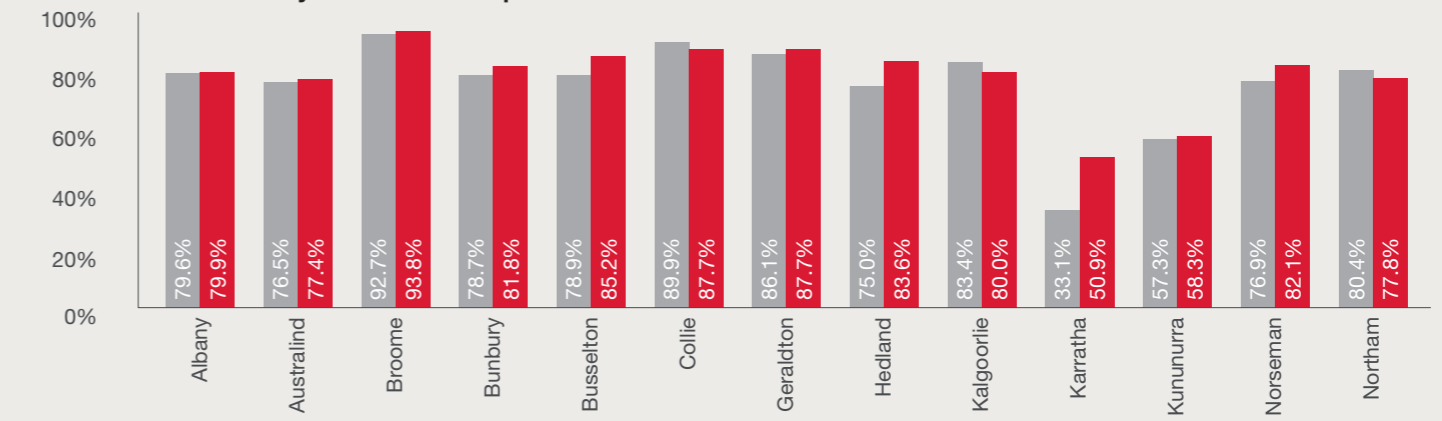


Note: Previously, the response performance information shown for country incidents was sourced from sub centre records. This information is now sourced from St John Ambulance (WA) State Operation Centre's Computer Aided Dispatch (CAD) system and is consistent with the treatment of Metropolitan analysis.

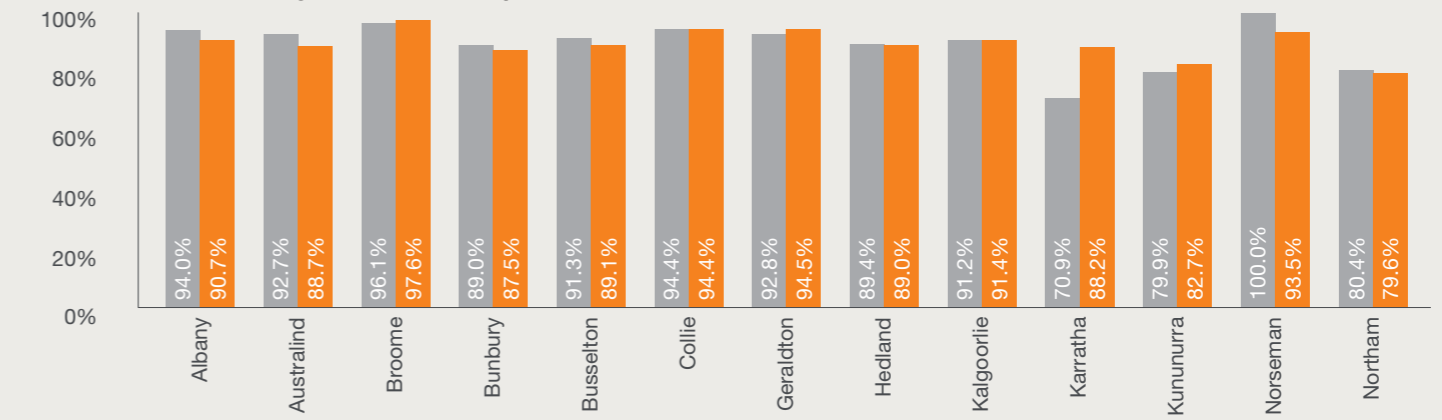
Volunteer sub centres included in the list have been selected based upon previous caseloads.

CAREER SUB CENTRES

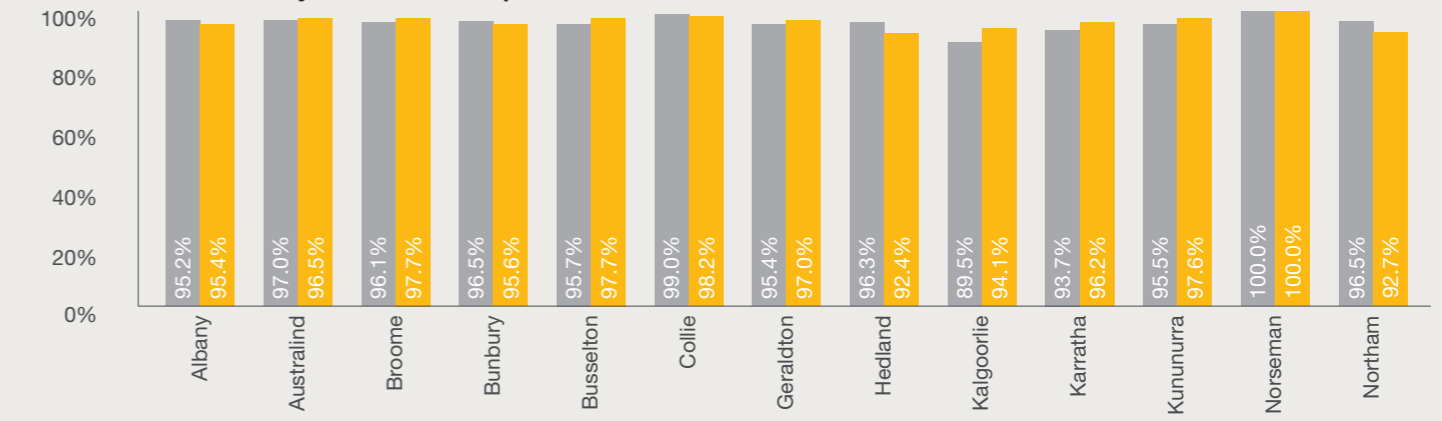
2012/13 2013/14 Priority 1 – incidents responded to within 15 minutes



2012/13 2013/14 Priority 2 – incidents responded to within 25 minutes



2012/13 2013/14 Priority 3 – incidents responded to within 60 minutes



Note: Career sub centre response performance is calculated based on the time taken to respond to incidents within a 10km radius of the town.

PATIENT TRANSFERS

St John WA's guiding principle in patient transfer is 'Anyone, Anywhere, Anytime'.

The service previously operated under the umbrella of St John's metropolitan ambulance operations, but in 2013/14 it completed its first full year of service under a new customer focused model, making non-urgent patient transport available to everyone, no matter when or where in the state, 24 hours a day, seven days a week.

St John's Patient Transfer Service:

- Has a fleet of 32 vehicles, 30 dedicated weekday transport crews and 11 weekend teams strategically located across 29 depots in the metropolitan area.
- Has a stand-alone call centre, which manages pre-booked and on-demand patient transfer calls.
- Has expanded into regional WA, with teams stationed in Bunbury, Busselton, Albany, Katanning and Geraldton, with plans to establish new teams in other country centres.
- Has a target to arrive within 15 minutes of the booking time, and complete the job on time. St John is consistently achieving the target of 85 per cent on-time pickup and delivery.





SHANNON CHAMPIONS PATIENT TRANSFER

Something as simple as “thank you” is what drives Shannon Hinks while she drives patients to important medical appointments.

“I guess the highlights in this role are things like when a patient says ‘thank you’ and you feel you have made a real difference to their day,” she said.

Shannon said some of those small gestures stood out in a big way.

“I always remember one elderly gentleman who lived in a nursing home telling me he felt safe in our vehicle because we took the time to listen to him,” Shannon said.

“It just reminds us all that taking the time out to listen to a patient could be all the care they need.”

Shannon joined St John six years ago after a 10-year career at King Edward Memorial Hospital.

“I have always been interested in health care and helping my community. Also, having family members with medical issues inspired me to join St John,” she said.

St John’s Patient Transfer Service particularly appealed to Shannon.

“A friend I had known for years works for St John and after hearing some stories I decided it could be the job for me,” she said.

“It was the best decision I could have made - I’ve made lifelong friends and continue to enjoy coming to work every day.”

With the big changes implemented at Patient Transfer Service during the year, most notably a move to a dedicated communications and booking system, there are challenges ahead for the department.

“We are an expanding business and striving to stay on top in a competitive market,” Shannon said.

“Improving our response times and continuing to provide quality patient care are foremost in our sights.”

SHANNON HINKS

STATE OPERATIONS CENTRE

The State Operations Centre continued to build on the previous year's successes in meeting key performance targets and indicators.

The centre receives all emergency triple zero calls for ambulance attendance and is responsible for dispatching to all ambulance incidents throughout WA. It operates 24 hours a day, seven days a week and in 2013/14 handled 496,238 calls, of which 178,226 were emergency calls, an increase of 3.6 per cent over last year.

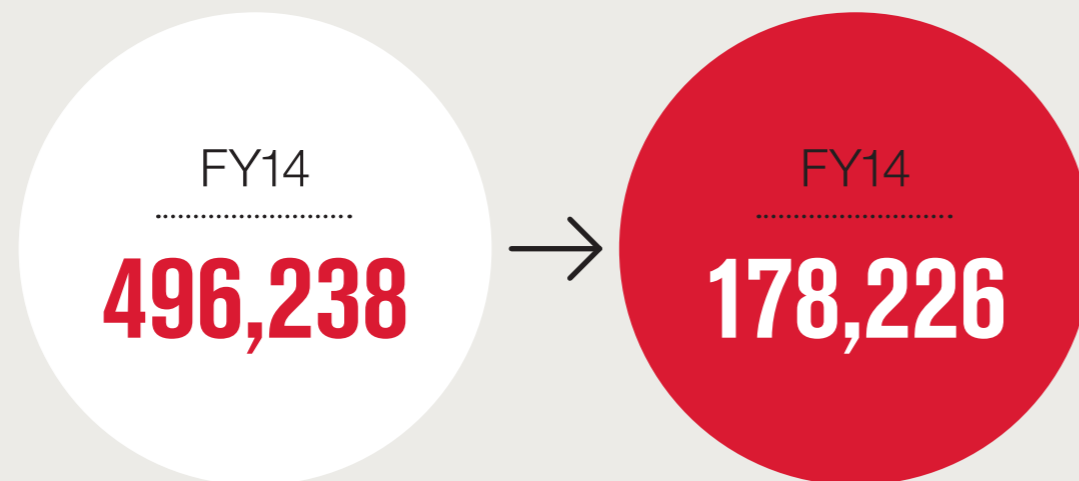
Key achievements included:

- The Productivity Commission's Report on Government Services rated St John the top performing provider with 94.4 per cent of calls answered within 10 seconds, compared to the national average of 89.9 per cent.
- Robust auditing of our call-taking system continued. Performance has been excellent, with more than 300 cases per month audited resulting in 98.4 per cent compliance.
- Significant updates to the dispatch and mapping systems for country ambulances has provided more efficient and accurate dispatch of resources.
- The centre plays a key role in deploying the rescue helicopter. Revised guidelines on dispatch and deployment had a positive impact on service quality.

Call Numbers:

Total Calls

Emergency Calls (000)



CLINICAL GOVERNANCE

A key focus for Clinical Governance in 2013/14 was delivering training to improve clinical skills.

St John held a total of 20 country professional development seminars, which reached more than 600 volunteers on topics of their choice.

In the metropolitan area St John focused on improving ambulance officers' and paramedics' clinical key performance indicators.

Over the course of the year, St John performed:

- 7,914 clinical audits.
- 20 forums and seminars.
- 32 clinical practice guideline updates.
- 181 clinical incidents reports.

Key achievements included:

- Greater autonomy for paramedics in the administration of ketamine.
- Successful grant application for another six baby pods for the Great Southern region.
- Threefold increase of clinical audits completed by clinical support paramedics.
- Exceeded the 80 per cent target for aspirin and nitrate administration for chest pain patients early in the year and maintained a level of more than 90 per cent for the remainder of the year.

In 2014/15 Clinical Governance will:

- Start a trial to complement alternative care pathways already in existence. The trial will allow crews to refer eligible after-hours patients to a general medical practitioner that will visit them at home to treat their condition.
- Introduce clinical practice guidelines to administer titrated oxygen with nasal cannulas.
- Fully review the problem code sheet and introduce new codes to better capture patients' presenting condition.
- In the metropolitan area introduce vacuum mattresses and infusion pumps for inter-hospital patient transfers.

EVENT HEALTH SERVICES

Continued growth was the hallmark of Event Health Services in 2013/14 with 27 per cent more events covered than the previous year.

Volunteers contributed more than 60,000 hours in service to St John - 18 per cent more than the previous year.

Volunteers worked at a total of 2,151 events across WA. The number of adult volunteers grew from 1,011 to 1,352 and 3,423 young people took part in the new St John youth program.

Key achievements included:

- St John volunteers received service awards and contribution hour pins at the first annual seminar and celebrated 110 years of Event Health Services in Western Australia.
- Establishment of the training division to deliver inductions for new members and upskill current members to Advanced Ambulance Care level.
- Establishment of a special operations division to manage and train volunteers that hold specialist roles including commanders, client liaison officers, communication officers, bike response team and retrieval team.
- Creation of a support services team to assist all volunteers.
- Student ambulance officers started attending events with Event Health Services as part of their degree program with Curtin University.



EVENT HEALTH REWARDS SCOTT

When Scott Cahill signed up as an Event Ambulance Officer in 2012, it was to boost his first aid skills and complement his job with the State Emergency Service.

The 21-year-old has gone on to be a valuable contributor during 2013/14, putting in more than 400 volunteer hours.

"I have a list of priorities that goes family, friends, work, then volunteering," he said.

"At times it can be difficult to fit everything in and I place a big importance on managing my fatigue appropriately."

Scott is an important contributor to Event Health Services and has taken part in some of the state's largest sporting, entertainment and fundraising events.

"Being part of the Event Health Services team has provided me with great experiences and the first aid training I've received has had a positive impact on my career and other parts of my life," he said.

Scott said engaging with the community at events of all sizes had its challenges, but was also very rewarding.

"A smile on the patient's face, a simple 'thank you' and an awesome crew to work alongside help motivate me a great deal," Scott said.

In 2013/14, Scott made a move to the newly formed Event Health Services training division.

"Providing training is a way to pass on the knowledge I have gained from numerous events and use my experience in a positive manner," he said.

"I can help train and mentor new and current members in progressing forward in their volunteer life."

Volunteers like Scott contributed more than 60,000 hours during the year to St John Ambulance in 2013/14 – an 18 per cent increase over the previous year.

SCOTT CAHILL



INDUSTRIAL HEALTH SERVICES

2013/14 was a transformative year for Industrial Health Services (IHS) with many major resources projects in Western Australia moving from construction to production.

IHS has adapted to the shift by diversifying its services and securing strategic partners, so that St John can continue to provide relevant services to its clients.

This has ensured that St John will continue to have a strong presence in the industrial health market for the foreseeable future.

There are currently 40 paramedics, two emergency service officers and two medics employed at WA mining, petroleum and industrial sites.

IHS has also begun supplying paramedics for short-term contracts at exploration sites.

The introduction of medics, emergency service officers and drug and alcohol screening has been a successful diversification of St John's service provision.

FIRST AID SERVICES AND TRAINING

St John trained a record number of people in 2013/14 with more than 220,000 people, or 8.5 per cent of the Western Australian population, learning vital first aid.

St John is the first organisation in Australia to train 220,000 people in first aid in a year and the number demonstrates St John's long-term aim to make first aid a part of everyone's life.

Throughout the first part of 2013/14 the focus was on improving the business structure and providing new resources.

Investments were also made in the call centre and new key performance indicators and targets were established across the business.

The strong growth in first aid training was the result.

In total, 220,748 people were trained in first aid – a 16 per cent increase on the previous year's 190,226.

Regional training increased an incredible 71 per cent over the previous year, with 43,173 people trained at volunteer and career sub centres.

Through the charitable First Aid Focus program, 104,919 school students across the state received first aid training at no cost. This represents approximately 25 per cent of all WA school students and a significant 29 per cent increase on the 2012/13 number of 81,549. The charitable value of this schools-based training is equivalent to more than \$5 million.

COMMUNITY FIRST RESPONDER SYSTEM

The Community First Responder system enjoyed substantial growth of registered locations during the year, reaching a total of 751.

This was a 65 per cent increase on the previous financial year, with 368 defibrillators now located in the metropolitan area and 383 in regional WA.

By registering as a first responder location, communities and workplaces are directly linked to St John's State Operations Centre.

In the event of a sudden cardiac arrest, the first responders near the location are activated to provide first aid using an automated external defibrillator in the vital minutes before an ambulance crew arrives.

Key achievements included:

- CBH sponsorship for 13 defibrillators to be located in Wheatbelt and Mid West communities.
- The distribution of 105 Lotterywest/St John Heartstart defibrillators to community groups and clubs.
- Sponsorship from Woodside Petroleum for 50 defibrillators to be located across North West and Mid West communities.
- The first responder program provided several successful life-saving defibrillations during the year, further raising awareness of the benefits of early defibrillation and the need to learn cardiopulmonary resuscitation.

Total first aid student numbers



Total metro students



Total regional students



Total First Aid Focus students



FIRST RESPONDER SYSTEM SAVES RIANA

It is a story that is almost beyond comprehension. On a hot day in December 2013, Mullaloo surf lifesaver Riana Van der Mescht is called to attend a patient that has collapsed.

She races to the patient with the surf club defibrillator in her hands and seconds later she drops to the ground and has a sudden cardiac arrest.

Within minutes her surf club colleagues assess the situation – she has stopped breathing and she has no pulse.

They immediately set to work on Riana, giving her CPR and attaching the defibrillator to give her the shock she needs to restart her heart.

Several minutes pass and Riana is defibrillated once again and her breathing resumes. Later in hospital, Riana is fitted with an internal defibrillator and is able to return to her family.

Riana said she was in no doubt her life was saved through early defibrillation.

“Without that defibrillation I am certain I would not be here today,” she said.

“Being assisted by people with first aid skills, those people using their knowledge and keeping their cool, and finally having the defibrillator on hand, was just incredible.”

Riana’s story serves as testimony to the St John Community First Responder system, which links automatic external defibrillators in with the State Operations Centre.

The direct link to the State Operations Centre enables individuals to provide immediate assistance to cardiac arrest victims in that critical period before an ambulance arrives - when it matters most.

The Community First Responder program has had other remarkable results in the past year – it is indeed saving lives.

RIANA VAN DER MESCHT



MARKETING AND COMMUNICATIONS

In January 2014 St John Ambulance launched its new corporate brand. The new logo helps align ourselves with our international St John partners, while cementing our position as a contemporary world-class ambulance service. The rebrand also marked the beginning of a new direction for our community engagement strategy.

Our 'Break the Barrier' first aid marketing campaign received international praise and proved an outstanding success in educating the community about first aid. The powerful television advertisement was awarded Mumbrella TV commercial of the year, Campaign Brief best advertisement of 2014 and was named a finalist in the Cannes Lions advertising festival. More than 180,000 people viewed it on YouTube in the two months after the campaign launched and tens of thousands of people enrolled in first aid training.

St John promoted first aid awareness using experiential marketing, turning a cinema into a mass casualty scene. This was followed with a mix of digital, print, outdoor, radio and television advertising, reaching an audience of 1.6 million people.

In 2013 we launched our corporate Facebook page to build and foster our relationship with the community. Since the launch our audience has grown to an average 220,000 hits per month and more than 6,000 likes.

Our followers grew to 1,555 on Twitter and 555 on LinkedIn, and our YouTube channel had 250,000 video views.

The second annual Community Hero Awards recognised community members that had gone above and beyond to deliver first aid, preventing death and serious injury to those around them.

The awards were held at Government House and among the award winners were:

- Ethan Ribeiro, aged 4, who called triple zero after his dad Noel had a fit when he was home alone with him.
- Rohan O'Neill who was shopping at IGA in High Wycombe when he rushed over to help two year old Amy, who was unconscious and not breathing.
- Rikki Cameron, a 17-year-old who saved the life of an unconscious motor crash victim in Cowaramup.
- Margaret Kew who helped a pregnant woman with stab wounds at a crime scene in Como.

PERFORMANCE AND PLANNING

Performance and Planning was formally recognised during the year by winning the Council of Ambulance Authorities award for technical capability.

Performance and Planning successfully transitioned skills from an external consultancy to formalise and embed a new evidence-based decision and planning culture.

Other achievements included delivering a suite of business intelligence tools that place St John at the forefront of linking frontline performance to corporate objectives.

Performance and Planning continued to build its reputation for relevant, insightful, strategic and timely analysis and project management.

This was backed by initiatives such as:

- The Metro Dashboard – a series of digital performance dials and dashboards for paramedics delivered to their tablet.
- Introducing a new suite of operational reports.
- Supporting the Ambulance Surge Capacity Unit.

New Horizons

During the year, the New Horizons program was successfully transitioned from an external consultancy to being driven internally, further embedding St John's evidence-based culture.

The new Interact forum was launched on the intranet as part of the transition, providing a place where St John employees and volunteers can contribute business improvement ideas.

The Information, Decisions, Actions program was rolled out more widely, with Country Ambulance, Patient Transfer Service and the State Operations Centre now able to take part.



TRIPLE ZERO HERO

ETHAN RIBEIRO

Four-year-old Ethan Ribeiro showed age was no barrier to being a first aid hero when he made an emergency phone call to help his dad.

Ethan had been enjoying a night in with his dad Noel, the two of them sitting cosily on the couch watching television when a medical emergency arose - Noel had a seizure and collapsed on the floor.

By calling triple zero for an ambulance and staying on the line with the communications officer, Ethan showed remarkable composure and courage.

Despite seeing his dad on the floor bleeding from the mouth, Ethan remained on the line so he could best assist his dad.

Ethan was presented with a Community Hero Award by His Excellency Malcolm McCusker AC CVO QC, Governor of Western Australia, at Government House. St John Community Hero Awards are presented to individuals whose selfless acts have either prevented the loss of life or further injury.

The awards recognise people that had delivered exceptional first aid under extreme duress.

The age spread of the 2013 winners highlights that anyone can learn and deliver lifesaving first aid.

Stories like Ethan's demonstrate why it's so important for us to provide free first aid training to 100,000-plus schoolchildren each year. We believe everyone should learn first aid, no matter their age.

A panel of prominent Western Australians from media and health fields helped select the award winners.



CAA AWARD WINS

AWARDS
CAA

St John Ambulance WA was recognised for its commitment to innovation and improvement, winning two out of four category awards plus the major prize at the 2013 Council of Ambulance Authorities Australasian Awards for Excellence in Canberra.

St John won the Star Award, the overall prize given to the most innovative and groundbreaking initiative, for the Ambulance Surge Capacity Unit.

The Ambulance Surge Capacity Unit was a brand-new solution in providing care to patients with lower acuity conditions. The Ambulance Surge Capacity Unit, as well as improving patient care and safety, reduced demand on hospital emergency departments and the sometimes lengthy delays experienced by ambulances waiting on hospital driveways.

The Ambulance Surge Capacity Unit also won the Clinical Capability Award, and the Area Manager Dashboard, an online solution used to provide performance information to senior on-road staff, won the Technical Capability Award.

These awards and the recognition that comes with them demonstrate St John in WA is providing a world-class service, and that it continues the quest for improvement.





Charitable Contributions

St John Ambulance WA is a charitable, non-profit organisation, whose vision and purpose is “for the service of humanity”.

For many years, St John has prided itself on its humanitarian work, St John has its foundations centuries ago in the early work of the Knights Hospitaller.

St John fulfils its humanitarian objectives through a range of different charitable contributions.

**ST JOHN
CHARITABLE
CONTRIBUTIONS**



First Aid Focus

The First Aid Focus program is a charitable initiative through which St John provides free first aid training to WA school students. In 2013/14, the number of students trained increased by 29 per cent to 104,919 – up from 81,549 students the previous year.

Since 2006, our First Aid Focus program has trained a total of 423,846 WA school students making it an important aspect of our aim to make first aid a part of everyone's life.

**423,846
STUDENTS
TRAINED**



Volunteer Contribution

St John has more than 4,400 volunteers who contribute more than 3.5 million volunteer hours every year, providing essential ambulance services in regional areas, first aid at events across the state and training to community members in vital first aid.

Overall, St John volunteers contribute around \$200 million worth of work through the volunteer network helping strengthen our vision “for the service of humanity”.

**3.5 MILLION
VOLUNTEER
HOURS**



Ophthalmic Branch

St John has a local Ophthalmic Branch in most Australian states and territories with the purpose of raising funds for the St John Eye Hospital in Jerusalem.

An annual donation to St John Ambulance WA from the Perth Eye Surgery Foundation, together with a levy on St John's annual dinner dance tickets, combines to fund two nursing positions at the St John of Jerusalem Eye Hospital.

**FUNDING FOR
THE EYE HOSPITAL
IN JERUSALEM**



Humanitarian Missions

In recent years St John has sent a number of staff and volunteers on humanitarian missions to developing countries.

In 2013/14, paramedic and nurse Bruce Wicksteed travelled to the Philippines to provide clinical support to the Australian Medical Assistance Team in the wake of Typhoon Haiyan.

He worked in a field hospital that treated more than 2,700 patients with procedures ranging from amputations to delivering babies.

In August 2013, paramedic Emiel van de Kar joined a team of ophthalmologists and health professionals in a humanitarian mission to Timor-Leste.

The group helped villagers in Baucau with eye procedures including many cataract removals.

**ASSISTED
MORE THAN
2,700 PATIENTS**



Ambulance and Equipment Donations

In early 2014, St John sent 74 Zoll cardiac monitor defibrillators with batteries and chargers to South Africa, Papua New Guinea, East Timor, Nepal, Malawi and Kenya.

In the last few years, St John has also provided four ambulances to St John in Zimbabwe, one to St John in South Africa and one to Health Hope Zambia, a charity run by Perth man Brendan Clark.

**DONATED 74
CARDIAC MONITOR
DEFIBRILLATORS**



PROPERTY AND DEVELOPMENT

Several major property projects were completed in 2013/14, the fourth year of a significant capital works program that has delivered \$72 million in new property and capital improvements.

A number of projects across the state were completed, including:

- State office refurbishment.
- Morley ambulance depot and event health facility.
- Broome regional office, first aid training and ambulance sub centre.
- Kalgoorlie regional office, first aid training and ambulance sub centre.
- Kalbarri sub centre (Stage 2).
- Wundowie sub centre.
- Albany sub centre, first aid training and regional office upgrade.

Land was also purchased in Kelmscott for a new ambulance depot and a first aid training venue.

A host of work will commence in 2014/15 including:

- Kelmscott ambulance depot and first aid training centre.
- North Hub facility.
- Karratha patient transfer facility.
- Karratha sub centre and regional office.

An ambulance depot site at Fiona Stanley Hospital will also be identified for subsequent design and planning.

The replacement depot for Nedlands will also be completed during the year.

INFORMATION TECHNOLOGY

Investments in information technology included new projects and upgrades of existing systems.

Key achievements include:

- The rollout of the Volunteer Information Portal to all St John volunteers.
- Enhancements to the first aid booking system to address Australian Vocational Education and Training Management Information Statistical Standard requirements and to allow provision of Certificate IV courses and online student assessments.
- Implementation of a modernised Patient Transfer Service online portal to further enhance hospital transport booking capacity.
- The second phase of our MRx monitor/defibrillator project where electrocardiograms are delivered in real-time and made available to hospitals as well as the electronic patient care reporting (ePCR) system.
- More than 95 per cent of all patient care records are now submitted by ePCR, reducing duplicate data entry and increasing the speed of data capture.
- The dispatch system received five significant updates including an improved Community First Responder system.
- ePCR was introduced in 52 country centres for use by career paramedics and volunteer ambulance officers.
- Implemented internet connections across two different providers to enable ePCR, mobile data terminal services and the website to continue to function in the event of a single provider internet connection outage.
- Implemented a new video conferencing system to enable online conferencing and presentation sharing. This is available to all personnel and volunteers using iPads and desktop computers as well as dedicated conferencing equipment.

FLEET AND RADIO

A new country bariatric stretcher that can be loaded into an aircraft and transferred to a standard ambulance platform was developed with the Royal Flying Doctor Service.

The stretcher allows the safe transfer of bariatric patients from rural centres by aircraft to the metropolitan area, removing the need to drive many hundreds of kilometres.

An Australian-first vehicle ventilation/air extraction system was also developed and it will be rolled out across the entire ambulance fleet over the next three years.

A new patient transfer bus capable of handling five stretcher patients or up to 24 seated patients was designed. Construction has commenced and the vehicle will be delivered in December 2014.

Important radio site upgrades were completed, with another 50 mobile data terminals rolled out to the regions, improving the capabilities of St John's Country Ambulance Service.

SUPPLY AND DISTRIBUTION

In 2013/14 Supply and Distribution participated in the roll-out of the new stock ordering system for internal customers.

The roll-out involved extensive work and has been a process of fine-tuning and consolidation over 12 months.

Supply and Distribution also played a key role in implementing changes that made the delivery of training services in Event Health Services, the College of Pre-Hospital Care and First Aid Services and Training more cost-effective and efficient.

Supply and Distribution's focus remains on creating efficiencies in operations and delivering an exceptional level of service.

OUR PEOPLE

St John's staff numbers grew to 1,594 in 2013/14 with significant increases in the First Aid Services and Training and Patient Transfer Service departments.

First Aid Services and Training recruited 55 staff, with new roles for community education officers, first aid trainers, industrial trainers and kit servicing officers.

Patient Transfer Service recruited 48 people into country roles and 40 additional transport officers for the metropolitan area.

The growth in transfer services presented a great career pathway for volunteers with pre-ambulance care or advanced ambulance care qualifications, and pre-employment opportunities for student ambulance officers to move into paid transport officer roles.

A team of five full-time and two casual transfer services coordinators were recruited to run a new patient transfer call centre, which operates seven days a week.

NEW STAFF

Patient transport officers	88
Student ambulance officers	82
First aid trainers	39
Kit servicing officers	7
Administration and support staff	133



THE FABRIC

In 2013/14 a range of professional and personal development opportunities were offered under the second year of The Fabric program, including participation in the Council of Ambulance Authorities/Paramedics Australasia conference and the Paramedic Chiefs of Canada conference.

Some participants also visited the London Ambulance Service, one of the world's largest ambulance services, the Museum of The Order of St John and St John's Gate to learn about The Order of St John.

WELLBEING AND SUPPORT SERVICES

St John Wellbeing and Support Services responds to the reaction of staff and volunteers to trauma throughout the state, and provides peer support awareness education for all staff, volunteers and external providers.

In 2013, a new peer support education unit for all staff and employees was introduced, beginning with the mid-year induction of paramedic students in the College of Pre-Hospital Care.

This program is being extended to other operational people across St John. A great deal of work was undertaken to offer more continuous, proactive, and preventative care for staff and volunteers with the new Stress Happens program.

EDUCATION AND ACCREDITATION

In conjunction with Curtin University, a new undergraduate degree program for ambulance officers was developed with the first students inducted.

The College of Pre-Hospital Care and Curtin jointly deliver a specialist unit that provides students with an understanding of the St John philosophy and pre-hospital care from a volunteer perspective.

Education programs for transport officers and patient transport dispatchers and call takers have also come in to support the Patient Transfer Service department.

A new module-based training model for volunteers was implemented along with e-learning activities and instructional videos.

A program to align the training of Event Health Services volunteers with country volunteers was completed, ensuring all volunteers are trained to the same standard using the same resources.

To ensure consistency, practical assessments for paramedics were standardised and the College of Pre-Hospital Care has worked with Clinical Governance to deliver closer collaboration and support for on road staff.

More than 220 reaccreditation applications were submitted, reviewed and approved for a further 12 months, and trainer and assessor vocational education and training log books were introduced.

Key achievements included:

- 1,355 volunteers trained.
- Monthly professional development seminars across the state.
- Successful transition to a new training package with the up-skilling of more than 200 trainer/assessors to meet new requirements.

VOLUNTEER MEMBER SERVICES

Over the course of the year, 1,726 new volunteers applied for the Country Ambulance Service and 1,148 new volunteers applied for Event Health Services.

A vastly improved application process has made it easier for people to register to volunteer for the organisation.

The Volunteer Information Portal is a centralised online tool that supports the recruitment, retention and recognition of our volunteers as well as meets our management needs.

The portal successfully connects volunteers and enhances their journey with the organisation. It provides a platform for recruitment, communication and oversight of all volunteer activities, improving accountability and transparency, integration and collaboration, cooperation, and volunteer engagement.

Importantly, the portal links all St John volunteers in one consolidated database, allowing measurement of volunteer contributions and providing the services necessary for a modern volunteering organisation.



ANNUAL REPORT SUMMARY

ORGANISATION

Year	Income	Expenditure	Surplus/(Deficit)
2003	70,168,000	66,080,000	4,088,000
2004	77,716,000	72,632,000	5,084,000
2005	93,745,000	79,951,000	13,794,000
2006	99,487,000	83,848,000	15,639,000
2007	107,269,000	99,466,000	7,803,000
2008	113,876,000	110,437,000	3,439,000
2009	119,704,000	121,733,000	(2,029,000)
2010	135,624,000	134,568,000	1,056,000
2011	173,370,000	151,317,000	22,053,000
2012	209,298,000	183,168,000	26,130,000
2013	226,646,000	210,640,000	16,006,000
2014	240,981,000	222,345,000	18,636,000

INCOME AND EXPENDITURE



METROPOLITAN INCOME SOURCES (\$'000)

	\$	% of total
Ambulance Services	91,396	48%
Department of Health	76,882	40%
First Aid Training	8,047	4%
Industrial Paramedical Services	12,832	7%
Other	3,137	1%
Total	192,294	100%

METROPOLITAN OPERATING EXPENDITURE (\$'000)

	\$	% of total
Personnel	136,180	75%
Property and Vehicles	17,093	10%
Bad Debts	13,027	7%
Medical and First Aid	2,376	1%
Other	13,577	7%
Total	182,253	100%

COUNTRY INCOME SOURCES (\$'000)

	\$	% of total
Ambulance Services	26,003	53%
Department of Health	6,917	14%
First Aid Training	3,879	8%
Benefit Fund	2,176	5%
Other	9,712	20%
Total	48,687	100%

COUNTRY OPERATING EXPENDITURE (\$'000)

	\$	% of total
Personnel	20,122	50%
Property and Vehicles	8,604	22%
Bad Debts	5,734	14%
Medical and First Aid	2,865	7%
Other	2,767	7%
Total	40,092	100%

INCOME (\$'000)

	\$	% of total
Metropolitan	192,294	80%
Country	48,687	20%
Total	240,981	100%

EXPENDITURE (\$'000)

	\$	% of total
Metropolitan	182,253	82%
Country	40,092	18%
Total	222,345	100%

LOTTERYWEST

	\$
Ambulances	828,000
Buildings	180,000
Equipment	364,979
Total	1,372,979

CORPORATE EVENTS

Highlights for 2013/14 included:

- State Conference - more than 700 people attended each day of the two-day conference and enjoyed a packed program of fun and education, as well as the opportunity to network with the St John family.
- Annual Award Sundowner – the sundowner amalgamated the presentation of 81 St John Ambulance Service Medals and Bars for our volunteers and 87 Service Recognition Awards for our paid staff.
- St John Dinner Dance – the “Back to the '80s” themed event was attended by more than 1,300 people.
- The Annual Christmas Awards event was held at Government House, where His Excellency Malcolm McCusker AC CVO QC, Governor of Western Australia, presented 25 National Medals and Bars.
- The Annual Investiture - more than 28 St John members were recognised for their exceptional service to the organisation and the community.

THE FRIENDS OF ST JOHN

The Friends of St John gives retired staff and volunteers the opportunity to meet and catch up on the organisation’s progress.

About 400 members have registered with the Friends of St John group since it was formed in 2006, demonstrating the strong commitment and interest that extends beyond direct employment or volunteering activities.

Three events were held for the Friends of St John with approximately 80-100 people attending each one.

FELLOWSHIP

The St John Fellowship group is still going well, with its 14 members continuing to meet monthly to provide support and fellowship to past St John members.

The Fellowship held a number of fundraising events over the year, including a number of very successful garage sales.

The group provided donations to the St John of Jerusalem Eye Hospital, the St John Museum and Heritage Centre at Belmont and the Alzheimer’s Association.

HISTORY, HERITAGE AND MUSEUM

Museum volunteers and staff worked hard in 2013/14 to preserve and protect the history of St John Ambulance Western Australia.

Key achievements included:

- The donation of 118 photographs of St John office bearers and council members to the Batty Library of Western Australia.
- Publication of Dr Harry Oxer’s book *Ceremonial Swords of the Order of St John* in August 2013.
- Ongoing work on the Roll of the Commandery of the Order of St John in WA.
- Production of material for museum displays for the inaugural state conference in August 2013.
- Overseeing visits from several community groups.

HISTORICAL PERSPECTIVE

The history of St John Ambulance in Western Australia is almost as long as the history of the City of Perth. It was only 63 years after Captain James Stirling laid the foundation stones of the city that St John provided its inaugural first aid training class and filled a void that had existed up to that time. In doing so, St John became the first organisation in Perth, and indeed Western Australia, to teach the skills that a community could use to save the lives of its members.

In the 122 years since then, St John has, like the capital city in which it is based, continued to grow, adapt, and modernise. In 1922, for example, St John assumed responsibility for providing the state’s ambulance service, applying its first aid expertise not just to those who enrolled in courses, but for all those who needed to receive unscheduled care. Necessarily, the organisation has changed over the decades, harnessing better technologies, methods, and equipment; responding to evidence-based developments in clinical care; and instituting internal systems and processes all to make its service provision fit for the times. Put simply, St John in 2014 – which operates with all the benefits of a modern and technologically advanced world – is unrecognisable from the St John which commenced its Perth operations as a military-style brigade in 1892.

However, time has not demanded change of St John in all aspects. ‘Pro Hominum’ – for the service of humanity – is the foundation of all St John endeavours. Since the beginning, our charity has relied on the incredible goodwill of countless volunteers to help the injured in our community. While we will undoubtedly continue to adapt, the work of our volunteers will continue to be a mainstay of St John’s existence.

St John WA remains guided by its history but is not constrained by it. With history comes experience, and with experience comes responsibility: a responsibility to lead the way in pre-hospital care, to extol best practice, to learn, and to not assume that what has worked well previously will work again in future and under different circumstances. In the same way that St John in 2014 is a different organisation to the St John of 1892, it is reasonable to expect that the St John of 2040, even perhaps 2020, will be a different, more advanced, and modern equipped service to the St John we see now.

The theme of this annual report is ‘from strength to strength’. As St John positions itself to address the challenges of the future, we do so knowing that it is only through constant improvement, and not accepting that strength today will equal success tomorrow, that we will better serve the community of Western Australia – allowing new chapters in our history to be written.



OUR EXECUTIVE TEAM

Tony Ahern
Chief Executive Officer

Tony joined St John in 1973 as a cadet and in 1980 he became a career ambulance officer. After completing a business degree in 1989, Tony moved into accounting and computing services and took a lead role in modernising St John's administrative and financial systems. He went on to complete a Masters of Information Systems, researching the investment made by every Australian ambulance service in information technology. In 2000 Tony was made Deputy Chief Executive Officer and in 2006 he was appointed Chief Executive Officer. Tony has attended the London Business School to further develop his leadership skills and in 2004 he was awarded the prestigious Ambulance Service Medal.

Anthony Smith
Deputy CEO

Anthony joined St John in 2007 as the Business Services Director. He moved into the role of Finance and Administration Director in 2009 and was appointed Deputy CEO in 2012. Anthony holds a Bachelor of Commerce, a Graduate Certificate in Public Sector Management and a Diploma of Local Government, and has completed the Advanced Management Program at Harvard Business School. Anthony is a Fellow of Leadership WA and a member of the Australian Institute of Company Directors with expertise in financial management, corporate governance, business law and strategic planning.

Antony Smithson
Finance and Administration Director

Antony is the newest member of the St John executive team, commencing in the role of Finance and Administration Director in April 2014 following a move to Perth from the UK at the start of the year. Antony trained as a Chartered Accountant with Deloitte in the UK and comes to St John with 20 years of accountancy, audit and Chief Financial Officer experience with a range of large international companies. He holds a Bachelor of Science (Physics and Computer Science) from Manchester University and has extensive commercial experience including strategic review and turnarounds, commercial agreements, partnerships and joint ventures, contract tendering and statutory reporting.

Iain Langridge
Ambulance Service Director

Iain joined St John in the role of Ambulance Service Director in 2013, bringing with him more than 20 years of operations and executive management experience in privately owned and publicly listed companies. Iain holds a Bachelor of Science (Chemistry) from the University of Wollongong and has extensive experience across a range of industry sectors including mining, transport and logistics, security services, recruitment and human resource outsourcing.

Professor Ian Jacobs
Clinical Services Director

Ian is Professor of Resuscitation and Pre-Hospital Care at Curtin University and joined St John as the Clinical Services Director in 2010. He is national and Western Australian chair of the Australian Resuscitation Council and was elected co-chair of the International Liaison Committee on Resuscitation in 2011. Ian is a Registered Nurse and holds numerous academic and clinical qualifications including a PhD from the University of Western Australia. In 2010 he was awarded Foundation Fellowship of the European Resuscitation Council in recognition of his contribution to resuscitation medicine. Ian's areas of expertise include resuscitation medicine, pre-hospital care, clinical epidemiology and evidence-based medicine. He remains an active teacher, clinical researcher and practicing clinician.

Debbie Jackson
Human Resources Director

Debbie joined St John in 2003 as the Human Resources Manager, and became the Human Resources Director in 2005. Having previously managed St John's marketing and public relations departments and the human resources portfolio, Debbie has an in-depth knowledge and understanding of the organisation. Debbie's expertise is in the areas of human resources, industrial relations, occupational health and safety, and staff planning.

Ashley Morris
Technical Services Director

Ashley joined St John in 1991 as a programmer and system administrator after graduating from Curtin University with a Bachelor of Applied Science. In 1996 Ashley was employed as the Information Technology Manager and in 2007 he stepped into the role of Technical Services Director. With expertise in information technology, Ashley has specialised in ambulance related IT such as the computer aided dispatch system, existing and new mobile data terminals and electronic patient care records.



ROLL OF ORDER MEMBERS

Knights of Grace

Mr William John (Jack) Barker
 Mr Robert Blizard
 Mr George Charles Ferguson
 Mr Desmond Ernest Franklin ^{BEM}
 Dr Thomas Hamilton ^{AM}
 Mr Ian Lindsay Kaye-Eddie ^{ASM}
 Mr Gerard Arthur King
 Mr Malcolm McCusker ^{AC CVO QC}
 Dr Kenneth Comminos Michael ^{AC}
 Dr Harry Frank Oxer ^{AM ASM}
 Mr John Edward Ree
 *His Excellency Lt-Gen John Murray Sanderson ^{AC}
 Mr Kevin James Young

Dames of Grace

Ms Billie Annette Andrews ^{ASM}
 *Mrs Ruth Gwendoline Donaldson ^{OAM}
 Mrs Merle Isbister ^{ASM OAM}
 *Mrs Joan Johnston ^{OAM}
 Mrs Tonya McCusker
 Mrs Margaret Muirhead
 *Mrs Lorraine Sanderson

Commanders

Mr Anthony John Ahern ^{ASM}
 Mrs Pauline Gladys Bates
 *Mr Peter Frederick Carnley ^{AC}
 Miss Margaret Jane Cockman ^{OAM}
 Dr Kenneth Ernest Collins ^{AM}
 Mrs Gertrude Betty Crandell
 Mr John Di Masi
 Mr Douglas James Gildersleeve
 Mrs Maria Kay Godwell
 Mr Brian Kenneth Hampson
 Miss Olga Dorothy Hedemann ^{OAM RFD}
 Mr Ronald Neville Jesson
 Mr John Charles Jones
 Dr Edith Khangure
 Dr Kenneth Ross Littlewood
 Mr Bevan Francis McInerney ^{OAM}
 Mr Darren Clive Brooks Mouchemore
 Mrs Jillian Ann Neave
 Mr Raymond Passmore ^{OAM}
 Dr Robert Lyons Pearce ^{AM RFD}
 *Mrs Ruth Amelia Reid ^{AM CRWA}
 Mrs Carole Schelfhout
 Mr John Derek Snowdon ^{OAM}
 Mr David John Stewart ^{OAM}
 Mr Kevin Wayne Swansen
 Mr John Leonard Williams
 Mr Jeffrey Mark Williams
 Mrs Andrea Marie Williams
 Mr Peter Stuart Wood

Officers

*Mr James Percival Allan
 Mr Robert Edwin (Bob) Barker ^{ASM}
 Mr Lester Johnson Barnes
 Mrs Margaret Joan Bell
 Mrs Edna Ethel Brown
 *Mr Frank Joseph Buytels
 *Mr Phillip David Cammiade
 Mrs Verity Jane Campbell
 Mr Carlo Capriotti
 Mr David Anthony Carbonell
 *Mrs Elizabeth Ann Carpenter
 *Mrs Virginia Cheriton
 *Mrs Doreen Dorothy Clements
 *Mr Barry Arthur Clements
 *Mr Leslie George Clothier
 Mr John Glen Corbin
 Mrs Winifred Victoria Corbin
 Mr Richard Edward Daniels
 *Mr Geoffrey Charles Davies ^{ASM}
 Mr Oreste Frank Di Scerni
 *Mr Michael Ronald Divall
 Mrs Elizabeth (Elsa) Drage
 Dr Stephen John Dunjey
 Mr Rex Warner Dyer ^{ASM}
 Mrs Elizabeth Anne Dyer ^{OAM BM}
 Miss Marie Elizabeth (Betty) Dyke
 *Mr Robert Paske Evans
 Mrs Ethel Grace Farley
 Mr Kenneth Allan Ford ^{ASM}
 Mrs Barbara Anne Franklin
 *Mr Charles Gerschow
 *Mrs Hazel Eve Goldacre
 *Mrs Janet Goodwin
 Mrs Hazel Jean Green
 *Reverend Peter Harris
 *Mr Ewen Gilchrist Hill
 Mr Simon Warwick Hughes
 *Mr Alan John Hughes
 Mr Stuart Campbell Hunter
 *Mr Chester Hutton
 Mrs Catherine Patricia Ivey
 Mr Ronald Cedric Jeakes
 Mr Leslie William Johnson
 Mr Kevin Wallace Jones
 Mr Terry Jongen
 Mrs Fay Margaret Kite
 Mr Brian Peter Landers
 Mr Shayne Graham Leslie
 *Mr Colin Oliver Lock
 Dr Richard Simon William Lugg
 Mr Alan Felix McAndrew
 *Mr George Robert McKeown
 Mrs Lydia Irene Mills
 Mr David Edward Broadbent Morgan
 Mr Frank Barnett Murray
 Prof John Michael Papadimitriou ^{AM}
 *Mrs Viola Frances Pentland
 Mr David Lawrence Powell

Mr Lionel Jack Richards
 *Mr Warren James Richards
 Miss Lynette Joy Richardson
 Mr Michael James Robertson
 Mrs Carmel Jean Honorah Sands
 Mr David James Saunders
 Miss Margaret Evelyn Savage
 Mr Brian James Savory
 *Mr Jack Seargant
 *Mr Allan Keith Shawyer
 Mrs Irene Simpson
 Mr Brendan John Sinclair
 *Mr Thomas Barrie Stewart
 Dr Peter James Strickland
 Mr Dirk Christopher Sunley
 Mr Ronald Gus Swansen
 Mr Antony Afric Tanner
 Mr Alexander Edward Taylor
 Mr Paul Stylianos Vassis
 *Mrs Alice Joanna Vinicky
 Mrs Carol Joyce Wallace
 Mr Terence Edward Walton
 *Dr William James Ward
 *Mr Leslie Wells
 Mr George Henry Williams
 Reverend H. Gordon Williams ^{OSB}
 Mr Graham Alfred Wilson ^{ASM}
 *Mr Edgar George Winner
 Mrs Sheryl Lesley Wood
 Mrs Barbara May Wright

Members

Ms Emily Adams
 Mrs Anne Margaret Adcock
 Mr George Edwin (Ed) Anderson
 Mr Peter Albert John Ansell
 *Mr William Richard Archer
 Mr Dene Maxwell Ashfield
 Mr Barry Hilton Atkin
 Mrs Gail Leslie Atkin
 Mr Donald John Atkins
 Mr John Edwin Austin
 *Mrs Aileen Joyce Austin
 *Mr Walter Clarence Axell
 *Mrs Irene Edith Bain
 Mr Gregory Robin Baird
 *Mrs Doris Ball
 Mr Joshua Richard Bamford
 *Mrs Frances Mary Banks
 *Mr Edward James Barbour
 Mr Alexander John Barclay
 Mrs Judith Margaret Barker
 Mr Colin Peter Barron
 *Mr Daniel John Barron
 Mr Troy Andrew Bates
 Mr Darryl Wayne Beaton
 *Mrs Joan Audrey Bedford
 Mr Paul James Beech
 Mrs Susan Joy Beech
 *Mr Alan Alfred Bentley

*Mr Keith Billingham
 *Ms Dawn Anne Bishop
 *Mr Frank Bert Bloxham
 *Mrs Venita Merle Bodle ^{OAM}
 *Mr Arnold Bogaers
 Mr Keith Douglas Bolitho
 Mr Sergio Bottacin
 *Mr Clement Cecil Bowra
 Mr James Edwin Boyd
 *Mrs Jean Flower Boydell
 Ms Isabel Blanche Bradbury
 Mrs Evelyn Ronaldine Brady
 Mr Arthur Benjamin Bransby
 Mr Neville Gilbert Brass
 Mrs Maxine Leslie Brass
 Mr Peter Ross Bremner
 *Ms Brenda Brindley
 Mr Kevin James Broadbent
 Mrs Kathleen Elizabeth Broadbent
 *Mr Graeme Henry Brockman
 *Mr Andrew John Brooker
 *Mrs Gladys Elizabeth Brooks ^{BEM} *Mrs Valmea Wendy Brown
 Reverend Bernard Russell Buckland
 Mrs Dorothy Burgess
 *Mrs Joan Marion Burn
 Mr Bradley Carle
 *Mrs Ester Rae Carter
 Mr Kim Stuart Carver
 Mrs Ingrid Chrisp
 *Mrs Linley Anne Cilia
 Mr Robert George Clarke
 Mr Neville James Clarke
 *Mrs Mildred Rose Coad
 *Mr Barry Thomas Coleman
 Mr Alan Lindsay Connell
 Mr Stanley Victor Cook
 Mr David Cook
 *Mr Kenneth Cooper
 Mrs Heidi Jaqueline Cowcher
 Mr John Cecil Craze
 Mr Neil Crofts
 *Mrs Kathleen Anne Crofts
 *Mr Wayne Peter Cullen
 *Dr Stephen Leon Dale
 Mrs Leanne Winifred Dale
 *Mr George Laurence David Daley *Mrs Joanne Daley
 *Mr Malcolm Douglas Davies
 *Mr Damian Peter Davini
 Mrs Gloria Chrisma Davini
 *Mr Lancelot Norman George Davis
 *Mrs Kerry Dianne Davis
 Mr Aaron Clifford Del Pino Martin
 Mrs Gail Patricia Dennert
 Mr Ian Digweed
 *Mr Norman Maxwell Dixon
 *Ms Diane Elizabeth Doak
 Mr Clifford Lyall Doncon
 Mr Steven William Douglas

*Mr John Patrick Downey
 *Mr Robert Kemp Russell Duncan
 Ms Terri Fiona Edwards
 *Mr Ashley James Elder
 *Mr Barrie Neil Ellson
 Mr Robert Edward Elphick
 *Mr John Richard Evans
 *Mrs Lynette Mae Evans
 *Mr Glen Exelby
 Mr Cornelis Anthonie Faas
 *Mr Alan Thomas Fairall
 Mr James Farnworth
 Mr Eric Campbell Farrell
 Mr Mark James Felstead
 *Mr Peter Wiltshire Felton
 Mr Nelson John Fewster
 Mrs Linda Field
 *Mr Michael Victor Fields
 *Mr Clifford Fishlock
 Dr John Graham Francis
 *Mr Donald Frearson
 *Mrs Doreen Clare Gardiner
 Mr Sydney Albert Garlick
 Mr James Kelvin Gattera
 Mrs Elizabeth Mary Gent
 Mr Otto Herman Gerschow
 Mr Robert Christopher Gibson
 Mr Michael Giovinazzo
 Mr Brynley Colin Gladwin
 Mr Ellis Francis Godwin
 Dr Kelvin Paul Gray
 Mr Robert John Gray
 *Ms Erica Gray
 Mr Peter Alan Green
 *Mrs Patricia Ruth Griffith
 Mr David Jon Grimmond
 Ms Jill Grist
 Mr Gary Guelfi
 Mr David Gulland
 Mr Arthur Robert Hall
 *Mr Glen Lindsay Hall
 *Mrs Evelyn Rosa Hammer
 *Mr Mervyn Desmond Hansen
 Mr John Victor Hards
 Mrs Pauline June Harris
 *Mr Robert Harrison
 *Mr John Harrison-Brown
 Mrs Patricia Hatch
 Mr Raymond Milne Head
 *Dr Clive Heaysman
 *Mr John William Hemsley
 Mr Desmond Robert Henderson
 *Mrs Muriel May Henderson
 *Miss Doreen Grace Higgins
 *Mr Harold Hilton
 Mrs Beth Hobley
 Mr Christopher Edward Hodgson
 *Mr Steven Kenneth Hook
 Mrs Carol Ann Hope
 Mr Robert George Horton
 Mr Patrick Hourigan
 *Mr Antony George Howe
 *Mr Clifford Morrison Howe
 *Mrs Audrey Yvonne Hoyle

Mrs Betty Valma Hudson
 Mrs Vicki Raye Humphry
 Ms Lynne Elizabeth Hunt
 Mrs Doris Marilyn Hunter
 Mr Robert Frederick Ingpen
 Mr James Harvey Irvine
 Mr John Colin Jarrett
 Mrs Anna Patricia Jaskolski
 Mr Peter Jenkin
 *Mr Keith Jenkins
 Mr Anthony Francis Jenkinson
 Mrs Pamela Joan Jenkinson
 *Mr David Wayne Johnson
 Mrs Ruth Minnie Johnson
 *Ms Leeanne Jane Johnson
 *Mr Leonard George Johnston
 Mr Ian Lionel Jones
 *Mr Trevor Kim Jones
 *Mrs Marlene Ann Jones
 Mr Bauke Theodore Jongeling
 Mrs Kathleen Kane
 Mrs Lara Suzette Karatzis
 *Dr Stephen Kargotich
 Mr Brian William Keding
 Mrs Valerie June Kelly
 Mrs Glenys Kendrick
 *Mr Michael Kenneth Kenny
 Mr Gary Victor Kenward
 *Mr Peter Wesley King ^{ASM}
 Mr Ronald Vaughan Knapp
 Ms Annabel Jessie Knapp
 *Mr Peter Cecil Kristiansen
 Ms Taryn Lee Kunzli
 Mrs Stephanie Lalor
 Mrs Helen Margaret Laycock
 Mrs Daphne Joan Lee
 Mr Leonard Allan Leeder
 *Mrs Mary Patricia Leeson
 Mr Kelvin Allen Lemke
 *Mr Robert Ian MacDonald
 *Mrs Vicki Lynn MacDonald
 Mr Kenneth Sydney MacKenzie
 *Mr John Samuel MacLean
 Mr Leonard Reginald Martin
 Mrs Maxine June Martin
 *Mr Milton William Marwick
 Mr Peter Maughan
 Mrs Jennifer Rose Maughan
 *Mr James Francis May
 Mrs Ethel Elizabeth Mayers
 *Mrs Susan Mary McCreery
 Mrs Joyce McCubbing
 *Mr James Eric McGlinn
 Mr Vince McKenney
 Mr Allan Arthur McSwain
 Mr Paul Peter Monger
 Mrs Dorothy Faye Morgan ^{OAM}
 Mr Ashley Gerard Morris ^{AM}
 Mrs Ilse Adelheid Mueller
 Mrs Margaret Patricia Murdoch
 *Mr Colin James Murphy
 Mrs Audrey Veronica Murphy
 *Mr George Ian Murray
 *Mrs Jan Kerry Murray

Mr Peter Leonard Nicholls
 Mrs Dianne Leslie Nicholls
 Ms Hilary Jeanne Nind
 *Dr Ian MacLaren North
 Miss Melissa Northcott
 Mrs Christine Nye
 Mrs Jennifer Lee Oliver
 Mr David Ovans
 Mr Kenneth W Parker
 *Mr Edwin Harold Parry
 Ms Anne Louise Parsons
 Mr Lance Murray Paterson
 *Mr Brian John Payne
 Mrs Kelly Ann Pearce
 Mr Anthony Colin Pegram
 Mr Ross Walter Perry
 *Mr George Albert Peters
 Mr Jeremy Peterson
 *Mr John Piggott
 Mr David Charles Plenty
 *Mr Clarence Richard Plummer
 Mr Barry Daniel Price
 Mr Trevor Walter Prout
 Mr Arthur Arnold Putland
 Dr Richard Frederick Reynolds
 Mr David Rhodes
 Mrs Janet Mary Rhodes
 *Miss Evelyn Faye Ridley
 Mr John Riley
 Mr Robert John Rimmer
 Mr Alan Rimmer
 *Mrs Mary Bridget Ripper
 *Mr Austin Gregory Roach
 Mr Geoffery Roberts
 Mr Garth Alan Roberts
 *Mrs Auriel Jean Rodgers
 *Mrs Dulcie June Rule
 *Mr Christopher Paul Sabourne
 Mrs Joyce Sangston
 Ms Kaitlin Scott
 *Mr Keith Raymond Scoullar
 *Mr Christopher Leonard Searle
 *Dr Brendan John Selby
 Mr Kenneth Henry Simmons
 Mr Robert Maxwell Simper
 Mr Kevin Francis Simpson
 *Mr Ian Mark Sinclair
 Mr Brendan Warwick Sloggett
 *Mrs Elaine Smallwood
 *Mr Graham Smeed
 Mr David Smeeton
 Mr Graham Leslie Smith
 Mr Anthony Thomas Joseph Smith
 Mr Ian Andrew Smith
 *Mr Thomas Smith
 *Mr Hector George Smith
 *Mr Allan Smith
 Mrs Janet Ellen Smith
 Mrs Betty Smith
 Mrs Lynette Elizabeth Somers
 *Mr Leo Edward Spitz
 Mr Darren Glen Spouse
 Mr Mathew Luke Squires
 *Ms Julie Starceвич

Mr Neville Bruce Steicke
 *Mr David George Stevens
 *Mr John Joseph McKenna Stevenson
 Mrs Dorothy Lenise Stevenson
 Ms Lorna Elaine Stewart
 *Ms Sharon Leanne Stewart
 *Mrs Katrina Elizabeth Stewart
 Mr Arnold Mervyn Stokes
 *Mr Errol Dale Stone
 Mrs Lorraine Elsie Stone
 *Mrs Mary Strickland
 Mrs Judith Anne Summers
 *Mr John Graham Sutherland
 Mr John Kinnaird Swan
 *Mr Terrence Sweeney
 *Mr Wayne Thomas Taylor
 *Mrs Bernice Harriet Taylor
 Mrs Sharon Tracey Teale
 Mr George William James Thompson
 Ms Pamela June Thompson
 *Ms Robyn Olivia Thompson
 Mr Maurice Tomlin
 Ms Christine Lindsay Trappitt
 *Mrs Rosemary Helen Tulloch
 Mrs Judith Pamela Tyler
 Mrs Pamela Margaret Usher
 *Dr John van der Post
 Mr Hans Vandenberg
 Mr John Hartley Vaux
 Mr Johannes-Wilhelmus Veraart
 Ms Sarah Louise Vivian
 Mr Richard Charles Walker
 Mrs Maxine Janice Walker
 Mrs Leonie Walker
 Mr Ronald Maxwell Waller
 Dr Allan Stephen Walley
 *Mr Robert Edward Wallis
 *Mr Donald Godfrey Walter
 Mrs Josephine Isabel Walters
 Mr James Neil Warne
 Mrs Julie Watkins
 *Mrs Edna Beryl Watterson
 *Mr Terence Harold Watts
 Ms Gabrielle West
 Mr Kent Ruthen Westlake
 Mrs Lorna Jean Whiteman
 Dr Garry John Wilkes
 *Mr Raymond Albert Wilkins
 Mr Roy Edward Wilkinson
 *Mr Graham Trevor Wilkinson
 Mr Glenn Matthew Willan
 *Mrs Jennifer Willgoss
 Miss Christine Ann Williams
 Mrs Judith Jean Williams
 Mrs Shirley Elizabeth Williams
 Mr Ian Brownlie Wilson
 *Mrs Marylyn Joy Wilson
 *Miss Renee Joy Wirth
 Mr Philip Joseph Wishart
 Mrs Fay Margaret Wolfenden
 Mr Kevin Wood
 Mr James Alan Wright

*Indicates a member of the Order of St John residing in Western Australia who has not consented to membership of the Commandery of WA under the Company Limited by Guarantee structure.

HONOURS AND AWARDS

Promotion to Officer

Janet Goodwin Esperance

Admission as Member

Dawn Bishop Harvey
 Ashley Elder Mundaring
 Alan Fairall Manjimup
 Mark Felstead EHS
 Robert Gibson EHS
 John Harrison-Brown Harvey
 Leeanne Johnson Esperance
 Annabel Knapp Darkan
 Jan Murray Esperance
 David Rhodes Esperance
 Janet Rhodes Esperance
 Julie Starceвич Esperance
 Katrina Stewart Esperance
 Christine Trappitt Pemberton

Commandery Commendations presented in 2014

Kylie Ann Bailye Esperance
 Ross Graeme Doney Salmon Gums
 Brian David Gallop Esperance
 Anthony Leeson Esperance
 Joanne Nankivell Condingup
 Sheryl Anne Siekierka EHS
 Thomas Walker Esperance

50 Year Certificate

Pauline Gladys Bates EHS
 Rev Bernard Buckland EHS
 Carlo Capriotti Pinjarra
 Audrey Yvonne Hoyle Commandery
 David John Stewart Mt Barker
 Rev Henry Gordon Williams Northampton

MARK OF RESPECT

The following confreres deceased during 2013/14

Donald Reginald Fallon MStJ	July 2013
Charles William Sexton OSTJ	September 2013
Edward (Ted) O'Sullivan OSTJ	December 2013
Julie Diana Michael DStJ	January 2014
Valma Dawn Fallon MStJ	February 2014
Norma Elaine Olsen CStJ	March 2014
Herbert Douglas Kennedy MStJ	April 2014
Eunice Mary Ford MStJ	May 2014
Patrick Henry Lyon MStJ	June 2014
Walter Swan MStJ	June 2014
Marilyn Kaye Whiteside MStJ	June 2014
Arnold Sibald Nunn OSTJ	June 2014

Great care has been taken in compiling the foregoing nominal roll of members of the Order. It is possible, however, that mistakes have occurred.

Please notify St John Ambulance Western Australia immediately if any errors or omissions are detected.



FINANCIAL REPORT FOR THE FINANCIAL YEAR ENDED 30 JUNE 2014



DIRECTORS REPORT

Mr Gerard King
Chairman

Mr King joined the St John Council in 1972 and has held the position of Chairman of the WA Ambulance Service Board and Chairman of the State Executive Committee. In 2006 he became the Chairman of the State Council and is a Knight of The Order of St John. In 1995, Mr King retired from the law firm Phillips Fox after 30 years of employment and currently undertakes consultancy work in the field of law.

Professor Ian Rogers
Non-executive Director

Prof Rogers is Professor of Emergency Medicine at St John of God Hospital Murdoch and the University of Notre Dame. Prof Rogers' role at St John of God is to oversee the enhancement of clinical training capacity in previously underutilised private hospital sites. He graduated from The University of Melbourne in 1984 and completed his emergency medicine specialist training in 1991. Prof Rogers has more than 60 referred journal papers, 50 major conference presentations and 20 textbooks and textbook chapters with special research interests in sports medicine and wilderness medicine. His past roles have included overseeing emergency medicine and training at hospitals such as Sir Charles Gairdner Hospital and Auckland Hospital, and served in training roles within the Australasian College for Emergency Medicine.

Dr Richard Lugg
Non-executive Director

Dr Lugg joined the WA Ambulance Service Board in 1995. Retired from the Medical Department of WA, he is a public health physician specialising in the links between water and human health. Dr Lugg was also a member of the Medic Alert Council of WA. An Officer of The Order of St John, he served as Chairman of the Ambulance Service Board from 2002 until it was replaced by the State Council in 2006.

Mrs Merle Isbister
Non-executive Director

Mrs Isbister joined the WA Ambulance Service Board in 2001 and has been a St John member since 1977. As the Carnamah Shire President, Mrs Isbister represents country volunteers on the Board. Mrs Isbister was awarded the inaugural Trainer of the Year Award in 1994 and was Volunteer of the Year in 2006. A Dame of Grace of The Order of St John, Mrs Isbister is a Volunteer Ambulance Officer and First Aid Trainer at the North Midlands Sub Centre.

DIRECTORS REPORT

Mr Andrew Chuk
Non-executive Director

Andrew Chuk holds bachelor degrees in economics and engineering, first graduating from The University of Melbourne in 1983. His public sector experience has involved infrastructure planning, health finance, and contracting to the private and non-government sectors. Mr Chuk has more than 20 years' experience in the resources sector, principally as an investment specialist, and has expertise in government regulatory and legislative processes.

Ms Sally Carbon
Non-executive Director

Sally Carbon is the Managing Director of Green Eleven, a strategic marketing and communications company in Western Australia. She has managed a large WA-based communications agency in Perth and was previously the Director of Marketing and Communications at the urban renewal project at Docklands Authority in Melbourne. Ms Carbon has a Bachelor of Arts with majors in Physical Education and Mathematics, is a qualified strategic marketer, qualified company director and a Fellow of the Australian Institute of Company Directors. She sits on two Federal Government boards, chairs a Federal Government Audit Committee, sits on WA's Friendship Games board and has served on the Aquinas College board, the WA Sports Council and the strategic board of the WA Education Department. Ms Carbon represented Australia in hockey at international level and is an Olympic and World Cup gold medalist.

Mr Shayne Leslie
Non-executive Director

Graduating from the University of Western Australia Law School in 1982, Mr Leslie has focused on commercial litigation/dispute resolution with law firms Phillips Fox, Wilson & Atkinson, Talbot Olivier and Metaxas & Hager. An Officer of The Order of St John, Mr Leslie joined the Ambulance Service Board in July 2002 and was a member of the Board until it was replaced by the State Council in 2006.

Mr Ian Kaye-Eddie
Non-executive Director

Mr Kaye-Eddie has been contributing to ambulance services throughout Australia for more than 36 years. He was Chief Executive Officer of St John Ambulance Western Australia from 1978 to 2006. Mr Kaye-Eddie has degrees in commerce, finance and the arts and has studied at universities in South Africa, the USA and Australia. He is a non-executive director of the Eye Surgery Foundation in Perth and is recently retired from his position as Examining Chaplain for the Anglican Diocese of Perth.



DIRECTORS REPORT

Company Secretary

Mr Tony Ahern held the position of Company Secretary at 30 June 2014. Mr Ahern was appointed Company Secretary when St John transferred its incorporation to the Company on 30 September 2013. Mr Ahern started at St John Ambulance in 1973 as a cadet and in 1980 he became a career ambulance officer. After completing a business degree in 1989, Mr Ahern moved into accounting and computing services taking a lead role in modernising St John's administrative and financial systems. He went on to complete a Masters of Information Systems researching the investment in information technology made by Australian ambulance services.

In 2000, he was made Deputy Chief Executive Officer and in 2006 he was appointed Chief Executive Officer. Mr Ahern has attended the London Business School to further develop his leadership skills and in 2004 he was awarded the prestigious Ambulance Service Medal. Mr Ahern served as Chairman of the Council of Ambulance Authorities from 2010 to 2013, and was a member of the Australian Medic Alert Foundation and a member of the Primary Care WA board until 2014.



DIRECTORS REPORT

Directors Meetings

The following table sets out the number of Directors meetings (including meetings of Committees of Directors) held during the year ended 30 June 2014 and the number of meetings attended by each Director (while they were a Director or Committee member). During the year ended 30 June 2014, ten Board meetings, two Audit Committee meetings and one Remuneration Committee meeting were held.

Directors	Board of Directors		Audit Committee		Remuneration Committee	
	Held	Attended	Held	Attended	Held	Attended
Mr Gerard King	10	8	2	2	1	1
Mrs Merle Isbister	10	9	-	-	-	-
Mr Ian Kaye-Eddie	10	10	2	2	1	1
Mr Shayne Leslie	10	9	2	2	1	1
Dr Richard Lugg	10	8	-	-	-	-
Mr Andrew Chuk	10	8	-	-	-	-
Professor Ian Rogers	10	9	-	-	-	-
Ms Sally Carbon	10	10	-	-	-	-

DIRECTORS REPORT

Principal Activities

The Company's principal activities in the course of the financial year were the provision of first aid and ambulance services within the State of Western Australia.

Objectives

Our purpose for being in Western Australia is for the unique contribution that we make in serving humanity and developing resilient communities in this state.

We will achieve our purpose when we:

1. Make first aid a part of everyone's life; and
2. Deliver high-quality cost-effective ambulance services to Western Australia

We are able to deliver our purpose not only as a leading provider of first aid training or the principal provider of ambulance services, but also through our contribution over and above that which alternate providers would deliver our communities. St John is proud to deliver this net benefit to the community while at the same time realising our vision of service to humanity in Western Australia.

Performance Measures

The Company measures its performance in many ways, including by measuring and focusing on:

Emergency Ambulance: Ambulance response times for P1, P2 and P3 incidents, availability of ambulance services across regional Western Australia and total number of country volunteers.

First Aid Training: Our percentage of market share, total students trained, percentage of population trained in first aid, and community first aid sentiment index.

Community First Responder Program:

The number, distribution and utilisation of our Community First Responder program.

Event Health Services: Total duty hours, total market share and volunteer numbers.

Clinical Outcomes: Chest pain of presumed cardiac origin, asthma, hypoglycaemia, stroke, pain, reperfusion, waiting times and cardiac arrest outcomes.

Patient Transfer Services: Growth in clients, growth in revenue and surplus and percentage of market share.

Benchmarking: Lowest cost per capita, cost to government per capita, cost per patient and cost to government per patient as reported in Report on Government Services, at or below the Australian average cost per user, and complaints received per cases.

Financial Management: Return an operating surplus supported through:

- I. Management of labour costs below other Australian services on a per incident and per population basis;
- II. Utilisation of staff resources to match demand;
- III. Increase in net assets of at least 11 per cent per annum; and
- IV. Revenue growth in our commercial activities.

People: Growth in volunteer numbers and retention rates, staff engagement to our Company and direction, keeping the university based education model focused and effective, utilisation of our evidence based decision making approach within clinical, ambulance operations and our business activities, and listening and responding to feedback from recipients of our services.

Reputation: Staff and volunteer understanding of the St John heritage and public perception of the St John brand.

Financial Results

The net surplus for the ended 30 June 2014 was \$18.6 million (\$16.0 million in 2013).

Highlights of the current financial result include:

- Increase in size of ambulance fleet including deployment of paid paramedics to the Karratha and Kununurra sub centres to complement the existing volunteer service.
- Continued challenging trading conditions within first aid training and Industrial Health Services has been managed through tight cost control measures. Expenditure excluding personnel and bad debts has decreased by two per cent in the current financial year.
- Continued support from Lotterywest, Department of Regional Development as well as other corporate partners including Woodside and Rio Tinto.

The surplus facilitates the ongoing capital investment requirements of the organisation to meet the growing demand for the ambulance service across the state. During the past year, St John invested \$23.6 million in its capital works program, including:

- Property: \$9.5 million
- Fleet: \$11.1 million
- Plant and Equipment: \$3.0 million

DIRECTORS REPORT

Review of Operations

2013/14 has been another year of significant growth. Ambulance activity grew by three per cent across the state and our total number of first aid students grew by 16 per cent. Even with the increased demand for ambulance services, our ambulance response time performance was better than the contracted target for all case categories. This result is a testament to the dedication of all our operational staff. We have again seen very strong results with our patient satisfaction survey, showing that the vast majority of people using our ambulance services are satisfied with all of the facets of the service.

The St John model of care in the Western Australian community is one that has a strong emphasis on volunteering. During the year our volunteer numbers grew to 4,412 with a significant component of the growth in Event Health Services. A focus on support and training in the volunteer ranks during the past year contributed to the growth in volunteer numbers. The innovation of our teams and the preparedness to modify the way we operate while maintaining an absolute focus on fulfilling the Company's purpose is the key to our success.

To continue to grow and meet the demands for our services, St John must deliver a sound financial performance. This was the case with the Company achieving the surplus required to ensure the full funding of our \$23.6 million capital works program, which was completed during the year. Our cash and investments are sound, giving us great confidence in our ability to continue to make the investments necessary to meet the demands of this rapidly growing state.

Changes in the State of Affairs

On 30 September 2013 the Company ceased to be an Incorporated Association under the Associations Incorporations Act 1987 (WA) and became a company limited by guarantee registered under the Corporations Act 2001 (Commonwealth).

Except for the matter discussed above there were no significant changes in the state of affairs of the Company during the financial year.

Subsequent Events

There has not been any matter or circumstance occurring subsequent to the end of the financial year that has significantly affected, or may significantly affect, the operations of the Company, the results of those operations, or the state of affairs of the Company in future financial years.

Indemnification of Officers and Auditors

During the financial year, the Company paid a premium in respect of a contract insuring the Directors of the Company (as named above), the Company Secretary and all Executive Officers of the Company and of any related body corporate against a liability incurred as such a Director, Secretary or Executive Officer to the extent permitted by the Corporations Act 2001. The contract of insurance prohibits disclosure of the nature of the liability and the amount of the premium.

The Company has not otherwise, during or since the end of the financial year, except to the extent permitted by law, indemnified or agreed to indemnify an officer or auditor of the company or of any related body corporate against a liability incurred as such by an officer or auditor.

Future developments

The company will continue to pursue its principal activities of providing first aid and ambulance services within the State of Western Australia for furtherance of the objectives mentioned above.

Proceedings on behalf of the Company

No person has applied for leave of Court to bring proceedings on behalf of the Company or intervene in any proceedings to which the Company is a party for the purpose of taking responsibility on behalf of the Company for all or any part of those proceedings.

The Company was not a party to any such proceedings during the year.

Environmental Regulation

The Company's operations are not subject to any significant environment regulation under a law of the Commonwealth or of a state or territory.

Auditor's Independence Declaration

The auditor's independence declaration has been given to the directors in accordance with Section 307C of the Corporations Act 2001 is on page 64.

This directors report is signed in accordance with a resolution of directors made pursuant to Section 298(2) of the Corporations Act 2001.

Signed on behalf of the Board:



Gerard King
Chairman

Date: 17 September 2014



Deloitte Touche Tohmatsu
ABN 74 490 121 060

Woodside Plaza
Level 14
240 St Georges Terrace
Perth WA 6000
GPO Box A46
Perth WA 6837 Australia

Tel: +61 8 9365 7000
Fax: +61 (0) 9365 7001
www.deloitte.com.au

The Board of the Commandery in Western Australia
St John Ambulance Western Australia Ltd
209 Great Eastern Highway
Belmont Western Australia 6104

17 September 2014

Dear Board Members

St John Ambulance Western Australia Ltd

In accordance with section 307C of the Corporations Act 2001, I am pleased to provide the following declaration of independence to the Board of Commandery of St John Ambulance Western Australia Ltd.

As lead audit partner for the audit of the financial statements of St John Ambulance Western Australia Ltd for the financial year ended 30 June 2014, I declare that to the best of my knowledge and belief, there have been no contraventions of:

- (i) the auditor independence requirements of the Corporations Act 2001 in relation to the audit; and
- (ii) any applicable code of professional conduct in relation to the audit.

Yours sincerely

Deloitte Touche Tohmatsu
DELOITTE TOUCHE TOHMATSU

Leanne Karamfiles
Partner
Chartered Accountants

Liability limited by a scheme approved under Professional Standards Legislation.
Member of Deloitte Touche Tohmatsu Limited



Deloitte Touche Tohmatsu
ABN 74 490 121 060

Woodside Plaza
Level 14
240 St Georges Terrace
Perth WA 6000
GPO Box A46
Perth WA 6837 Australia

Tel: +61 8 9365 7000
Fax: +61 (0) 9365 7001
www.deloitte.com.au

Independent Auditor's Report to the Members of St John Ambulance Western Australia Limited

We have audited the accompanying financial report of St John Ambulance Western Australia Limited, which comprises the statement of financial position as at 30 June 2014, the statement of profit or loss and other comprehensive income, the statement of cash flows and the statement of changes in equity for the year ended on that date, notes comprising a summary of significant accounting policies and other explanatory information, and the Board of the Commandery's declaration as set out on pages 67 to 88.

The Board of the Commandery's Responsibility for the Financial Report

The Board of the Commandery (the Board) of the company is responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the *Corporations Act 2001* and for such internal control as the board determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error. In Note 3, the Board also states, in accordance with Accounting Standard AASB 101 *Presentation of Financial Statements*, that the financial statements comply with International Financial Reporting Standards.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control, relevant to the entity's preparation of the financial report that gives a true and fair view, in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the board, as well as evaluating the overall presentation of the financial report.

Liability limited by a scheme approved under Professional Standards Legislation.
Member of Deloitte Touche Tohmatsu Limited

Deloitte

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Auditor's Independence Declaration

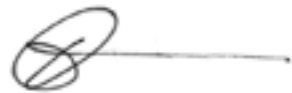
In conducting our audit, we have complied with the independence requirements of the *Corporations Act 2001*. We confirm that the independence declaration required by the *Corporations Act 2001*, which has been given to the Board of St John Ambulance Western Australia Limited, would be in the same terms if given to the Board as at the time of this auditor's report.

Opinion

In our opinion:

- (a) the financial report of St John Ambulance Western Australia Limited is in accordance with the Corporations Act 2001, including:
 - (i) giving a true and fair view of the company's financial position as at 30 June 2014 and of its performance for the year ended on that date; and
 - (ii) complying with Australian Accounting Standards and the *Corporations Regulations 2001*; and
- (b) the financial statements also comply with International Financial Reporting Standards as disclosed in Note 3.

Deloitte Touche Tohmatsu
DELOITTE TOUCHE TOHMATSU



Leanne Karamfiles
Partner
Chartered Accountants
Perth, 17 September 2014

ST JOHN AMBULANCE WESTERN AUSTRALIA LIMITED
DECLARATION BY THE BOARD OF
THE COMMANDERY IN WESTERN AUSTRALIA

St John Ambulance Western Australia Limited operates in Western Australia under the guidance and control of the Board.

The attached financial statements comprise an aggregation of the financial statements of all Western Australian country sub centres and the metropolitan operations ("the Company").

The Board declares that:

- (a) In the opinion of the Board, the attached financial statements are in compliance with International Financial Reporting Standards, as stated in Note 3 to the financial statements.
- (b) The attached financial statements present a true and fair view of the financial position and performance of the Company for the year ended 30 June 2014.
- (c) In the opinion of the Board, there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.

Signed on behalf of the Board:



Gerard King
Chairman

Date: 17 September 2014

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

for the financial year ended 30 June 2014

	Note	2014 \$	2013 \$
Revenue	5	240,981,047	226,645,739
Administration Expense		6,479,182	6,596,949
Ambulance Operating Expense		5,278,559	5,559,666
Bad and Doubtful Debts		18,761,291	17,161,521
Depreciation		13,215,519	12,508,661
Amortisation		758,597	758,597
Financial Charges		1,014,255	1,084,070
Marketing Expense		3,260,325	3,142,830
Professional Fees		3,150,938	5,977,790
Property and Equipment Expense		11,723,049	10,196,898
Staff Expense		156,301,906	145,271,202
Training Materials		2,400,941	2,382,018
Surplus for the Year	6	18,636,485	16,005,537
Other Comprehensive Income		-	-
Total Comprehensive Income for the Year		18,636,485	16,005,537

Notes to the financial statements are included on pages 73 to 88.

STATEMENT OF FINANCIAL POSITION

as at 30 June 2014

	Note	2014 \$	2013 \$
Current Assets			
Cash and Cash Equivalents	17	68,906,249	61,636,639
Restricted Cash	7, 17	2,629,195	2,355,345
Inventories	8	1,288,261	1,607,213
Trade and Other Receivables	9	14,243,949	12,105,222
Other Current Assets	10	3,967,033	3,746,082
Total Current Assets		91,034,687	81,450,501
Non Current Assets			
Property, Plant and Equipment	11	128,353,654	118,556,733
Intangibles	12	758,597	1,517,194
Total Non Current Assets		129,112,251	120,073,927
Total Assets		220,146,938	201,524,428
Current Liabilities			
Trade and Other Payables	13	721,718	3,634,453
Provisions	14	27,747,007	24,380,604
Other Current Liabilities	15	8,794,170	10,495,850
Total Current Liabilities		37,262,895	38,510,907
Non Current Liabilities			
Provisions	14	6,798,481	5,564,444
Total Non Current Liabilities		6,798,481	5,564,444
Total Liabilities		44,061,376	44,075,351
Net Assets		176,085,562	157,449,077
Equity			
Retained Surpluses		176,085,562	157,449,077
Total Equity		176,085,562	157,449,077

Notes to the financial statements are included on pages 73 to 88.

STATEMENT OF CHANGES IN EQUITY

for the financial year ended 30 June 2014

	Note	2014 \$	2013 \$
Retained Surpluses			
Retained Surpluses			
Balance at start of year		157,449,077	141,443,540
Surplus for the year		18,636,485	16,005,537
Other comprehensive income for the year		-	-
Total comprehensive income for the year		18,636,485	16,005,537
Balance at the end of year		176,085,562	157,449,077
Total Retained Surpluses		176,085,562	157,449,077
Total Equity		176,085,562	157,449,077

Notes to the financial statements are included on pages 73 to 88.



STATEMENT OF CASH FLOWS

for the financial year ended 30 June 2014

	Note	2014 \$	2013 \$
Cash Flows From Operating Activities			
Receipts from Operating Activities		137,672,802	136,054,600
Health Department Contract for Services		83,798,798	74,732,191
Payments for Operating Activities		(193,725,148)	(173,426,638)
Net cash provided by operating activities	17b	27,746,452	37,360,153
Cash Flows From Investing Activities			
Proceeds from the Sale of Property, Plant and Equipment		1,063,295	820,843
Payments for Property, Plant and Equipment		(23,590,437)	(39,786,827)
Payments for Intangibles		-	(2,275,791)
Interest Income		2,324,150	2,895,474
Net cash used in investing activities		(20,202,992)	(38,346,301)
Net Movement in Cash and Cash Equivalents		7,543,460	(986,148)
Cash and Cash Equivalents at the Beginning of the Financial Year		63,991,984	64,978,132
Cash and Cash Equivalents at the End of the Financial Year	17a	71,535,444	63,991,984

Notes to the financial statements are included on pages 73 to 88.

NOTES TO THE FINANCIAL STATEMENTS

for the financial year ended
30 June 2014

Note	Contents
1	General information
2	Adoption of new and revised Accounting Standards
3	Significant accounting policies
4	Critical accounting judgements and key sources of estimation uncertainty
5	Revenue
6	Surplus for the Year
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22	Subsequent events
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NOTES TO THE FINANCIAL STATEMENTS

1. General information

St John Ambulance Western Australia Limited (the Company) is a company limited by guarantee incorporated in Australia. The address of its registered office and principal place of business is:

209 Great Eastern Highway, Belmont, Western Australia, 6104 Phone: (08) 9334 1222 Web: stjohambulance.com.au

The Company's principal activities are the provision of first aid and ambulance services within the State of Western Australia.

2. Application of new and revised Accounting Standards

(a) New Standards and Interpretations adopted

The Company has adopted all of the new and revised Standards and Interpretations issued by the Australian Accounting Standards Board that are relevant to their operations and are effective for the current financial reporting period beginning 1 July 2013.

These have affected the company only to the extent as follows:

Standard / Interpretation	Impact
AASB 119 'Employee Benefits' (2011) and AASB 2011-10 'Amendments to Australian Accounting Standards arising from AASB 119 (2011)'	The main change introduced by this standard is to revise the accounting for defined benefit plans. This change has not had any impact on the Company as it does not have any defined benefit plans.
AASB 13 'Fair Value Measurement' and AASB 2011-8 'Amendments to Australian Accounting Standards arising from AASB 13'	AASB 13 establishes a single source of guidance under Australian Accounting Standards for all fair value measurements. AASB 13 does not change when an entity is required to use fair value, but rather provides guidance on how to measure fair value under Australian Accounting Standards. AASB 13 defines fair value as an exit price. AASB 13 also requires additional disclosures. Application of AASB 13 has not had any material impact on the amounts recognised in the financial statements. Additional disclosures where required, are provided in the individual notes relating to the assets and liabilities whose fair values were determined. Fair value hierarchy is provided in Note 18.
	In accordance with the transitional provisions, the Company has not made any new disclosures required by AASB 13 for the 2013 comparative period.

No other new standards, amendments or interpretation effective in the current period has resulted in a change to the Company's accounting policies nor any significant effect on the measurement or disclosure of the amounts reported for the current or prior periods

(b) Accounting Standards and Interpretations issued but not yet effective

The following Australian Accounting Standards and Interpretations have recently been issued or amended but are not yet effective and have not been adopted by the Company for the year ended 30 June 2014:

Standard / Interpretation	Effective for annual reporting periods beginning/ending on or after	Expected to be applied by the Company
AASB 2014-1 'Amendments to Australian Accounting Standards' Part A: 'Annual Improvements 2010-2012 and 2011-2013 Cycles'	1 July 2014	30 June 2015
AASB 1031 'Materiality' (2013)	1 January 2014	30 June 2015
AASB 2012-3 'Amendments to Australian Accounting Standards-Offsetting Financial Assets and Financial Liabilities	1 January 2014	30 June 2015
AASB 2013-3 'Amendments to AASB 136 - Recoverable Amount Disclosures for Non-Financial Assets'	1 January 2014	30 June 2015
AASB 2013-9 'Amendments to Australian Accounting Standards - Conceptual Framework, Materiality and Financial Instruments'	1 January 2014	30 June 2015
AASB 9 'Financial Instruments', and the relevant amending standards	1 January 2018	30 June 2019

The impact of these recently issued or amended Standards and Interpretation is still being assessed by the Company.

At the date of authorisation of the financial statements, the following IASB Standards and IFRIC Interpretations were also in issue but not yet effective, although Australian equivalent Standards and Interpretations have not yet been issued.

Standard / Interpretation	Effective for annual reporting periods beginning/ending on or after	Expected to be applied by the Company
Clarification of Acceptable Methods of Depreciation and Amortisation (Amendments to IAS 16 and IAS 38)	1 January 2016	30 June 2017
IFRS 15 'Revenue from Contracts with Customers'	1 January 2016	30 June 2018

NOTES TO THE FINANCIAL STATEMENTS

3. Significant accounting policies

Statement of compliance

These financial statements are general purpose financial statements which have been prepared in accordance with the Corporations Act 2001, Accounting Standards and Interpretations, and comply with other requirements of the law.

Accounting Standards include Australian Accounting Standards. Compliance with the Australian Accounting Standards ensures that the financial Statements and notes of the Company comply with International Financial Reporting Standards ('IFRS').

These financial statements reflect the financial position of the Company. The combined financial position of metropolitan and country operations constitutes the financial position of the Company. Country operations include the amalgamated financial position of 100 country sub centres staffed by volunteers and 15 country sub centres predominantly staffed by a mixture of volunteers and paid staff (Refer note 24).

For the purposes of preparing the financial statements, the Company is a not-for-profit entity.

The financial statements were authorised for issue by the Directors on 17 September 2014.

Basis of preparation

The financial statements have been prepared on the basis of historical cost. Cost is based on the fair values of the consideration given in exchange for assets. All amounts are presented in Australian dollars.

The following significant accounting policies have been adopted in the preparation and presentation of the financial statements:

(a) Acquisition of assets

Assets acquired are recorded at the cost of acquisition, being the purchase consideration determined as at the date of acquisition plus costs incidental to the acquisition.

(b) Cash and cash equivalents

Cash comprises of cash on hand and demand deposits. Cash equivalents are short-term, highly liquid investments that are readily convertible to known amounts of cash which are subject to an insignificant risk of changes in value.

(c) Employee benefits

Provision is made for benefits accruing to employees in respect of salaries and wages, annual leave and long service leave when it is probable that settlement will be required and they are capable of being measured reliably.

Provisions made in respect of salaries and wages, annual leave and long service leave expected to be settled within 12 months, are measured at their nominal values using the remuneration rate expected to apply at the time of settlement.

Provisions made in respect of long service leave which is not expected to be settled within 12 months is measured as the present value of the estimated future cash outflows to be made in respect of services provided by employees up to reporting date.

Defined contribution plans

Contributions to defined contribution superannuation plans are expensed when incurred.

(d) Financial assets

Investments are recognised and derecognised on trade date where the purchase or sale of an investment is under a contract whose terms require delivery of the investment within the timeframe established by the market concerned, and are initially measured at fair value, net of transaction costs except for those financial assets classified as at fair value through profit or loss which are initially measured at fair value.

Other financial assets are classified into the following specified categories: financial assets 'at fair value through profit or loss', 'held-to-maturity investments', 'available-for-sale' financial assets, and 'loans and receivables'. The classification depends on the nature and purpose of the financial assets and is determined at the time of initial recognition.

Effective interest method

The effective interest method is a method of calculating the amortised cost of a financial asset and of allocating interest income over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash receipts (including all fees on points paid or received that form an integral part of the effective interest rate, transaction costs and other premiums or discounts) through the expected life of the financial asset, or, where appropriate, a shorter period. Income is recognised on an effective interest rate basis for debt instruments other than those financial assets 'at fair value through profit or loss'.

Financial assets at fair value through profit or loss

Financial assets are classified as financial assets at fair value through profit or loss where the financial asset:

- (i) has been acquired principally for the purpose of selling in the near future;
- (ii) is a part of an identified portfolio of financial instruments that the Group manages together and has a recent actual pattern of short-term profit-taking; or
- (iii) is a derivative that is not designated and effective as a hedging instrument.

Financial assets at fair value through profit or loss are Stated at fair value, with any resultant gain or loss recognised in profit or loss. The net gain or loss recognised in profit or loss incorporates any dividend or interest earned on the financial asset. Fair value is determined in the manner described in note 18.

Loans and receivables

Trade receivables, loans, and other receivables that have fixed or determinable payments that are not quoted in an active market are classified as 'loans and receivables'. Loans and receivables are measured at amortised cost using the effective interest method less impairment.

Interest is recognised by applying the effective interest rate, except for short term receivables when the recognition of interest would be immaterial.

Impairment of financial assets

Financial assets are assessed for indicators of impairment at the end of each reporting period. Financial assets are impaired where there is objective evidence that as a result of one or more events that occurred after the initial recognition of the financial asset the estimated future cash flows of the investment have been impacted. For financial assets carried at amortised cost, the amount of the impairment is the difference between the asset's carrying amount and the present value of estimated future cash flows, discounted at the original effective interest rate.

The carrying amount of the financial asset is reduced by the impairment loss directly for all financial assets with the exception of trade receivables where the carrying amount is reduced through the use of an allowance account. When a trade receivable is uncollectible, it is written off against the allowance account. Subsequent recoveries of amounts previously written off are credited against the allowance account. Changes in the carrying amount of the allowance account are recognised in profit or loss.

NOTES TO THE FINANCIAL STATEMENTS

(e) Grants

Government and Other Grants:

Grants are recognised as income over the periods necessary to match them with the related costs which they are intended to compensate, on a systematic basis. Grants that are receivable as compensation for expenses or losses already incurred or for the purpose of giving immediate financial support to the Company with no future related costs are recognised as income of the period in which it becomes receivable.

Grants whose primary condition is that the Company should purchase, construct or otherwise acquire long-term assets are recognised as revenue in the period in which the funds are received.

(f) Impairment of tangible and intangible assets

At the end of each reporting period, the Company reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any). When it is not possible to estimate the recoverable amount of an individual asset, the Company estimates the recoverable amount of the cash-generating unit to which the asset belongs. When a reasonable and consistent basis of allocation can be identified, Company assets are also allocated to individual cash-generating units, or otherwise they are allocated to the smallest group of cash-generating units for which a reasonable and consistent allocation basis can be identified.

Recoverable amount is the higher of fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

If the recoverable amount of an asset (or cash-generating unit) is estimated to be less than its carrying amount, the carrying amount of the asset (or cash-generating unit) is reduced to its recoverable amount. An impairment loss is recognised immediately in profit or loss, unless the relevant asset is carried at a revalued amount, in which case the impairment loss is treated as a revaluation decrease.

When an impairment loss subsequently reverses, the carrying amount of the asset (or cash-generating unit) is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset (or cash-generating unit) in prior years. A reversal of an impairment loss is recognised immediately in profit or loss, unless the relevant asset is carried at a revalued amount, in which case the reversal of the impairment loss is treated as a revaluation increase.

(g) Income tax

The Company is a public benevolent institution, and is exempt from income tax from 1 July 2000 under Subdivision 50-B of the Income Tax Assessment Act 1997.

(h) Inventories

Inventories are valued at the lower of cost and net realisable value. Net realisable value represents the estimated selling price less estimated costs of completion and costs necessary to make the sale.

(i) Leased assets

Leases are classified as finance leases when the terms of the lease transfer substantially all the risks and rewards incidental to ownership of the leased asset to the lessee. All other leases are classified as operating leases.

Company as lessee

Operating lease payments are recognised as an expense on a straight-line basis over the lease term, except where another systematic basis is more representative of the time pattern in which economic benefits from the leased asset are consumed. Contingent rentals arising under operating leases are recognised as an expense in the period in which they are incurred.

(j) Property, plant and equipment

Land is measured at cost.

Plant and equipment, buildings and leasehold improvements are stated at cost less accumulated depreciation and impairment. Cost includes expenditure that is directly attributable to the acquisition of the item. In the event that settlement of all or part of the purchase consideration is deferred, cost is determined by discounting the amounts payable in the future to their present value as at the date of acquisition.

Depreciation is provided on property, plant and equipment, including freehold buildings but excluding land. Depreciation is provided so as to write off the net cost of each asset over its estimated useful life. Depreciation is calculated using the following basis:

Buildings and leasehold improvements - 2.5 per cent straight-line method.

Plant and equipment - between 10 and 33 per cent straight-line method.

Ambulances and other vehicles - between 12.5 and 25 per cent straight-line method.

Land is not depreciated.

The estimated useful lives, residual values and depreciation method are reviewed at the end of each annual reporting period, with the effect of any changes recognised on a prospective basis.

(k) Intangibles

Intangible assets with finite lives that are acquired separately are carried at cost less accumulated amortisation and accumulated impairment losses. Amortisation is recognised on a straight-line basis over their estimated useful lives. The estimated useful life and amortisation method are reviewed at the end of each reporting period, with the effect of any changes in estimate being accounted for on a prospective basis.

NOTES TO THE FINANCIAL STATEMENTS

(l) Provisions

Provisions are recognised when the Company has a present obligation (legal or constructive) as a result of a past event, it is probable that the Company will be required to settle the obligation, and a reliable estimate can be made of the amount of the obligation.

The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at reporting date, taking into account the risks and uncertainties surrounding the obligation. Where a provision is measured using the cash flows estimated to settle the present obligation, its carrying amount is the present value of those cash flows.

When some or all of the economic benefits required to settle a provision are expected to be recovered from a third party, the receivable is recognised as an asset if it is virtually certain that reimbursement will be received and the amount of the receivable can be measured reliably.

(m) Revenue

Revenue is measured at the fair value of the consideration received or receivable. Revenue is reduced for estimated customer returns, rebates and other similar allowances.

Sale of goods and disposal of assets:

Revenue from the sale of goods and disposal of other assets is recognised when the company has passed control of the goods or other assets to the buyer.

Rendering of services:

Ambulance transport revenue is recognised when the service is provided and when the fee is receivable.

Other revenue is recognised as services are provided to customers.

Services to the Health Department of Western Australia:

Revenue is recognised as services are provided to the Health Department of Western Australia. Revenue is received from the Health Department of Western Australia in the form of transfers of resources to the Company in return for past or future compliance with certain conditions relating to the operating activities of the entity. Health Department of Western Australia revenue includes assistance where there are no conditions specifically relating to the operating activities of the Company other than the requirement to operate in certain regions or industry sectors.

Government revenues are not recognised until there is reasonable assurance that the Company will comply with the conditions attaching to them and the revenue will be received.

Government revenue whose primary condition is that the Company should purchase, construct or otherwise acquire long-term assets is recognised as revenue in the period in which the funds are received.

Interest:

Interest revenue is accrued on a time basis, by reference to the principal outstanding and at the effective interest rate applicable, which is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset to that asset's net carrying amount.

(n) Goods and Services Tax

Revenues, expenses and assets are recognised net of the amount of goods and services tax (GST), except:

- (i) where the amount of GST incurred is not recoverable from the taxation authority, it is recognised as part of the cost of acquisition of an asset or as part of an item of expense; or
- (ii) for receivables and payables which are recognised inclusive of GST.

The net amount of GST recoverable from, or payable to, the taxation authority is included as part of receivables or payables.

Cash flows are included in the Statement of Cash Flows on a net basis. The GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

(o) Pensioner concessions

Pensioner Concessions are recorded as discounted revenue rather than as expenditure. Pensioners are entitled to a 50% concession on ambulance transport if they hold a valid Pensioner Concession Card.

(p) Trade and other payables

Trade payables and other accounts payable are recognised when the Company becomes obliged to make future payments resulting from the purchase of goods and services.

4. Critical accounting judgements and key sources of estimation uncertainty

In the application of the Company's accounting policies, which are described in note 3, management is required to make judgements, estimates and assumptions about carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstance, the results of which form the basis of making the judgments. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period or in the period of the revision and future periods if the revision affects both current and future periods.

Key sources of estimation uncertainty

The following are the key assumptions concerning the future, and other key sources of estimation uncertainty at the end of the reporting period, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year:

Impairment of receivables

Ambulance transport receivables have been provided for based on history. The exact adjustment to the amount receivable can not be ascertained with any certainty and thus assumptions/estimates have been made about the demographics and the location in which the service was provided.

Useful lives of property, plant and equipment

The Company reviews the estimated useful lives of property, plant and equipment at the end of each annual reporting period.

Annual Leave and Long Service Leave Provisions

In determining the liability to the Company for employee leave entitlements the following factors have been based on estimates:

- (i) On-costs – superannuation and workers compensation
- (ii) Probability of employee turnover
- (iii) Future pay and allowance increases

NOTES TO THE FINANCIAL STATEMENTS

	2014 \$	2013 \$
5. Revenue		
Revenue (net of direct costs)		
Ambulance Transport Fees (i)	119,574,742	112,370,369
DFES Helicopter Fees	1,698,948	1,238,500
Other Income	4,205,512	3,827,483
Donations & Bequests (ii)	1,033,968	823,122
First Aid Training and Services Income	11,925,818	12,810,950
Gain on Sales of Property, Plant & Equipment	485,298	69,179
Industrial Paramedical Services	12,831,918	14,842,046
Interest Income	2,324,150	2,895,474
Health Department Contract for Services	83,798,798	74,732,191
Lotterywest Grants	1,274,706	1,511,968
Volunteer First Aid Service	1,827,189	1,524,457
Total	240,981,047	226,645,739

(i) An amount of \$28,903,472 was paid to the Company in 2014 by the Health Department of Western Australia (2013: \$26,683,013) to fund transports for patients aged over 65 years of age.

(ii) Donations received are utilised in general operating activities and there are no expenses arising from fundraising activities.

	2014 \$	2013 \$
6. Surplus for the Year		
The surplus from ordinary activities includes the following items of expenditure:		
Marketing	3,260,325	3,142,830
Lease expense	825,101	756,425
Personnel salaries and wages	128,755,928	117,808,596
Defined contribution plan	11,588,134	10,108,878
Total employee benefit expense	140,344,062	127,917,474

NOTES TO THE FINANCIAL STATEMENTS

	2014 \$	2013 \$
7. Restricted Cash		
Student Fees Received in Advance	595,000	250,000
Property Retention	114,892	201,851
The Bertie & Olga Cohen Charitable Trust	1,919,303	1,903,494
Total	2,629,195	2,355,345

The Company is the Trustee of the Bertie & Olga Cohen Charitable Trust and the St John Ambulance Australia (Western Australia) Inc. Training Trust No 1. The funds contained within the Trusts have been brought to account as restricted cash to be distributed according to the terms of each respective Trust. The property retention account holds funds that will be disbursed to the developers of the Company's Broome sub centre and Nedlands depot upon satisfactory completion of the projects.

	2014 \$	2013 \$
8. Inventory		
Inventories at Cost	1,288,261	1,607,213
Total	1,288,261	1,607,213



NOTES TO THE FINANCIAL STATEMENTS

	2014 \$	2013 \$
9. Trade and other receivables		
Ambulance Transport Receivables (i)	15,497,089	13,317,037
Allowance for Doubtful Debts	(5,486,792)	(3,990,530)
	10,010,297	9,326,507
Sundry Receivables (i)	4,201,487	2,879,488
Allowance for Doubtful Debts	(115,867)	(100,773)
	4,085,620	2,778,715
Net Goods and Services Tax	148,032	-
Total Current Receivables	14,243,949	12,105,222

(i) The average credit period is 14 days for all receivables. Ambulance transport accounts are written off 75 days from the date of invoicing and are sent to collection agencies. An allowance has been made for estimated irrecoverable trade receivable amounts arising from ambulance transport accounts and the rendering of services.

	2014 \$	2013 \$
Movement in the allowance for doubtful debts		
Balance at the start of the year	4,091,303	4,475,661
Impairment losses provided for / (released)	1,511,356	(384,358)
Balance at the end of the year	5,602,659	4,091,303

	2014 \$	2013 \$
10. Other current assets		
Prepayments	1,457,083	969,295
Accrued Income	2,509,950	2,776,787
Total Other Current Assets	3,967,033	3,746,082

NOTES TO THE FINANCIAL STATEMENTS

11. Property, plant and equipment

	Leasehold and Freehold Land at cost \$	Buildings and Leasehold Improvements at cost \$	Plant and Equipment at cost \$	Ambulance and Vehicles at cost \$	Assets Under Construction \$	Total \$
Gross Carrying Amount						
Balance at 01 July 2012	11,692,271	50,330,304	34,852,577	71,828,129	3,688,477	172,391,758
Additions	11,039,212	6,279,388	6,628,295	10,543,233	5,296,699	39,786,827
Disposal	-	(1,768,333)	(1,017,268)	(1,165,232)	-	(3,950,833)
Balance at 01 July 2013	22,731,483	54,841,359	40,463,604	81,206,130	8,985,176	208,227,752
Additions	1,872,693	11,738,743	4,613,128	11,132,088	(5,766,215)	23,590,437
Disposal	-	(487,326)	(453,130)	(7,944,939)	-	(8,885,395)
Balance at 30 June 2014	24,604,176	66,092,776	44,623,602	84,393,279	3,218,961	222,932,794
Accumulated Depreciation						
Balance at 01 July 2012	-	9,902,976	18,687,674	51,770,877	-	80,361,527
Disposal	-	(1,268,333)	(1,016,767)	(914,069)	-	(3,199,169)
Depreciation Expense	-	3,570,401	4,184,880	4,753,380	-	12,508,661
Balance at 01 July 2013	-	12,205,044	21,855,787	55,610,188	-	89,671,019
Disposal	-	(460,041)	(434,697)	(7,412,660)	-	(8,307,398)
Depreciation Expense	-	2,584,039	4,671,803	5,959,677	-	13,215,519
Balance at 30 June 2014	-	14,329,042	26,092,893	54,157,205	-	94,579,140
Net Book value						
as at 30 June 2013	22,731,483	42,636,315	18,607,817	25,595,942	8,985,176	118,556,733
as at 30 June 2014	24,604,176	51,763,734	18,530,709	30,236,074	3,218,961	128,353,654

The following useful lives are used in the calculation of depreciation:

Buildings & Leasehold Improvements	40 years
Plant and equipment	3 - 10 years
Ambulances & Other Vehicles	4 - 8 years

NOTES TO THE FINANCIAL STATEMENTS

	2014 \$	2013 \$
12. Intangibles		
Licences – Cost		
Balance at 01 July 2013	2,275,791	-
Additions	-	2,275,791
Balance at 30 June 2014	2,275,791	2,275,791
Licences – Accumulated Amortisation		
Balance at 01 July 2013	(758,597)	-
Amortisation Expense	(758,597)	(758,597)
Balance at 30 June 2014	(1,517,194)	(758,597)
Written Down Value at 30 June 2014	758,597	1,517,194
Licences are amortised over 3 years		

	2014 \$	2013 \$
13. Trade and other payables		
Trade Payables	394,720	2,146,720
Net Goods and Services Tax	-	1,006,393
Other Payables	326,998	481,340
Total Current Payables	721,718	3,634,453
The average credit term offered to the Company is 30 days interest free from date of invoice. Metropolitan operations pay all accounts by the due date but normally within 14 days from the receipt of invoices.		

	2014 \$	2013 \$
14. Provisions		
Current		
Provision for Annual Leave	19,549,410	17,174,588
Provision for Long Service Leave	8,197,597	7,206,016
Total Current Provisions	27,747,007	24,380,604
Non Current		
Provision for Long Service Leave	6,798,481	5,564,444
Total Non-Current Provisions	6,798,481	5,564,444

The current provision for annual leave and vested long service leave entitlements represent employee benefits that are expected to be taken within 12 months.

15. Other current liabilities

	2014 \$	2013 \$
Accrued Expenses	5,839,031	8,088,437
Unearned Revenue - First Aid Training	544,047	875,509
Unearned Revenue - Health Department Grant	846,400	364,027
Unearned Revenue - Benefit Fund	1,182,149	869,970
Unearned Revenue - Other	382,543	297,907
Total Other Current Liabilities	8,794,170	10,495,850

NOTES TO THE FINANCIAL STATEMENTS

	2014 \$	2013 \$
16. Commitments for expenditure		
Capital expenditure commitments		
Plant and equipment		
Not longer than 1 year	-	-
Longer than 1 year and not longer than 5 years	-	-
Longer than 5 years	-	-
	-	-
Vehicles		
Not longer than 1 year	10,045,885	9,742,498
Longer than 1 year and not longer than 5 years	-	-
Longer than 5 years	-	-
	10,045,885	9,742,498
Land and buildings		
Not longer than 1 year	1,502,186	1,556,405
Longer than 1 year and not longer than 5 years	-	-
Longer than 5 years	-	-
	1,502,186	1,556,405
Total Commitments for Capital Expenditure	11,548,071	11,298,903
Operating lease commitments		
Radio sites		
Not longer than 1 year	157,917	71,232
Longer than 1 year and not longer than 5 years	167,936	175,110
Longer than 5 years	17,383	16,833
	343,236	263,175
Residential properties		
Not longer than 1 year	107,615	230,241
Longer than 1 year and not longer than 5 years	-	21,840
Longer than 5 years	-	-
	107,615	252,081
Commercial properties		
Not longer than 1 year	484,889	531,469
Longer than 1 year and not longer than 5 years	555,726	1,168,169
Longer than 5 years	1,508	-
	1,042,123	1,699,638
Total Commitments for Operating Lease Expenditure	1,492,974	2,214,894

NOTES TO THE FINANCIAL STATEMENTS

17. Notes to the Statement Of Cash Flows

For the purpose of the Statement of Cash Flows, cash includes cash on hand and in banks and investments in short term deposits, net of outstanding bank overdrafts. Cash at the end of the financial year as shown in the Statement of Cash Flows is reconciled to the related items in the Statement of Financial Position as follows :

	2014 \$	2013 \$
a) Reconciliation of Cash and Cash Equivalents -		
Cash	17,813,672	18,605,725
Term Deposit Investments (Short Term)	51,092,577	43,030,914
Restricted Cash	2,629,195	2,355,345
Total Cash and Cash Equivalents	71,535,444	63,991,984
b) Reconciliation of Surplus to Net Cash Flow -		
Surplus for the Year	18,636,485	16,005,537
Depreciation Expense	13,215,519	12,508,661
Amortisation Expense	758,597	758,597
Gain on Sale of Property, Plant and Equipment	(485,298)	(69,179)
Interest Received	(2,324,150)	(2,895,474)
Decrease/(Increase) in Assets:		
Inventories	318,952	(300,104)
Accrued Income	266,837	1,218,909
Receivables	(2,138,727)	2,892,926
Prepaid Expenses	(487,788)	476,835
Increase/(Decrease) in Liabilities:		
Leave Provisions	4,600,440	4,247,520
Unearned Revenue	547,726	(1,001,383)
Payables	(2,912,735)	1,068,143
Accrued Expenses	(2,249,406)	2,449,165
Net Cash from Operating Activities	27,746,452	37,360,153

c) Financing facilities

There were no financing facilities available at the end of the financial year.

NOTES TO THE FINANCIAL STATEMENTS

18. Financial instruments

(a) Financial risk management

The Company has a policy of being conservative in financial risk management. The Company does not enter into or trade financial instruments, including derivative securities. Excess funds are placed in term deposits with banks in order to achieve a modest rate of return.

Standard trade reference checks are undertaken to assess counterparty risk prior to extending trade credits.

Trade debtors and trade creditors are monitored on an ongoing basis to mitigate risk exposures.

(b) Capital risk management

The Company manages its capital to ensure that the Company will be able to continue as a going concern while fulfilling its objective of providing first aid and ambulance services within the State of Western Australia.

The Company's overall strategy remains unchanged from 2013. The capital structure of the Company consists of cash and cash equivalents and retained surpluses.

The Company is not subject to externally imposed capital requirements.

Operating cash flows are used to maintain and expand the Company's capital requirements.

(c) Significant accounting policies

Details of the significant accounting policies and methods adopted, including the criteria for recognition, the basis of measurement and the basis on which income and expenses are recognised, in respect of each class of financial asset, financial liability and equity instrument are disclosed in note 3 to the financial Statements.

(d) Interest rate risk management

The Company operates with no external debt funding and therefore is not exposed to interest rate risks on borrowings. The Company's exposure to interest rate movements relates to amounts of interest income derived from bank deposits. Any reduction in interest rates will result in a fall in interest income for the Company.

(e) Liquidity risk management

Ultimate responsibility for liquidity risk management rests with the senior management team, who has built an appropriate liquidity risk management framework for the management of the Company's short, medium and long-term funding and liquidity management requirements. The Company manages liquidity risk by maintaining adequate cash reserves and banking facilities by continuously monitoring forecast and actual cash flows and matching the maturity profiles of financial assets and liabilities.

(f) Credit risk management

Credit risk refers to the risk that a counterparty will default on its contractual obligations resulting in financial loss to the Company. The Company has credit approval processes in place to scrutinise applications for credit prior to providing services on credit terms.

Trade receivables relating to ambulance transport consist of a large number of customers. These receivables are written off 75 days from the date of invoicing and are sent to debt collection agencies for recovery.

The credit risk on liquid funds is limited because the counterparties are banks with high credit ratings assigned by international credit rating agencies.

NOTES TO THE FINANCIAL STATEMENTS

18. Financial instruments (continued)

(g) Maturity profile of financial instruments

The maturity profile of financial assets and financial liabilities held by the Company are detailed on the following pages.

The following table details the Company's exposure to interest rate and liquidity risk as at 30 June 2014:

Fixed Maturity Dates					
2014	Interest Rate	Variable Interest Rates (at call)	Less than 1 Year \$	1-2 Years \$	Total \$
Financial Assets					
Non-Interest Bearing	-	-	18,210,982	-	18,210,982
Cash and Cash Equivalents	2.90%	17,813,672	53,721,772	-	71,535,444
	-	17,813,672	71,932,754	-	89,746,426
Financial Liabilities					
Non-Interest Bearing	-	-	721,718	-	721,718
	-	-	721,718	-	721,718

The following table details the Company's exposure to interest rate and liquidity risk as at 30 June 2013:

Fixed Maturity Dates					
2013	Interest Rate	Variable Interest Rates (at call)	Less than 1 Year \$	1-2 Years \$	Total \$
Financial Assets					
Non-Interest Bearing	-	-	15,851,304	-	15,851,304
Cash and Cash Equivalents	3.14%	19,057,576	44,934,408	-	63,991,984
	-	19,057,576	60,785,712	-	79,843,288
Financial Liabilities					
Non-Interest Bearing	-	-	3,634,453	-	3,634,453
	-	-	3,634,453	-	3,634,453

NOTES TO THE FINANCIAL STATEMENTS

18. Financial instruments (continued)

(h) Fair value of financial instruments

This note provides information about how the Company determines fair values of various financial assets and financial liabilities.

The Board considers that the carrying amounts of financial assets and financial liabilities recognised in the financial statements approximate their fair value.

	2014		2013	
	Carrying Amount \$	Fair Value \$	Carrying Amount \$	Fair Value \$
Financial Assets				
Non-Interest Bearing	18,210,982	18,210,982	15,851,304	15,851,304
Cash and Cash Equivalents	71,535,444	71,535,444	63,991,984	63,991,984
Total Financial Assets	89,746,426	89,746,426	79,843,288	79,843,288
Financial Liabilities				
Non-Interest Bearing	721,718	721,718	3,634,453	3,634,453
Total Financial Liabilities	721,718	721,718	3,634,453	3,634,453

The fair value of financial assets and financial liabilities with standard terms and conditions are determined with reference to quoted market prices or nominal values (which approximates fair value) with relevant adjustments that reflects the credit risk of counterparties.

The fair value hierarchy of the Company's financial assets and financial liabilities that are measured at fair value on a recurring basis is set out below:

	Fair Value Hierarchy as at 30 June 2014			
	Level 1 \$	Level 2 \$	Level 3 \$	Total \$
Financial Assets				
Non-Interest Bearing	-	18,210,982	-	18,210,982
Cash and Cash Equivalents	71,535,444	-	-	71,535,444
Total Financial Assets	71,535,444	18,210,982	-	89,746,426
Financial Liabilities				
Non-Interest Bearing	-	721,718	-	721,718
Total Financial Liabilities	-	721,718	-	721,718

19. Key Management Personnel

The aggregate compensation made to Board members and other members of key management personnel of the Company is set out below:

	2014 \$	2013 \$
Short-term employee benefits	2,179,860	2,093,816
Post-employment benefits	213,999	214,908
Other long-term benefits	-	-
Termination benefits	-	-
	2,393,859	2,308,724

NOTES TO THE FINANCIAL STATEMENTS

20. Remuneration of Auditors

	2014 \$	2013 \$
Audit of the financial report	110,116	106,391
	110,116	106,391

The auditors for the Company are Deloitte Touche Tohmatsu.

21. Related party transactions

During the financial year:

The Company obtained legal services to the value of \$27,837 (2013: \$40,145) from a firm in which a Board Member is a Principal.

Other than stated above there are no related party transactions for the Company.

22. Subsequent events

There has not been any matter or circumstance occurring subsequent to the end of the financial year that has significantly affected, or may significantly affect, the operations of the Company, the results of those operations, or the state of affairs of the Company in future financial years.

23. Contingent liability

The current service agreement for the period 1 July 2010 to 30 June 2015 with the State of Western Australia for the provision of the State-wide emergency road ambulance service includes funding for certain real property and other capital acquisitions. The terms of the contract specify that if the Company ceases providing the State-wide emergency road ambulance service prior to 30 June 2020 that the real property funding received since 1 July 2010 plus interest (Federal Treasury bond rate) would become immediately repayable. The amount of the repayment for other capital funding received since 1 July 2010 will be reduced by one third for each subsequent completed year after the funding is provided.

During the financial year the Company has received \$7.0m (Life to Date 2014: \$28.0m) in real property and other capital funding; this amount has been recognised as income. The Company continues to provide the state-wide emergency road ambulance service.



NOTES TO THE FINANCIAL STATEMENTS

24. Country sub centres:

The following sub centre locations have been aggregated with the metropolitan operations in the aggregated financial statements:

Augusta	Dumbleyung	Manjimup	Quairading
Beverley	Dunsborough	Margaret River	Ravensthorpe
Boddington	Esperance	Meekatharra	Rocky Gully
Boyup Brook	Exmouth	Menzies	Roebourne
Bridgetown	Gnowangerup	Merredin	Sandstone
Brookton	Goomalling	Moora	Shark Bay
Bruce Rock	Harvey	Morawa	Southern Cross
Brunswick	Irwin Districts	Mt Barker	Tambellup
Bullsbrook	Jerramungup	Mt Magnet	Tom Price
Capel	Jurien Bay	Mullewa	Toodyay
Carnarvon	Kalbarri	Nannup	Varley
Chapman Valley	Kambalda	Narembeen	Victoria Plains
Chittering	Katanning	Narrogin	Wagin
Christmas Island	Kellerberrin	Newdegate	Walpole
Coolgardie	Kojonup	Newman	Warooka
Corrigin	Kondinin	Northampton	Wickepin
Cranbrook	Kulin	Northcliffe	Wickham
Cue	Kununoppin	North Midlands	Williams
Cunderdin	Lake Grace	Nyabing	Wiluna
Dalwallinu	Lake King	Onslow	Wongan Hills
Dandaragan	Lancelin	Pemberton	Wundowie
Darkan	Laverton	Perenjori	Wyalkatchem
Denmark	Leeman	Pingelly	Wyndham
Donnybrook	Leinster	Pingrup	Yalgoo
Dowerin	Leonora	Port Gregory	York

Sub centres with paid staff:

Albany	Collie	Karratha
Australind	Dawesville	Kununurra
Broome	Geraldton	Norseman
Bunbury	Hedland	Northam
Busselton	Kalgoorlie	Pinjarra

ANNUAL RETURN SUMMARY 2014

Location	Ambulances	Patient Cases	Transport Distance	Staff Paid (FTE)	Volunteer (Head Count)	First Aid Students	Benefit Fund Members	Income	Expenditure	Net Assets
METRO TOTAL	132	199,294	4,005,279	1,162.0	10	171,845	0	192,294,423	182,429,969	100,894,632
VOLUNTEER SUB CENTRES										
Augusta	3	193	5,572	0.0	26	214	223	223,688	140,571	1,107,390
Beverley	3	165	6,083	0.0	24	42	280	176,356	164,163	774,900
Boddington	4	155	4,452	0.0	28	0	118	152,924	122,394	699,569
Boyup Brook	2	170	5,096	0.2	30	115	5	161,446	109,344	554,112
Bridgetown	3	377	14,026	0.6	44	414	492	330,747	310,675	1,321,159
Brookton	2	181	5,445	1.0	24	32	248	105,582	90,978	401,969
Bruce Rock	2	92	3,506	0.0	16	62	198	68,666	86,775	274,217
Brunswick	2	130	5,571	0.0	22	54	124	229,194	114,683	990,020
Bullsbrook	3	245	7,476	0.0	0	25	167	108,847	120,637	182,068
Capel	6	215	8,848	0.0	32	649	246	338,798	158,057	577,736
Carnarvon	3	600	17,976	3.0	25	622	351	324,283	258,846	775,801
Chapman Valley	4	30	868	0.0	8	0	18	48,494	27,331	103,090
Chittering	2	316	25,480	0.4	44	44	369	321,555	174,795	1,345,580
Christmas Island	2	0	0	0.0	19	0	2	64,208	3,741	126,529
Coolgardie	4	171	4,956	0.0	13	0	53	62,652	72,354	352,244
Corrigin	1	117	5,604	0.0	13	0	305	112,687	53,262	412,807
Cranbrook	2	50	1,512	0.0	13	164	208	49,059	53,439	295,437
Cue	2	25	812	0.0	7	45	62	28,290	46,325	123,276
Cunderdin	3	92	5,578	0.0	12	0	153	86,384	72,408	366,220
Dalwallinu	4	120	3,444	0.0	23	0	287	129,573	84,523	473,490
Dandaragan	2	52	3,594	0.0	16	0	100	40,469	86,568	474,046
Darkan	1	23	1,014	0.0	14	83	271	41,522	49,737	243,128
Denmark	3	461	13,776	1.4	40	219	331	327,701	235,607	912,253
Donnybrook	2	397	13,666	1.4	28	712	356	203,156	188,840	705,734
Dowerin	1	45	1,344	0.0	8	50	190	68,033	30,016	257,522
Dumbleyung	2	28	784	0.0	26	0	147	28,325	42,288	167,765
Dunsborough	4	380	11,368	0.4	34	723	251	290,079	290,740	803,088
Esperance	7	953	27,086	2.5	82	1,516	757	524,536	477,964	1,323,164
Exmouth	3	271	8,120	0.7	51	176	115	254,640	251,195	988,030
Gnowangerup	7	111	3,164	0.0	28	48	212	108,508	74,357	675,872
Goomalling	2	115	4,713	0.3	8	33	151	112,505	95,761	666,338
Harvey	3	799	24,556	0.8	41	87	436	425,912	266,038	1,498,519
Irwin Districts	4	405	29,523	1.5	42	214	462	307,062	295,703	1,040,711
Jerramungup	5	127	3,948	1.0	31	163	298	160,692	92,983	451,879
Jurien Bay	4	394	12,570	0.2	21	438	272	377,076	244,702	1,397,121

ANNUAL RETURN SUMMARY 2014 (CONTINUED)

Location	Ambulances	Patient Cases	Transport Distance	Staff Paid (FTE)	Volunteer (Head Count)	First Aid Students	Benefit Fund Members	Income	Expenditure	Net Assets
Kalbarri	2	165	5,180	0.5	27	452	165	225,056	178,979	1,471,092
Kambalda	2	177	5,320	0.5	19	77	147	133,729	188,927	271,661
Katanning	3	572	17,388	1.0	24	127	478	418,144	201,542	1,371,002
Kellerberrin	4	205	6,020	0.0	21	32	167	116,732	117,521	302,171
Kojonup	3	137	4,060	0.3	21	163	516	245,786	117,001	760,260
Kondinin	4	75	2,240	0.0	40	47	230	99,225	50,573	349,808
Kulin	3	26	784	0.0	13	14	209	35,552	42,008	278,335
Kununoppin	16	107	3,192	0.0	45	106	577	168,309	125,527	251,102
Lake Grace	2	73	4,763	0.0	18	10	210	87,278	52,986	310,544
Lake King	1	10	308	0.0	11	0	22	12,943	15,596	70,206
Lancelin	5	381	11,060	1.7	59	40	238	348,134	280,254	1,411,940
Laverton	2	143	4,480	0.0	19	0	35	54,696	72,778	304,001
Leeman	2	44	1,400	0.0	27	61	114	47,847	59,493	307,471
Leinster	1	22	672	0.0	7	0	10	33,871	36,427	66,982
Leonora	1	121	3,444	0.0	8	51	24	43,912	50,779	260,239
Manjimup	3	427	12,656	1.4	24	1,097	694	303,771	209,739	813,322
Margaret River	6	754	32,576	2.0	49	2,569	658	547,878	406,421	2,360,618
Meekatharra	3	305	9,156	1.2	13	114	112	124,525	109,166	329,831
Menzies	2	24	672	0.0	7	0	1	18,533	34,120	154,973
Merredin	3	391	11,732	1.0	28	326	374	173,246	108,080	607,915
Moora	4	271	15,712	0.2	43	145	324	251,346	157,789	1,103,410
Morawa	1	102	3,164	0.3	28	231	164	121,746	123,351	418,459
Mt Barker	4	522	26,641	0.0	24	46	543	386,700	200,928	1,244,702
Mt Magnet	3	148	4,592	0.0	11	246	54	57,936	65,648	287,756
Mullewa	2	72	2,212	0.0	10	21	36	67,675	51,169	338,259
Nannup	2	85	2,520	0.0	17	0	163	143,089	80,384	490,171
Narembeen	2	55	1,596	0.0	12	0	254	45,590	25,888	236,231
Narrogin	3	907	24,809	2.0	42	434	759	349,858	307,418	1,052,555
Newdegate	1	12	336	0.0	13	78	147	37,047	42,548	198,576
Newman	6	911	27,244	2.6	33	1,490	82	723,078	552,216	988,839
Northampton	3	159	6,048	1.0	31	67	180	189,788	128,955	651,795
Northcliffe	2	24	672	0.0	11	6	62	166,086	39,955	225,897
North Midlands	6	132	4,228	0.0	35	233	259	132,569	174,745	661,491
Nyabing	1	9	252	0.0	16	35	165	19,350	16,819	116,613
Onslow	2	140	4,228	1.0	10	0	2	135,240	99,384	455,757
Pemberton	3	144	4,228	0.0	26	0	150	172,025	129,136	710,215

ANNUAL RETURN SUMMARY 2014 (CONTINUED)

Location	Ambulances	Patient Cases	Transport Distance	Staff Paid (FTE)	Volunteer (Head Count)	First Aid Students	Benefit Fund Members	Income	Expenditure	Net Assets
Perenjori	2	19	560	0.0	11	10	90	69,323	77,947	330,679
Pingelly	3	183	5,432	0.0	20	41	195	118,308	92,764	561,561
Pingrup	2	4	112	0.0	12	0	106	13,574	21,420	129,672
Port Gregory	1	2	56	0.0	5	0	7	7,016	6,072	29,225
Quairading	3	148	8,528	0.0	29	7	158	114,514	89,028	853,176
Ravensthorpe	6	167	5,152	0.0	23	298	282	163,199	150,685	560,128
Rocky Gully	1	12	336	0.0	8	0	72	14,822	12,775	98,409
Roebourne	2	259	8,066	0.0	6	0	11	234,489	121,927	663,126
Sandstone	1	1	28	0.0	3	0	7	5,879	13,644	43,553
Shark Bay	2	90	2,828	0.2	17	50	62	111,107	55,097	506,247
Southern Cross	4	100	2,828	0.0	14	3	188	82,362	78,513	588,663
Tambellup	1	45	1,288	0.0	14	0	226	40,560	50,632	327,558
Tom Price	5	284	9,435	2.3	54	90	27	260,363	240,073	648,740
Toodyay	5	335	10,136	1.0	47	71	491	294,493	232,977	1,208,240
Varley	1	4	112	0.0	13	0	37	14,960	12,139	119,349
Victoria Plains	2	35	980	0.0	15	0	171	34,973	38,868	201,299
Wagin	2	210	6,160	0.1	24	172	227	118,251	104,112	399,001
Walpole	2	91	2,576	0.0	11	52	94	72,831	45,151	301,730
Waroona	2	245	8,943	0.2	23	117	359	157,738	127,204	509,972
Wickepin	3	44	2,356	0.0	20	7	269	61,921	56,607	245,153
Wickham	3	354	11,197	1.0	15	23	9	247,349	134,595	916,260
Williams	2	98	3,706	0.3	9	16	161	64,281	68,087	735,035
Wiluna	1	39	1,344	0.0	8	0	0	318	15,406	8,297
Wongan Hills	3	135	5,220	0.0	15	86	270	238,332	99,903	725,544
Wundowie	1	307	16,534	0.4	42	133	47	598,061	113,951	823,184
Wyalkatchem	5	149	8,800	0.3	26	16	253	227,010	141,371	700,721
Wyndham	3	164	5,124	1.0	14	245	18	279,723	109,683	652,425
Yalgoo	1	18	504	0.0	8	32	8	12,837	22,028	88,101
York	4	429	14,382	0.4	20	52	415	255,191	194,012	1,017,208
VOLUNTEER SUB TOTAL	293	19,828	699,839	39.3	2,261	16,783	20,843	16,545,726	12,168,720	58,089,241

ANNUAL RETURN SUMMARY 2014 (CONTINUED)

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Location	Ambulances	Patient Cases	Transport Distance	Staff Paid (FTE)	Volunteer (Head Count)	First Aid Students	Benefit Fund Members	Income	Expenditure	Net Assets
COUNTRY SUB CENTRES WITH PAID PARAMEDICS										
Albany	3	3,570	76,919	13.4	48	1,956	2,308	2,301,992	2,153,623	1,200,756
Australind *	1	1,464	44,315	6.0	31	0	0	0	0	0
Broome	4	3,314	48,242	9.6	78	1,634	305	7,512,227	3,478,631	4,108,216
Bunbury	5	5,195	148,031	19.5	1	7,306	3,330	5,794,337	5,949,103	113,779
Busselton	4	2,928	140,129	8.0	53	1,191	1,079	1,770,882	1,709,674	2,036,928
Collie *	3	903	27,734	5.0	32	0	0	0	0	0
Dawesville	2	1,640	43,955	5.0	50	0	0	0	0	0
Geraldton	6	4,559	101,736	13.6	67	3,028	1,479	2,731,035	2,771,716	610,487
Hedland	5	2,544	72,707	10.0	50	3,804	187	3,315,687	3,324,563	137,870
Kalgoorlie	6	1,121	33,596	13.3	54	4,008	715	2,959,453	3,251,099	3,531,312
Karratha	4	3,621	58,921	3.0	84	1,560	148	1,661,569	1,327,967	2,195,781
Kununurra	3	1,267	37,472	3.0	29	292	170	1,034,066	1,155,829	604,372
Norseman	6	145	12,158	2.0	23	294	5	732,241	534,273	13,261
Northam	4	1,897	122,152	6.0	139	575	537	1,130,532	1,187,647	1,099,080
Pinjarra	4	1,380	48,134	5.9	50	742	506	1,095,633	1,079,287	1,449,846
SUB TOTAL	60	35,548	1,016,201	123.3	789	26,390	10,769	32,039,653	27,923,413	17,101,688
COUNTRY TOTAL	353	55,376	1,716,040	162.6	3,050	43,173	31,612	48,585,379	40,092,133	75,190,930

Notes to the financial and statistical returns

The sub centre annual return summary is compiled from returns submitted by sub centres following the close of the financial year and information from the internet based accounting system used by the sub centres.

The audited financial statements include elimination entries between metro and country sub centres, the information above excludes elimination entries.

* The financials for Australind, Collie and Dawesville are included in Bunbury.



St John

St John Ambulance WA

209 Great Eastern Highway
Belmont WA 6104

T 08 9334 1222

F 08 9277 6662

E stjohn@ambulance.com.au

W www.stjohnambulance.com.au

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