



St John



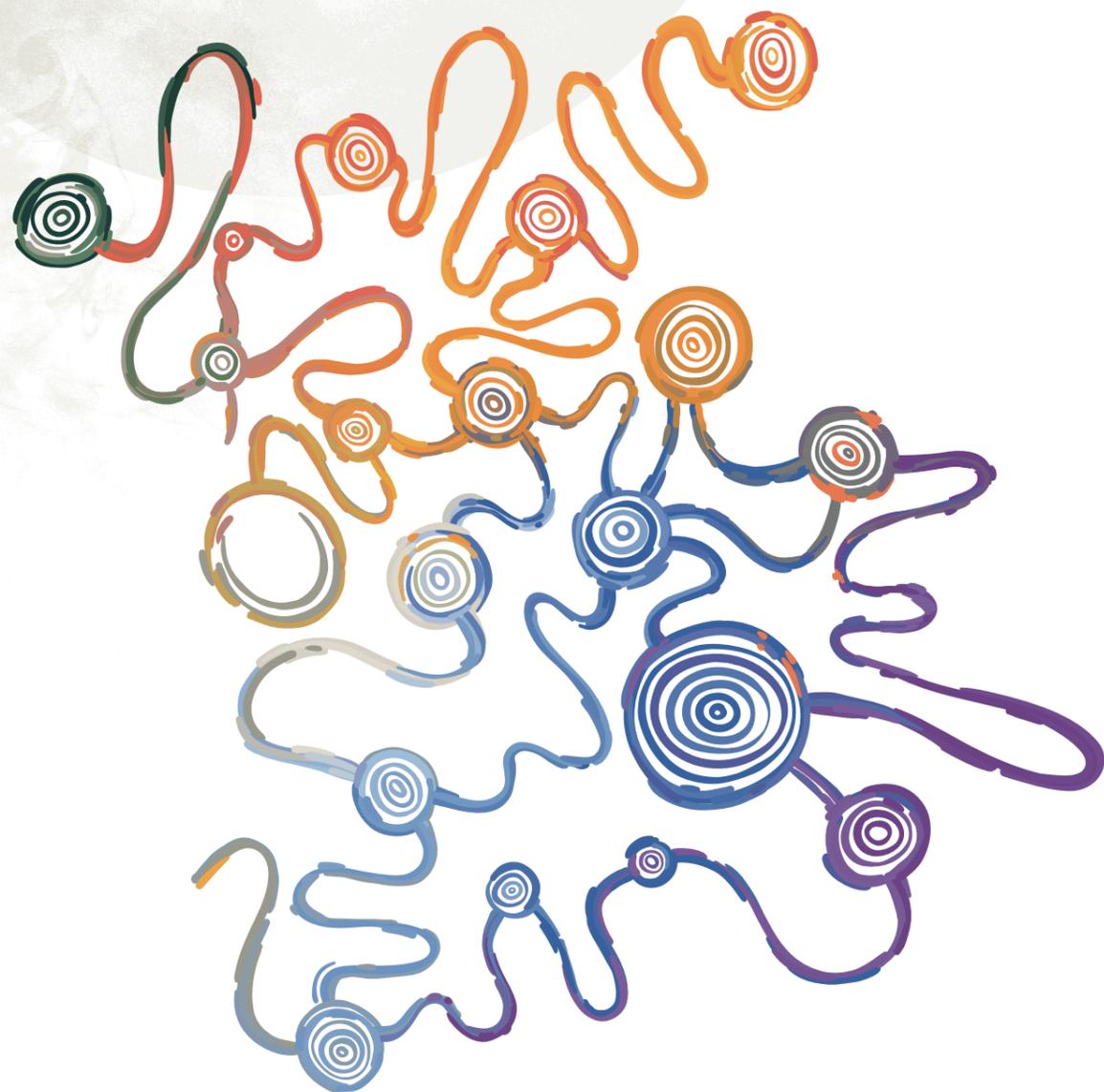
Impact Report

2021/2022

Acknowledgement of country

St John WA acknowledges the Aboriginal people of the many traditional land and language groups across Western Australia as the traditional custodians of the land. We pay our respects to their ancestors and Elders, past, present and emerging.

St John is committed to honouring the unique cultural and spiritual relationships to the land, sea and waterways and the rich continuing contribution Aboriginal and Torres Strait Islander peoples make to our society.



St John Strategy

FY20-25

St John is halfway through delivering its FY20-25 strategy.

Purpose

To serve humanity and build resilient communities through the relief of sickness, distress, suffering and danger

Aspiration

To be the most trusted provider of clinical care in the community of Western Australia

Values

Guide how St John does things



Our Strategy



Ambulance

Goal:

Excellence and leadership in ambulance care

Through:

- Operational best practice
- Cost efficiency
- Policy and system partnership
- Community commitment



Health Services

Goal:

Focused expansion of the integrated model of first aid, ambulance and primary care

By delivering:

- Targeted expansion of the integrated model
- Unique value proposition to stakeholders and the community
- Scalable business operations



Organisation

Goal:

A focussed and continually learning organisation

Through:

- Disciplined execution
- Doing fewer things, better
- Learning and continuous improvement
- Safety and wellbeing

Link to St John's Brand and Purpose

Patient Centric

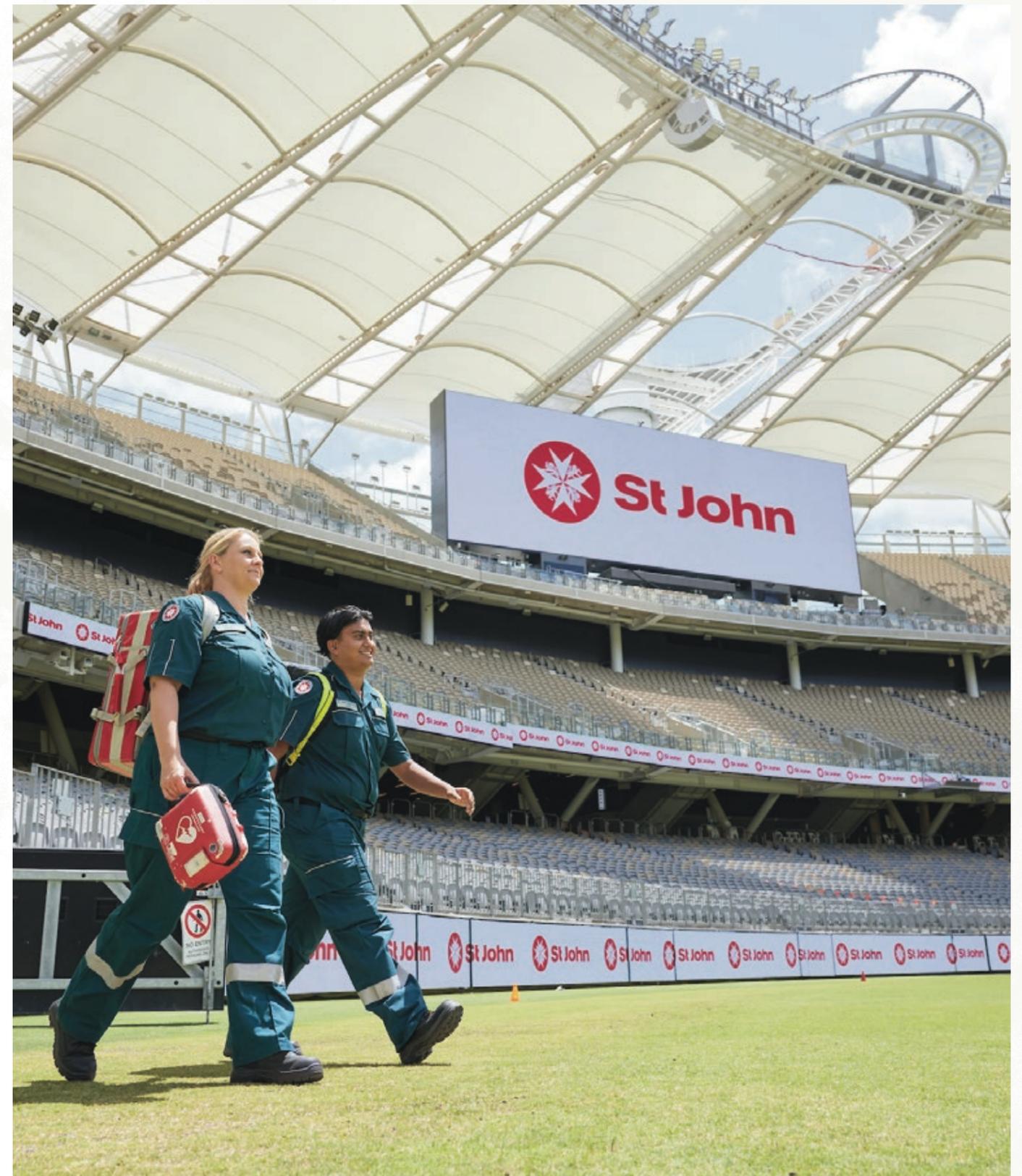
Thriving Workforce

Financial Stability

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CEO Foreword

St John touches the lives of almost every Western Australian every year through the vast and varied services the workforce provides to community, supporting people from cradle to grave.

Never has that been so important than 2021-22 as St John marked 130 years of first aid, a century of delivering the Western Australian ambulance service and 75 years of the Commandery in Western Australia.

Against a background of such significant milestones, St John remained focused under immense pressure. The relationship with the Western Australian community remains strong and the workforce recommits to it every day to serve humanity.



In the context of the ongoing impacts of the COVID-19 pandemic and pressures on the public health system both from workforce constraints and community demand, St John owes a debt of thanks to its 6000 volunteers, many of whom have served for many years.

The launch of *Looking for Legends*, a statewide recruitment campaign to attract volunteers across Western Australia, helped offset a national decline in volunteering of about 20 per cent over five years according to the 2021 Census. The country ambulance volunteer workforce stabilised with 3890 people donating time to serve community, responding to a 2.6 per cent increase in country ambulance activity, or 75,866 cases.

The State Operations Centre experienced an almost 6 per cent increase in Triple Zero (000) calls, reflecting periods of high demand during March and April during the peak of community transmission of COVID-19.

In Perth and Peel, St John responded to 208,064 Triple Zero (000) cases in community, an increase of 4.8 per cent on the previous year. Priority 1 cases increased a staggering 10.6 per cent to 111,176, or a jump of 10,704. Extended Transfer of Care –

colloquially known as ambulance ramping – increased to 58,730, an average of 161 hours per day.

In response, St John invested in capacity-building activities and alternative care pathways which returned 16,800 hours of emergency ambulance to community. A Secondary Triage Team delivered more than 27,000 assessments and 4384 patients were referred to Fiona Stanley Hospital's Virtual Emergency Medicine pathway.

St John did not achieve the Key Performance Indicator to respond to 90 per cent of Priority 1 call-outs within 15 minutes during FY21-22 for the second consecutive year, and acknowledges the distress of patients and families who experienced a delayed response.

In partnership with the Federal Government, St John expanded urgent care services to reduce pressure on busy Emergency Departments. The newest facility in Osborne Park was on the eve of opening at the end of the financial year, creating a network of six strategically located centres across metropolitan Perth. Urgent care patients across our five sites increased more than 60 per cent to 125,997.

In First Aid, the business showed green shoots of recovery, with a 39 per cent increase in training delivered, in line with pre-pandemic figures. Concurrently, the number of registered "First Responders" increased 16.4 per cent to 38,679 and the Community First Responder Network grew 16 per cent to 6784 publicly-accessible defibrillator locations. The network has more than doubled in the past five years.

St John is no stranger to public scrutiny and the organisation remains committed to transparency. Throughout the year, St John participated in a Public Administration Committee *Inquiry into the delivery of ambulance services in Western Australia* including appearing at three public hearings, responding to 147 questions on notice and requests for information, and coordinating a tour for Committee members of the State Operations Centre, country and metropolitan ambulance services.

St John delivered an overall surplus of \$8.1 million, a decrease on previous years which reflects the substantial investment made to respond to the challenges of COVID-19. This investment maximised frontline capacity and delivered Personal Protective Equipment, additional leave entitlements, FIT testing, a dedicated COVID Cell in the State Operations Centre, cleaning, additional clinical training and procuring Specialised Isolation Vehicles. A statewide campaign to educate and inform the public on options available for COVID-19 and health queries achieved its objective of ensuring Triple Zero (000) was not overwhelmed by call volumes. Cash reserves decreased by \$33.7m to \$103.9 million which reflects the increased investment and expansion of the operational capacity and infrastructure.

St John embarked on its journey towards reconciliation with the first Reconciliation Action Plan (RAP) detailing objectives and commitments. The 'Reflect' RAP will enable the organisation to spend time scoping and strengthening relationships with First Nations communities.

St John endeavours to provide an environment that is culturally secure for First Nations people and ensures timely treatment and care which respects and values their culture. Through the tangible and substantive goals set by a Reflect RAP, St John has begun a journey, alongside other healthcare providers, towards economic and healthcare equity for Aboriginal and Torres Strait Islander people across the State.

St John linked with the Diversity Council of Australia to implement an Inclusion survey to set the baseline for an ongoing program of work.

This Impact Report, together with our Annual Report, reflects the five pillars of Purpose, People, Customer, Operating System and Finance upon which the St John mission, vision and values rests to deliver on strategy.

Against a background of significant milestones, St John remained focused under immense pressure.

The St John Purpose is to sustainably grow social impact through community programs. Customers deserve high quality, safe patient care, the St John People are diverse and should feel empowered and connected to St John, and the Operating System aims to be effective, scalable, supported and integrated to enable the best service delivery.

I would like to take this opportunity to acknowledge two remarkable leaders. Outgoing Chief Executive Michelle Fyfe APM led St John through a once-in-a-lifetime pandemic, growth in demand, and pressure on ambulance services both across the State and the nation.

In February, Non-Executive Director Shirley Bowen retired from the Board and commenced a new professional chapter with the public health system. On behalf of St John, I thank both for their expertise and leadership.

Antony Smithson
Acting Chief Executive Officer

Highlights

288,113

Triple Zero (000) calls
Up 5.8% on the previous year

87.6%

Calls answered within 10 seconds
Up 5.2%

136,691

Priority 1 moments of crisis attended
Up 10.8%

339,974

Students enrolled in first aid training
Up 39%

125,997

Urgent Care patients
Up 60.6%

59,281

Volunteer hours dedicated to supporting WA events
Down 10.2%

250,528

WA kids engaged in St John first aid education
Up 71.8%



St John WA

St John WA is a charitable organisation which has delivered the Western Australian ambulance service, first aid training and community health programs for more than a century.

In FY21-22 the St John community of more than 45,000 people - including volunteers, staff members and registered first responders - dedicated time, tools and knowledge to serving humanity and providing care when help was needed most.

The organisation delivers an integrated suite of services which includes providing first aid training across the length and breadth of WA, community and patient transport, community defibrillators and a first responder network, event health services, and primary health including urgent care which link to support delivery of emergency ambulance services.

St John covers the biggest geographical footprint of any single ambulance service in the world.

Purpose

Sustainably grow our social impact through our community programs

100 years of ambulance and 130 years of first aid

St John marked three important milestones during the year: 75 years of the Commandery in Western Australia, a century being the state's emergency ambulance service and 130 years since the delivery of the inaugural first aid course.

These occasions were celebrated in a myriad of ways, including lighting Perth landmarks in colours - first in red for 130 years of first aid on March 3, and again in

green on July 1 to celebrate a century of ambulance. All personnel received a commemorative coin to mark the occasion and the stories of St John were told through interviews and media coverage. The original Model T Ford ambulance also took a tour of duty through the streets of Perth to remind Western Australians just how far emergency ambulance has come since St John assumed accountability for the service in 1922.



The Model T Ford at Boola Bardip – the Western Australian Museum – with personnel in period uniforms.

**130 years
of first aid**
**100 years
of ambulance**
**75 years
of Commandery**



**Registered
Automated External
Defibrillator
locations:**
6784, up 16.3%
AED deployments:
10,251, up 16.5%



CFRN hits 6700

Marking a decade since it was founded in 2011, the St John Community First Responder Network (CFRN) grew by almost 1000 additional Automated External Defibrillator (AED) locations during the year to a total of 6784 across WA. The network aims to get AEDs to cardiac arrest patients in the vital minutes before an ambulance arrives.

The 6000th location was registered at Harvey Church of Christ in the South West with the installation of an AED part of a thank you gift from St John for hosting first aid training activities while the new Harvey Sub Centre was under construction.

In addition, the Heart Grant program funded by Lotterywest was fully executed during the year, adding more than 1000 publicly-accessible AEDs at the locations of not-for-profit and community groups across

the State since 2018. The program is estimated to have saved the lives of six Western Australians.

Maintenance and expansion of the CFRN was supported by St John Giving which launched its inaugural campaign, *The Great St John Heart Starter*, where 3279 participants logged more than 10,454 hours of heart raising exercise to fundraise \$168,610. The funds supported ongoing operation of the CFRN.

Thanks to generous partners - including but not limited to the Bank of Queensland, Kim & Anastasia Brotherson, and the Whately Foundation - every dollar raised on two dedicated days of the campaign was matched up to \$25,000. Those two days were the most successful of the fundraiser and accounted for 11 per cent of all donations, with 332 donations from the public.

Top: St John Irwin Sub Centre in action, with Kura Bear, for The Great St John Heart Starter. Top Right: St John Harvey chair Paul Beech (left) and St John vice chair Chris Sabourne (right) with Darryn Windolf from Harvey Church of Christ.



10
Marine Trauma Response Resources installed

New Marine Trauma Response Resources launched in Esperance

Ten new Marine Trauma Response Resources (MTRRs) were installed on Western Australia's treacherous south-east coast as part of a community initiative driven by the Esperance Sub Centre.

The cost-effective MTRR project was initiated in response to three shark attacks in three years in local waters. The MTRR is a resource for bystander first responders who are awaiting ambulance assistance as it houses tools to address major trauma.

Each MTRR includes a Combat Application Tourniquet and a variety of dressings and gloves, which are housed in a waterproof, dustproof, drop-proof case.

MTRRs can also be used for more common marine injuries such as deep cuts or grazes, and they're kept in St John AED units installed at Beach Emergency Number locations along the coastline at popular beaches including iconic Lucky Bay.

The MTRR project was made possible by the Esperance Community Fundraising Group, which secured \$4000 to fund the resources and a new AED. MTRRs are registered as part of the Community First Responder Network. Callers to Triple Zero (000) will be provided a safety code to unlock the contents of the unit by the State Operations Centre.

Above: St John Esperance Community Paramedic Paul Gaughan with a new MTRR.



38,679
registered first responders, up 16.3%

4263
Triple Zero (000) calls through the App, up 37.5%

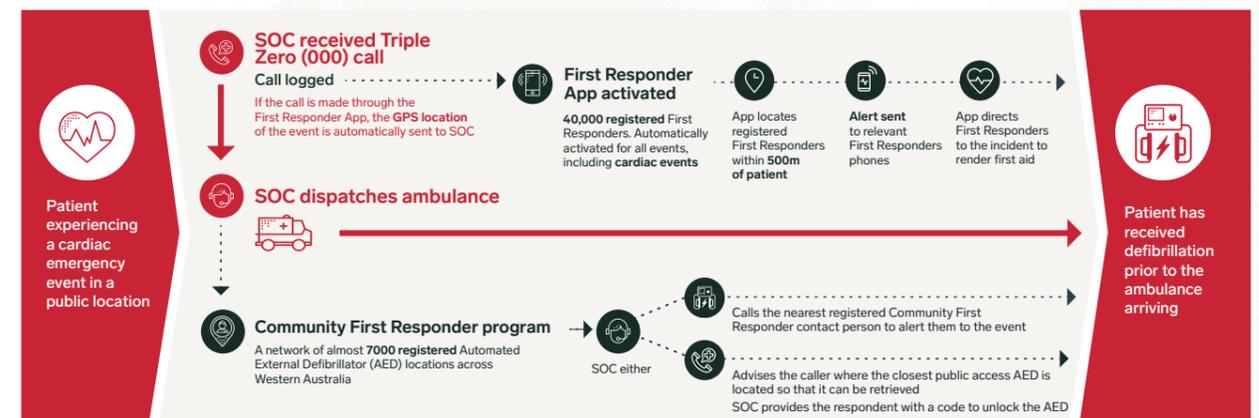
Triple Zero (000) calls through App quadruple

Triple Zero (000) calls received by the State Operations Centre (SOC) from the First Responder App quadrupled in the past five years, to more than 4200 calls in FY21-22.

Calls to the emergency line via the App improve ambulance service delivery through GPS tracking. SOC also notifies any registered first responder on the App within 500 metres of the emergency if it is life-threatening and in a public place.

Together, the registered First Aider and the First Responder App user, who can access real-time first aid guidance through Triple Zero (000), vastly improve a patient's survival rate by delivering vital cardiopulmonary resuscitation (CPR) and possibly accessing an AED in the first minutes of a life-threatening emergency.

The increase in calls is aligned with the growth in registered users, up 16.4 per cent to 38,679 in the past financial year.





250,528
 children engaged
 in first aid

- **80,947** in school,
 up 54%
- **7843** via
 Virtual Reality

First Aid Focus goes virtual with new headsets

St John trained more than 80,000 young West Australians in potentially life-saving skills during the year, with almost 8000 of those engaging in a new Virtual Reality (VR) training program to bring first aid to life.

First Aid Focus is a free in-school program which provides WA students with the opportunity to learn basic first aid skills, ensuring they are empowered to take the right steps to save a life in the event of a healthcare emergency. The program offers free age-appropriate training from pre-kindy to high school and was bolstered this year with the launch of a new Virtual Reality program. Classes were slowed or suspended due to COVID-19 restrictions and relaunched in 2021 with Meadow Springs Primary School becoming the first to train all pupils in first aid. Corporate partners and donors play a big part in the expansion of First

Aid Focus. St John Giving foundation partner HIF contributed \$15,000 towards more than 3000 students from seven Perth schools participating in the program.

The VR program was made possible thanks to a \$100,000 donation from the McCusker Foundation which provided 32 new VR headsets to deliver the program and supports the ongoing training by experienced community education officers to 10,000 WA students and bolstered the delivery by providing skill-based sessions in varied and changing contexts.

First Aid Focus training modules were expanded to four in years 7 to 10 thanks to a \$105,000 donation from the Perpetual Impact Philanthropy Program. The modules were built in conjunction with curriculum experts Next Learning and enable students to build their skills and confidence annually. Impact of the training is measured through pre and post training quizzes.

Above: Meadow Springs Primary School was among the first entire school to undertake training after COVID-19 related restrictions were eased, allowing classes to re-start.

Driver first aid added to Leavers' checklist

In its tenth year the St John driver first aid course Click to Save came of age when it was endorsed by the Western Australian Road Safety Commission and officially added to resources for WA learner drivers.

About 600 people per month undertake the free 30-minute online course which equips young drivers with basic first aid useful in the event of road crash, which could help prevent up to 15 per cent of road accident deaths.

Since it was launched in 2012 more than 145,000 people have completed the program. Click to Save was also added to a 10-point checklist for teenagers attending Leavers' Week during the year. The annual November celebrations are recognised as often being the first long roadtrip young people undertake behind the wheel.

8201
 young drivers
 trained
16.9%
 more than
 last year



Critical Care Paramedic Ben Harris fronted a campaign to highlight the importance of first aid training for drivers attending 2021 Leavers celebrations.

Ambulance donated to deliver last wishes

St John donated a decommissioned ambulance, valued at \$250,000, to Ambulance Wish Western Australia to deliver final wishes to terminally ill Western Australians.

Ambulance Wish aims to provide about 350 meaningful and positive end-of-life experiences for terminally ill, immobile West Australians by safely and accessibly transporting patients to their last wish destination.

Compassionate care for terminally ill patients is a feature of Patient Transfer Service activities. In February, St John PTS officers Paul Carey and Sharon Colledge granted a very special patient's final wish to see the ocean one more time before being taken into palliative care.

The patient, a woman in her 80s, wanted to feel the cool breeze on her face and the warmth of the sunshine, while looking out over the Indian Ocean. The picture, posted on social media, was shared thousands of times with people across the length and breadth of the State.



Above R: St John SOC operations manager Kerry Welke, right, gifting Ambulance Wish Western Australia an ambulance. Bottom: St John patient transfer officer Sharon Colledge granting a patient's wish to see the ocean one last time.



Above: The new Bunbury CTS vehicle comes with an automated external defibrillator and first aid kits.

Community Transport Service expanded in regions

Access to health care for vulnerable Western Australians was bolstered during the year with a new Community Transport Service CTS launched in Bunbury, supported by a donation from St John Giving founding partner, national insurance provider HIF.

Used by elderly South West residents and those with moderate disabilities, as well as their carers, the expanded Bunbury CTS featured a fully equipped Honda Odyssey with AED and first aid kits.

First aid-trained St John volunteer drivers ensure those who cannot use mainstream public transport systems or their usual form of transport have equitable access to vital healthcare, with the service also in Perth, Goldfields, Great Southern and Wheatbelt.

The South West expansion was part of HIF's \$200,000 partnership with St John, which launched in July 2021 and will span two years.



25,000
children engaged with Wiggles Ambulance and Triple Zero Song

18,000
people heard the Triple Zero Song played at four Wiggles concerts

453
entrants in Wiggles Heart Starter promotion

Inspiring generations

The Wiggles and St John entered into a three-year Western Australian Partnership Agreement in January 2021 with a shared vision to inspire and educate the future generation of first responders by offering fun, engaging and age-appropriate programs both in schools and community.

Through these programs, St John builds resilience from an early age, giving future generations the life skills that will evoke confidence through knowledge, so if an emergency should happen, WA children will be 'little legends' who can save a life or support a family member or friend until St John arrives.

This partnership has already supported Youth and Community Engagement (Y&CE) with its programs, reaching almost 25,000 children in schools and community with the Triple Zero Song and Wiggles Ambulance.

Over the past 18 months Y&CE benefited from two Wiggles concerts in Perth as part of the partnership, with 3500 children engaged over both events, as well as a Royal Show colouring in competition.

The 2022 Wiggles Heart Starter promotion was St John Giving's third best performing social media video ever with 453 entrants.

Above L: The Wiggles performing the Triple Zero (000) song.
Above R: Wiggles colouring in competition for St John at the 2021 Perth Royal Show.



The Wiggles ambulance is a hit with the next generation of first responders.

Community support

The value St John contributes to communities across WA is reflected in the support provided by a range of partners which fund lifesaving training and equipment.

Mining giant BHP committed \$160,000 to the purchase of a new ambulances for the Kambalda Sub Centre in the Goldfields, which services half of the Shire of Coolgardie region, spanning 18,423 square kilometres.

It also donated \$36,000 to buy and install a state-of-the-art Corpuls3 monitor and defibrillator, which can monitor a patient's vital signs during the 45-minute trip from Kambalda to Kalgoorlie and can deliver a shock if needed.

BHP's total commitment to St John's regional operations reached more than \$3.2 million over the past decade.

Also in the Goldfields-Esperance region, exploration and mining company IGO renewed its sponsorship to ensure year 11 and 12 students from Norseman District and Esperance Senior high schools learned first aid.

Another consistent donor, CBH Group, contributed \$20,000 towards the purchase of AEDs across regional WA as part of its 10-year partnership. Nineteen new AEDs were installed across grain growing regions to support the Community First Responder Program. To date, 116 St John AEDs have been installed across regional WA thanks to CBH Group, including 25 in Goldfields-Esperance, 27 in the Great Southern, 26 in the Midwest, 37 in the Wheatbelt and one in the Northwest.

This financial year, a dozen St John sub centres signed up as charities on CBH Group's grain trading platform, allowing local growers to donate grain or the proceeds of the sale of grain to help them purchase much needed equipment and support new initiatives.

To facilitate these donations, St John has launched its Funds From Tonnes campaign via social media to encourage local farmers and grain growers to consider their nearest sub centre as a recipient.

The sub centres signed up to receive donations direct included:

- Cervantes
- Dalwallinu
- Denmark
- Esperance
- Gnowangerup
- Jerramungup
- Kondinin – Hyden
- Mt Barker
- Northampton
- Shark Bay
- Wagin
- York

New Corpuls3 For Kambalda

- **Teens in Esperance and Norseman trained in first aid**
- **12 sub centres supported**
- **19 new AEDs**

A Giving community

In its third year of operation, the organisation's charitable branch St John Giving substantially bolstered delivery against community service.

Thanks to generous individual, institutional and regular donors, St John was able to deliver on its purpose of service to humanity across first aid training, community transport and the first responder programs.

In addition to joining St John Giving as a founding partner, HIF supported more than 3000 students from seven Perth schools to receive training through First Aid Focus with a \$15,000 donation.

“I am now in my mid 80s so to assist you in your HeartStarter Program, as it certainly is worthy and commendable cause, I’m enclosing the most I can offer at this stage.” - Aveley donor.



Partnerships

Over \$100K
BHP Iron Ore
Dept. of Social Services (Federal)
HIF
Over \$50K
Minara Community Foundation
Over \$25K
Shire of York
Stan Perron Charitable Foundation
Dept. Infrastructure & Regional Development (Federal)
Wheatbelt Development Commission

Over \$5K
City of Karratha
Foundation for Rural and Regional Renewal
Horizon Power
Aurizon
Bendigo Bank
Anglo Gold Ashanti
Bank of Queensland



Customer

Deliver high quality, safe patient care

COVID-19 response

In preparation for WA's borders opening as part of the Western Australian Safe Transition Plan, St John recruited an additional 155 registered paramedics and worked with union representatives to facilitate alternative crew models to support the frontline and maintain services.

Alternative crews were activated in April with 62 self-nominated Patient Transport Services (PTS) officers, 72 Event Health Services (EHS) volunteers and 77 Department of Fire and Emergency Services (DFES) personnel temporarily stepping up into the role of a Rapid Ambulance Support Officer (RASO) following training with the College of Pre-hospital Care. Combined, they completed 105 shifts.

St John also trained 33 communication officers, who underwent a six-week induction followed by mentoring and assessment in State Operations Centre (SOC).

To support transportation of COVID-19 positive patients, the St John Special Isolation Ambulance fleet

was expanded from 10 to 17 and completed 2374 transportations, resulting in no community transmission of COVID-19 and safe management of high care patients.

The Multi Patient Transfer Vehicle, previously used in bushfire emergencies, was mobilised to support interhospital patient transfer, particularly in the case of ships.

The measures were supported by heavy investment in the ambulance frontline including overtime and recruitment for an additional 18,000 shifts, and deployment of Hospital Liaison Managers to fast-track patient handover in Emergency Departments.



DFES personnel joined on-road crews to support St John's response to Triple Zero (000) calls

- 17** Specialised Isolation Ambulances (SIAs)
 - 2374** SIA cases
 - 12** Multi-patient transfer vehicle mobilisations
 - 18,000** Additional shifts funded
- Rapid Ambulance Support Officers trained:
- 134** St John personnel
 - 77** Department of Fire and Emergency Services personnel
 - 105** RASO shifts completed

In four weeks

733 patient assessments:

- 619** metropolitan Perth
- 114** regional WA

64% of calls did not require emergency ambulance

Zero known adverse patient safety outcomes



Rapid establishment of COVID Cell

Due to the exponential growth in COVID-19 related ambulance calls – which reached about 10 per day towards the end of February – the St John Clinical Services team rapidly stood up a dedicated secondary triage cell with a focus on patients with, or displaying, symptoms of COVID-19. Dubbed the COVID Cell, it differed from existing secondary triage as it was paramedic-led and focussed on a group of patients with potentially higher acuity respiratory symptoms.

Key objectives of the Cell were to triage calls for assistance, provide telephone and video-assisted advice to patients and families and, safely and in line with guidance, advise on options for self-care or referral to other non-emergency services.

Between 8 March and 12 April 2022, 19 registered paramedics undertook 733 patient assessments in the COVID Cell using the National COVID-19 Clinical

Evidence Taskforce 'Pathways to Care', and the 'Telephone Triage Protocols for Nurses' resources.

The vast majority of calls came from metropolitan Perth and 114 were from regional and rural areas. More than a third were triaged to emergency ambulance, 17 per cent to lower acuity resource, 19 per cent self-presented to Emergency Department, and 28 per cent were given primary care referral or self-care.

This is the first time since the introduction of structured call-taking in 2011 clinicians were authorised to downgrade priority levels outside of the primary triage system.

Patient safety was a core consideration in all patient interactions so there was some level of over-triage as a means of mitigating risk. No adverse patient incidents were recorded from the secondary triage process.

Reliably meet and value customer and patient expectations

A century of trust

For more than a century, St John has been an independent not-for-profit organisation with a trusted name for delivering speedy emergency responses and prioritising patient satisfaction.

St John covers the biggest area of any single ambulance service in the world, with 2.525 million square kilometres or 33 per cent of the total landmass of Australia. More than 190 response locations means more per capita than anywhere on mainland Australia, and the ambulance workforce comprises more than 2000 paid staff and 6000 volunteers.

The independence of St John from government was valued by 95.5 per cent West Australians familiar with the organisation, and it retained an “excellent” trust score of more than 93 per cent for the third consecutive year as measured by leading ratings agency RepTrak.



West Australians confident in St John response

St John had the most rapid median response to Priority 1 patients of any Australian state as reported by the 2022 Productivity Commission Report on Government Services.

The report found half of all responding St John ambulances arrived at the scene of a Priority 1 emergency in 9.4 minutes, ranking it the quickest response of any Australian ambulance state service outside the Australian Capital Territory.

West Australians were also more satisfied with the performance of St John in answering Triple Zero (000) calls and the time it took for an ambulance to arrive than callers in most other states, with an overall satisfaction of 97 per cent – behind only the ACT and the Northern Territory.

The report also found St John recorded:

- High satisfaction for the time taken to be connected to a call taker of with 68 per cent – outperforming all other jurisdictions,
- High satisfaction for wait times in WA, with 68 per cent of respondents reporting they were satisfied with the time taken for an ambulance to arrive.
- Lowest cost-per-person to taxpayers in Australia at \$119.79 per person, below the \$171 per person national average.

Have strong and productive relationships with our key external stakeholders

Triple Zero (000) campaign educates and informs

Triple Zero (000) services across Australia experienced high levels of incoming calls as community transmission of COVID-19 became more commonplace in the early months of 2022, which impacted the ability of Australians to contact ambulance, police and firefighting services.

In response, St John launched a statewide campaign, "Sounds of Survival" to educate and inform Western Australians on alternatives to Triple Zero (000) for access to non-emergency health care and COVID-19 advice.

The three-month campaign encouraged callers to:

- Call 13 COVID for advice and assistance about COVID-19,
- Call HealthDirect or visit a St John Urgent Care Clinic for non-emergency health advice.

The campaign featured print, radio and digital TV, as well as news segments on every media platform calling for public assistance to "save Triple Zero (000) for emergencies".

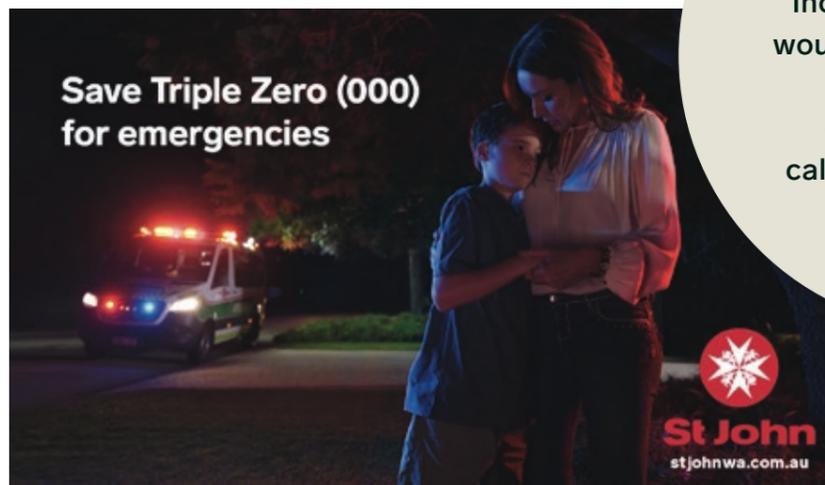
A survey conducted into the campaign found radio messaging which directed viewers to HealthDirect for mild COVID-19 symptoms and 13 COVID for advice and assistance was picked up by 53 per cent of respondents.

Overall, the messaging was seen as reinforcement of existing knowledge, with up to one quarter of respondents also learning something new - particularly around what to do in case of mild COVID-19 symptoms.

A key indicator about the success of the campaign message showed 15 to 20 per cent of respondents indicated the campaign caused them to consider whether a situation was worthy of a Triple Zero (000) call in the future.

20%

Increase in people who would consider whether a situation was an emergency before calling Triple Zero (000)



People

Our people are empowered and connected to the organisation and purpose

Diversity and Inclusion

Diversity and Inclusion	Reconciliation
A journey towards a best practice approach to Diversity and Inclusion was launched with St John undertaking a Diversity Council of Australia Inclusion@Work Index Survey to find out more about the workforce experience of inclusion to inform a long-term Diversity and Inclusion Plan.	Work started on a Reconciliation Action Plan (RAP) to detail the organisation's objectives and commitments towards reconciliation. The "Reflect" RAP, led by a dedicated working group, enables St John to scope and strengthen relationships with First Nations communities.

St John best in show

St John was named "Best in show" at the 2021 PrideFEST event at Gloucester Park after participants danced to a special Triple Zero (000) song composed by the Wiggles.

Paramedics, volunteers including Event Health Services, staff and support workers – along with Kura Bear – attended, and danced along to the catchy tune which also had the crowd on its feet.

Also in attendance was the 2021 St John Glambulance, which was designed by Perth artist Nathan Richards and wrapped by Jason Signmakers. The design showcased the theme "the power of community" which the St John workforce embodies in everyday life. It was the fourth Glambulance St John commissioned to celebrate Perth PrideFEST, and it toured to Albany Pride in February.



St John WA volunteers and staff marching in PrideFEST 2021 alongside the Glambulance.



19 AEDs installed and training delivered to First Nations organisations

Reconciliation Action Plan working group established

Journey towards reconciliation begins

St John embarked on the first of five Reconciliation Action Plans during the year, engaging with the workforce and stakeholders to recognise the rich history of Western Australia's First Nations people and communities spanning more than 60,000 years.

The RAP aims to support the St John network of services to reflect a deeper understanding and respect for First Nations people, their history and culture, while fostering better healthcare opportunities and building relationships based on inherent mutual trust.

The Reflect RAP will be a roadmap for the organisation's development of equitable working relationships with First Nations peoples.

The RAP includes artwork by Aboriginal and Torres Strait Islander Student of the Year Kevin Wilson which depicts the theme "Connecting Our Communities". It frames the life-affirming journey St John is on towards reconciliation and its important impact to communities.

Mr Wilson is a Wongi man with family ties to the Goldfields, Leonora and South Australia. He is a Creative Director of Nani Creative, an Aboriginal-owned and led design agency which helps emerging talent, and is an Artist Member of the Indigenous Art Code.

A key partnership for St John to build resilience and improve health outcomes for Aboriginal and Torres Strait Islander communities throughout WA was the

Lotterywest Heart Grant which resulted in 19 AEDs being installed in First Nations organisations - some in very remote locations.

Of those, 13 were subsidised by St John Giving.

The program also delivered free St John Safe assessments and St John worked closely with each recipient to create a bespoke first aid training and services package to provide the skills and knowledge to be ready for a first aid emergency, and a \$300 voucher to be used on the recommended first aid training program.

Recipients included:

- Abmusic Aboriginal Corporation
- Ardyaloon Aboriginal Community
- Clontarf – Geraldton SHS, Hedland SHS, Gilmore Academy and Kalgoorlie Boulder CHS
- Derbarl Yerrigan Health Service Aboriginal Corporation
- Foundation Indigenous Sustainable Health (Fish)
- Kurrawang Aboriginal Christian Community
- Moorditj Koort Aboriginal Corporation – Northam
- Wirrpanda Foundation – Kalgoorlie, Wirra Hub Burswood, Menzies, Leonora, Laverton, Wiluna and Mt Margaret
- Yinhawangka Aboriginal Corporation.



Deborah Gee joined St John Bridgetown Sub Centre through the Looking for Legends campaign.

Looking for Legends bolsters volllie workforce

St John welcomed almost 300 new volunteers to its Country ambulance network, recruited during a State-wide *Looking for Legends* campaign which launched in February. The campaign invited everyday Western Australians to upskill as a Country Ambulance volunteer and helped shield St John from the effects of a national decline in volunteering of about 20 per cent over five years according to the 2021 Census.

The country ambulance volunteer workforce remained consistent with 3980 people donating time to serve the community.

Volunteers are the lifeblood of rural and remote communities. St John outstrips other ambulance services around the nation with respect to value for money because for every dollar spent on contracted ambulance services, St John returns \$1.80 which delivers a net benefit of \$209 million to the WA community.

Many of the new recruits were born after 1980, reflecting new independent research commissioned by St John that more than 40 per cent Gen Z (48 per cent) and Millennials (42 per cent) want to volunteer in the future.



Beverley Volunteer Ambulance Officer Christine Brook appeared in the Looking for Legends recruitment campaign.

We continuously learn and improve

Patient safety

Through the Clinical Quality and Safety Committee (CQSC), St John rolled out eight practice improvements as part of a commitment to continuous improvement. These included a refreshed approach to accommodating patients who do not wish to be transported by ambulance, recognising deterioration in a patient, and expanded use of electrocardiograms when undertaking

observations. The CQSC comprises representatives from external hospitals, a patient advocate and a legal representative and fulfils the oversight function relevant to clinical incidents, audits and review outcomes with a primary focus on reviewing internal processes to improve the quality and safety of healthcare services.





12 RAC Rescue CCPs trained in advanced critical care

New medications and equipment rollout

RAC Rescue Critical Care Paramedics (CCPs) gaining advanced critical care skills.

Developing high performing Critical Care teams

At the end of the financial year, RAC Rescue was set to mark 9000 cases since its establishment in 2003. The Emergency Rescue Helicopter Service is managed by the Department of Fire and Emergency Services (DFES), funded by the State Government and sponsored by RAC.

As part of the service, RAC Rescue Critical Care Paramedics (CCPs) have been developing over the past 24 months an advanced critical care skill set to ensure the highest quality contemporary prehospital care to some of WA's most ill and injured patients. Twelve CCPs underwent a training program run by an Emergency and Prehospital Consultant, as well as an ICU specialist on ventilator training, anaesthetists on best practice, and toxicologists.

The program was complemented by structured hospital-based training at Perth's four major tertiary hospitals in anaesthetics, ultrasound and invasive procedures such as finger thoracostomy. It was coupled with high fidelity simulation training using life-like mannequins, the introduction of comprehensive competency frameworks, and multiple new

medications. Key changes included the introduction of CCP-administered Fibrinogen for major haemorrhage, and training on ultrasound guided intravenous access following an upgrade to the RAC Rescue helicopter ultrasound machines to a more portable model.

CCPs developed comprehensive care checklists for the management of major haemorrhage and traumatic brain injury which are the two biggest causes of mortality in trauma. Working collaboratively with Royal Perth Hospital, CCPs undertook research in the fields of Acute Traumatic Coagulopathy and point-of-care blood gas analysis for the management of intubated traumatic brain injuries.

In addition, St John developed a bespoke Human Factors training program to better understand and apply these technical principles to high performing teams and the resilience of its clinicians.

Overall, the program is one of the most comprehensive training packages in prehospital care, which will continue to expand.



Education and collaboration at the heart of online

Experience

About 4362 members of the workforce tuned in live to the annual St John Experience which was run as an entirely online event to reduce the risk posed by community transmission of COVID-19.

Plans for a face-to-face conference were well advanced when the Delta strain of COVID-19 took hold in Australia's eastern states. The pivot to an online event drove innovation and ingenuity and allowed staff and volunteers across the length and breadth of Western Australia to connect and collaborate in a new way. On-demand viewing also attracted more than 10,000 views during the weeks following the Experience live event.

The two-day event was broadcast via an internal streaming platform from the Perth Conference and Exhibition Centre and incorporated education and learning opportunities including a presentation from infectious diseases expert and former Australian Deputy Chief Health Officer Dr Nick Coatsworth.

The Experience also showcased the St John Clinical Resources site, which is an interactive platform accessible both online and from an Android and iOS mobile application. Clinical Resources delivers tools (eg medication calculators) and other mission-critical clinical information such as the Clinical Practice Guidelines and Medication Protocols. These tools are tailored to each front-line role, including Volunteer Ambulance Officers, Transport Officers, Ambulance and Critical Care Paramedics, and are accessible offline to people working in both Metropolitan and regional/remote Western Australia. The platform also contains a library of educational resources spanning the basics of pharmacology and pathophysiology, right through to complex ECG interpretation and assistive flowcharts which guide officers in excellent clinical decision making to achieve optimal patient outcomes.

Above: Experience 2021 went virtual due to the pandemic.



23%
Drop in violence and aggression injuries since FY19-20

27%
Increase in violence and aggression reporting

Providing the skills and experience to stay safe

St John paramedics were provided with expert de-escalation training from agency Procom to address occupational violence and aggression during the year, and an e-learning package in development.

St John recognises emergency services personnel are at risk of harm from violent and aggressive patients and bystanders. Procom is a nation-leading training provider for de-escalation techniques and has worked with Ambulance Victoria.

Two Procom training specialists, along with four St John paramedic trainers, delivered face-to-face training to all St John paramedics via the 2021 Continuing Education Program. The four paramedic trainers were assessed by Procom to become endorsed trainers and deliver on-going training to our Ambulance Officers and all new operational staff.

Violence and aggression injuries have decreased 23 per cent since FY19-20, and reporting increased 27 per cent.

Our diverse workforce is safe, healthy and capable

Digital and in-person support for workforce safety and wellbeing

Three new programs were launched to support the safety and wellbeing of the St John workforce during the year.

Wellbeing Supporters

More than 60 members of the St John workforce completed mental health training to support their peers in a new Wellbeing Supporters program.

32 staff and volunteers from metropolitan and country ambulance – including representatives in all WA regions – completed the training to provide an avenue for supportive, confidential conversations relating to personal or work-related difficulties.

The team were also trained on how to connect people experiencing mental health difficulties with the range of confidential services available through St John Wellbeing and Support, including around-the-clock telephone support for all employees, volunteers and eligible family members and access to six free sessions with affiliated professional psychologists.

Chnnl App

The Chnnl App, launched to the St John workforce during the Experience event, allows users to track their own wellbeing and enable a focus on self-care. The App involves anonymous check-ins on a daily basis to see how wellbeing progresses over time and offers real-time feedback and support options.

The App is under consideration for roll-out across Australia and New Zealand through the Council of Ambulance Authorities and is operating in public health institutions in South Australia and New Zealand.

MyOsh

The financial year marked a complete 12-month roll-out of digital safety management system MyOsh which was developed to better support staff and volunteers with safety-related issues. MyOsh includes a mobile application for android or Apple devices which facilitates quick, convenient reporting of incidents, actions, hazards, inspections and risk assessments.



64 Wellbeing Supporters trained
2246 Chnnl App check-ins
24% Reduction in injuries
10% Increase in safety reporting

Head of Wellbeing, Safety and Injury Management Donna Lawrence talking about Chnnl App at Experience 2021.



6 Ambulance Service Medals

6 CAA Women in Ambulance recognised

Awards

St John annually recognises the selfless, hard work performed by its volunteers with its Volunteer and Sub Centre of the Year awards.

Emergency-trained First Responders play a crucial role in supporting WA's vast communities with their emergency health needs, and thousands dedicate countless hours and years to the organisation in the service of humanity.

More broadly, the achievements of the St John workforce are recognised by the most celebrated awards in the nation being the Australian Honours System, which honours distinguished service by the men and women of Australia's ambulance organisations with Ambulance Service Medals.

This year three volunteers and three staff members were awarded Ambulance Service Medals and joined more than 60 St John medal recipients since the honours system was founded in 1999.

Further, the Council of Ambulance Authorities recognised 56 women as role models in ambulance services across Australia, New Zealand and Papua New Guinea in 2022, six of whom came from St John WA.

Also of note was retirement of decorated Ambulance Paramedic Murray Allum who spent more than 40 years on the front line serving Western Australians. Murray joined St John in 1980 at the age of 22 and was known for selfless work including volunteering in India and Indonesia, as well as teaching first aid in Vietnam.

Personnel recognised through Admission or Promotion within the Order of St John are recognised in the Annual Report.



Top: Ambulance Service Medical recipient Jacqui MacKay in Broome. Bottom R: St John WA's Volunteer of the Year Wendy Price at Ravensthorpe Sub Centre and Hopetoun mother of six. Wendy was also recognised in the Queen's Birthday Honours.

St John Awards 2021

Sub centre of the Year	Boyup Brook
Volunteer of the Year (Country)	Wendy Price, Ravensthorpe
Volunteer of the Year (Metropolitan)	Glynne Thomas

Australia Day Honours 2022

Ambulance Service Medal	Sarel De Koker, Karratha
Ambulance Service Medal	Cliff Fishlock, Brookton
Ambulance Service Medal	Jacqui MacKay, Broome

Queen's Birthday Honours 2022

Ambulance Service Medal	Wendy Price, Ravensthorpe
Ambulance Service Medal	Ian Telfer, Donnybrook
Ambulance Service Medal	Craig Telford, Perth Paramedic

CAA Women in Ambulance Awards 2022

Shelley Johnstone	Country Ambulance Paramedic
Nicola Peacock	Recruitment Consultant, St John Health
Naomi Powell	Manager of Metropolitan Operations
Lynda Randall	Staff Deployment Resourcing & Scheduling Team Leader
Brooke Cook	Area Manager Southeast District
Rondel Dancer	Industrial Trainer



L: Ambulance Service Medical recipient Cliff Fishlock in Brookton. R: Long-serving paramedic Murray Allum hung up the greens in 2021 after 41 years of service. Murray was celebrated for his tireless commitment to the service of humanity.

Operating system

Have an effective, scalable, supported and integrated set of policies, processes and systems

National gong for Virtual Emergency Medicine

More than 4300 patients were referred to an innovative new alternative care pathway developed in a collaboration between South Metropolitan Health Service and St John.

The Virtual Emergency Medicine (VEM) service is thought to be the first of its type in Australia and was generated by Fiona Stanley Hospital's (FSH) emergency department (ED) to revolutionise emergency patient care by improving ambulance and ED flow.

VEM allows paramedics to initiate a remote consultation for non-priority one patients aged 16 years and over, with the aim of fast tracking them to the appropriate hospital ward – away from ED, discharging on scene or diverting them to another suitable service.

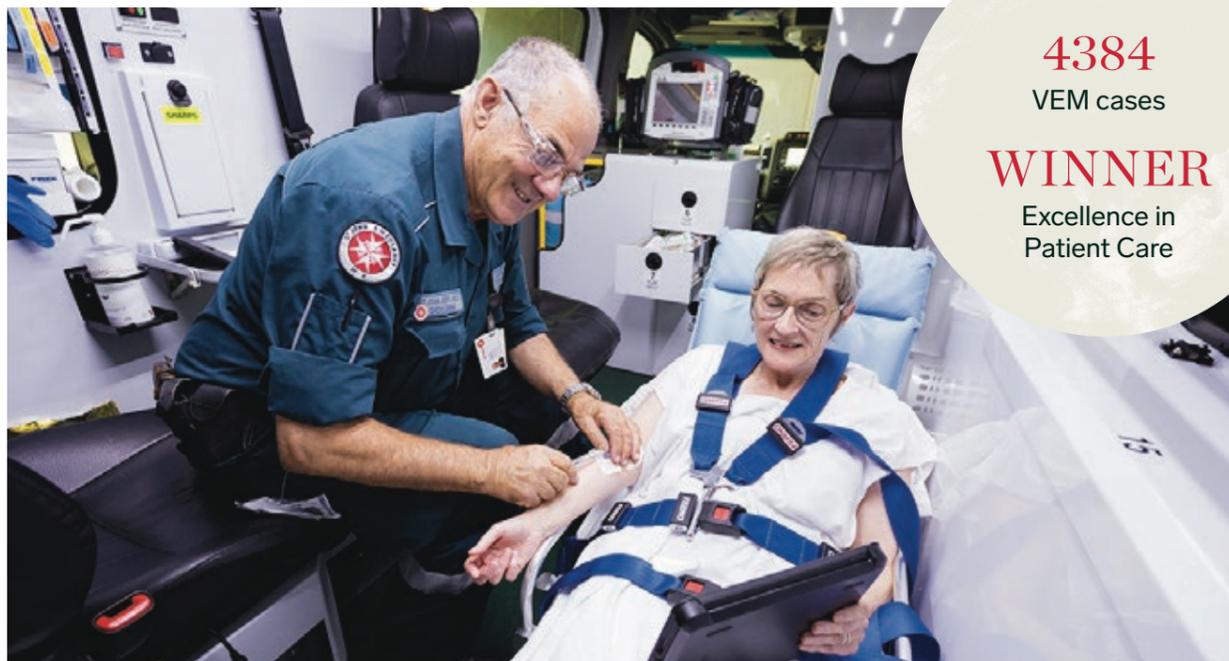
The FSH VEM command centre teleconferences with paramedics, or conducts video calls when possible, to assess and triage patients while enroute to the hospital, or increasingly at the scene.

The program attracted a State Government investment of \$10 million for the hospitals to potentially expand the service.

For helping improve patient satisfaction, FSH ambulance cycle times and contributing towards reduced ramping before Perth's 2022 COVID-19 surge, VEM won the Council of Ambulance Authorities (CAA) 2022 Excellence in Patient Care award.

4384
VEM cases

WINNER
Excellence in
Patient Care



St John Paramedic Giovanni Pampano with a VEM patient. Credit: South Metropolitan Health Service.

RACE a win for avoiding ED

A proof-of-concept Rapid Access Clinic for the Elderly (RACE) - a new St John collaboration with Ramsay Health Care at Joondalup Health Campus - began on April 28, 2022.

The RACE clinic aims to provide an alternative care pathway for patients aged 65 and over who have suffered a fall or mobility issue, or are in acute chronic pain and can avoid hospital EDs and be seen in an outpatient setting.

The St John Clinical Hub at the Wangara State Operations Centre can review and dispatch appropriate lower acuity patients to the multi-disciplinary RACE clinic, run by Clinical Nurse Specialist from Ramsay Health Care Sheila Johnston and staffed by a geriatrician, from 8.30am to 2pm, as long as the patient can get a same-day or next-day appointment.

As of September, RACE accepted more than 30 patients from St John, of which 10 were directly admitted to hospital bypassing ED, and the remaining were treated and discharged home.

Rapid Access
Clinical for
the Elderly
keeps patients
out of ED

Satisfied patients courtesy of Ramsay Health Care:

“It’s nice to know RACE is here for us.”

“Very impressed with exceptional service.”

“Holistically thorough, very safe service.”

“All staff were courteous, they REALLY listened, RACE exceeded my expectations.”

Ambulance phone delivers on safety

The rollout of new Samsung smartphones boosts the range and reliability of the duress system, improving safety for frontline personnel, patients and bystanders.

The St John mobile phone duress system helps protect officers from violent and aggressive patients and bystanders, as well as signalling environmental dangers which may put the lives of patients, ambulance personnel or others in danger while on the road.

The Samsung Galaxy XCover 4S phone - and provision for the updated model - were approved in early 2021 after an earlier phone trial.

The small-sized Samsung Galaxy smartphone (4S) delivered a 4.45 rating out of 5 for reception and was deemed the best overall for suitability in all operational environments – with the key function of being able

to quickly activate the duress system (4.45/5) and its reliability (4.27/5) rating the highest of all the models.

More than 250 new phones were rolled out at the end of the financial year in metropolitan ambulances, with 33 in regional WA and an additional 117 under-way.





38
Stryker stretchers in metropolitan ambulance

Stryker trial in Port Hedland.

\$11.1 million investment in powered stretchers to reduce injury risk

New cutting-edge powered stretchers are set to be installed in new build ambulances over three years at a total cost of \$11.1 million, replacing the Ferno 50E manual stretcher.

At the end of FY21-22, Metropolitan Ambulance had 38 Strykers in operation, with one stretcher located at 20 stations and nine stations had two Strykers equipped in ambulances.

Each St John station will maintain a mix of Stryker and Ferno stretchers to meet operational requirements and support officers' familiarisation with the Stryker stretcher. The roll-out is set to introduce about five new Strykers per month to operations, pending supply chain issues.

Investing in powered stretchers makes the task of assisting patients easier and safer, improving the overall patient experience.

While the concepts of safe lifting and proper body mechanics are an important aspect of paramedic training and practice, upgrading to powered stretchers allows officers to have a greater focus on patient care rather than mitigating concerns about the possibility of injury.

Training in the use of the Stryker stretcher has been completed by all personnel, and any new and returning officers will be trained in the stretcher's use prior to returning or starting in operations.

Stryker stretchers are actively in use in select Country Ambulance locations, with further roll-out to coincide with the Metropolitan replacement program.

Be a socially responsible organisation

Connecting repeat ambulance callers to care in the community

A new trial program to help address unmet needs of repeat ambulance callers has resulted in a reduction of Triple Zero (000) calls of between 40 and 70 per cent for enrolled participants.

The program, Care Link, is person-centred bringing together health, social and community services to address any gaps in repeat ambulance caller's social and healthcare needs. This both supports the client to reduce incidents of crisis and the broader community by ensuring ambulance resources remain available to other Triple Zero (000) calls.

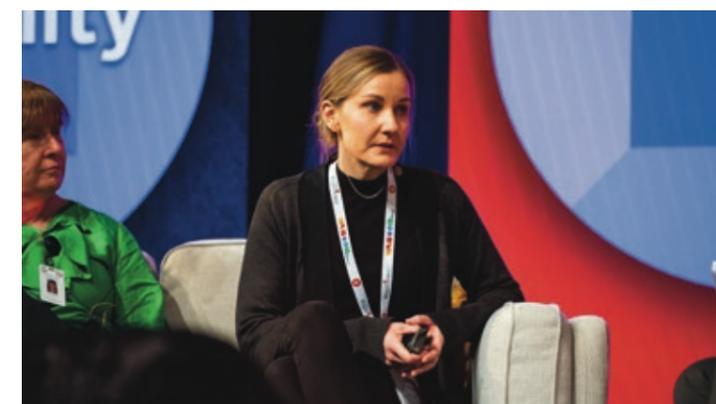
Clients participate in Care Link on a voluntary basis and with their written consent, Care Link can share information

with key stakeholders involved in their community-based care to better address the health emergencies they experience. A trial co-attendance model with the Department of Health's Complex Needs Coordination Team has also assisted in ensuring the program does not operate in a pre-hospital silo.

In the four months following its launch, the program reported a 40 to 70 per cent decline in ambulance activity for the clients enrolled, including a higher-end user who was calling an ambulance every second day.

The service is led by St John Ambulance Paramedic and Clinical Quality Manager Kelly Guest, who gained experience in developing alternative care pathways when working with the Secondary Triage Team.

Repeat callers are not individuals misusing an emergency service, but an individual that has learnt over time that our service turns up when other support is not available.



St John Paramedic and Clinical Quality Manager Kelly Guest speaking about Care Link at St John Experience 2022.

40 to 70%
reduction in ambulance activity for Care Link participants



1380
Lives saved

760
Gifts donated

Bloody brilliant

St John staff and volunteers are committed to the service of humanity and are very giving by nature, with hundreds rolling up their sleeves every year to donate blood and plasma, or help out other charities to help those most in need.

St John donated the most blood against the rest of the State's emergency services in Lifeblood's 2021 WA Emergency Services Blood Challenge for the fourth year running. Competing against Western Australia Police Force and the Department of Fire and Emergency Services, St John rallied more than 273 St John WA staff and volunteers, including 34 new donors.

Overall, St John contributed a total of 460 blood donations, including 307 donations of plasma –

the equivalent of saving up to 1380 lives. Over the past four years, St John staff and volunteers have collectively made 1924 donations of whole blood, plasma and platelets.

Typically St John tops ambulance services nationally in securing the State title.

Staff and volunteers also donated more than 760 Christmas gifts through the 2021 Giving Tree appeal, with presents collected by Sub Centres, Depots, Health Centres, and offices around the state.

The Giving Tree is a partnership with Anglicare WA which supports more than 20,000 children and young people experiencing hardship – especially around Christmas.



Top: St John WA metropolitan paramedic and committed blood donor Paul Wroth, centre, led the interagency charge in Lifeblood's 2021 WA Emergency Services Blood Challenge. Bottom: The team from Broome Sub Centre with gifts donated to the Anglicare WA Giving Tree.



Recruitment campaign tackles state's GP shortage

A 12-month advertising campaign to recruit General Practitioners from interstate and overseas to live and work in Western Australia went to market in November 2021 and is planned to end in November 2022.

"The State of Misadventure" campaign ran across medical industry publications, industry websites, social and digital platforms – specifically targeting GPs interstate and in New Zealand.

The campaign aims to alert and attract enough GPs to adequately service the existing and ongoing needs for doctors in the urgent care centres, in general practice and urgent care positions, which has trebled in two years. The campaign secured more than 50 warm leads at about 10 per cent the cost of normal recruitment.

Western Australia has significantly fewer GPs per head of population than the national average and a lower share of Pharmaceutical Benefits Scheme and Medicare reimbursements as a result. St John centres, which include both General Practice and Urgent Care, is one way the organisation is building equity and access to health care in Western Australia.

The campaign also generated talkability and word-of-mouth of GP opportunities at St John, which isn't commonly recognised as an employer of medical professionals beyond ambulance.



Have an operating model that enables and supports service delivery and accountability

Putting priority on callers

St John bolstered capacity in the State Operations Centre in preparation for community spread of COVID-19, responding to a record 17.5 per cent increase in Triple Zero (000) calls during March to 27,460.

To further support callers, St John:

- Implemented a Heavy Workload Script when callers may experience potential delays due to heavy workload, high volume of calls, and pressures throughout the health system.
- Expanded the welfare paramedic roles to 24/7 to provide support for Triple Zero (000) callers who are experiencing a delayed response.

- Implemented a Welfare Call Back protocol for patients who are alone and experiencing a delayed response. In this instance, the patient will be asked if St John can call someone on their behalf.

In addition, an Interim Response Matrix for ProQA – the medical dispatch system used to triage and coordinate responses to Triple Zero (000) calls – was rolled out in a 16-week trial starting in June after two years of research and development.

The matrix was developed to target clinically appropriate prioritisation of cases, increase stand-by capacity, and reduce overall response times to out-of-hospital cardiac arrest when recognised.

288,113
Triple Zero (000)
calls, up 5.8%
87.6%
calls answered within
10 seconds, up 5.2%



Responding to Triple Zero (000) demand

St John returned almost 17,000 hours of Triple Zero (000) capacity to community during the year through a suite of programs to respond to demand and release ambulance resources.

The peak of community demand for Priority 1 Triple Zero (000) call-outs hit in March with a record 9844 cases completed, or almost 320 per day.

In response St John invested in process improvement including:

- Strengthening the Health Partnerships model by maintaining Hospital Liaison Managers embedded at metropolitan hospitals to fast-track patient handover in EDs and support frontline staff,
- Enhancing multi-patient takeovers during which one crew takes over care of up to three clinically suitable patients while waiting at an Emergency Department,

delivering efficient care to patients and freeing up multiple crews to respond to Triple Zero (000) calls,

- Co-designing Fit-to-Sit/Triage to the Waiting Room processes with hospitals, facilitating the transfer of care for clinically suitable patients to the ED waiting room while the crew turns to operations,
- Continuing a Secondary Triage Team to deliver suitable patients to alternative care pathways,
- Facilitating hospital-based ED triage remotely, in the community through a Virtual Emergency Medicine (VEM) program to improve access and patient care journeys throughout the healthcare system,
- Trialling a low acuity model of care where Patient Transport Officers and Medics attend Priority 3 cases.

Each strategy allows ambulance crews to ensure efficient hand over care of patients, resulting in increased response capacity.



- 906 Neonatal Emergency Transfer Service cases, up 30.5%
- 75,912 Priority 4 cases, down 2%



75,866
country ambulance cases, up 2.6%

52,416
career cases, up 9.6%

23,450
volunteer, down 10.2%

Figures Include P4 Inter Hospital Patient Transfer

Bringing contemporary ambulance care to country

Under the Country Ambulance Regional Investment (CARI) agreement, the Department of Health dedicated \$10 million to support initiatives aligned to the Country Ambulance Strategy. These strategies have included the transition of St John volunteer sub centres in Merredin, Narrogin and Newman to hybrid career stations and added two full-time paramedics to the Karratha sub centre to deliver 24/7 emergency ambulance coverage.

Hybrid stations have at least one dedicated paramedic, who supports volunteers in servicing neighbouring locations and deals with any increase in caseload. The transition means a stable model of the St John emergency response, with the aim of improving consistency in response times, fitting for the locality, while reducing volunteer fatigue, for the good of the community. Volunteers have been the backbone of Country Ambulance services for 100 years and remain critical to the model.

This and future funding will work towards ensuring access to quality health services for more than half a million West Australians living across large regional centres to small

remote communities, while addressing the pressures on volunteers.

In 2022, St John had 160 regional response locations across WA, of which 145 were volunteer-run with the support of St John. There were more than 3000 country volunteers, of which about half carry out frontline clinical work. While volunteers make up 93 per cent of the regional frontline clinical workforce, their caseload sits just shy of a third of frontline work.

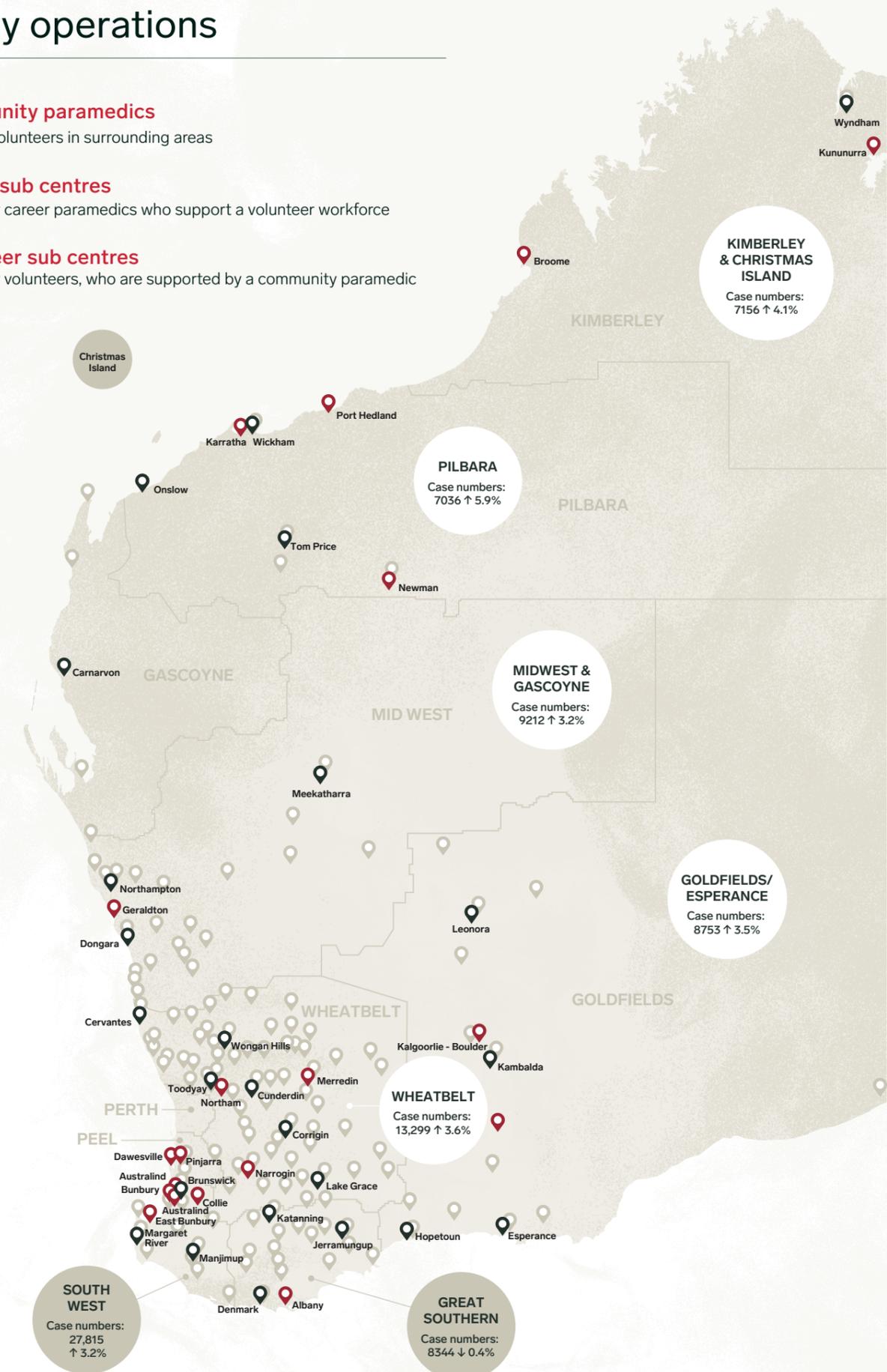
Additional resources from the investment included:

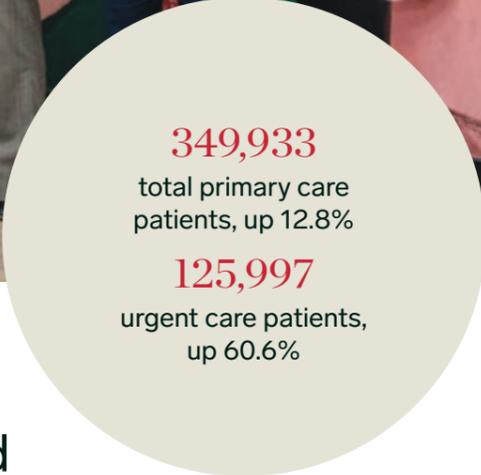
- Paramedics in East Bunbury to provide an additional ambulance crew for the area,
- Community Paramedics at Jerramungup, Laverton and Mt Magnet,
- A Kalgoorlie trial on service delivery when adding fully paramedic crewing to busy sub centres,
- The community paramedic relief pool to enable backfill relief and assure continuity of support to the volunteer model.

Above: St John Karratha Station Manager Sarel De Koker. Karratha transitioned to 24-hour paramedic coverage during the year.

Country operations

- Community paramedics**
support volunteers in surrounding areas
- Career sub centres**
staffed by career paramedics who support a volunteer workforce
- Volunteer sub centres**
staffed by volunteers, who are supported by a community paramedic





L-R St John Deputy Chair Sally Carbon, Assistant Minister to the Prime Minister Patrick Gorman, Curtin MP Kate Chaney and St John Acting CEO Antony Smithson.

New St John centres meet demand

Just after the end of the reporting period, St John opened its Osborne Park Health Centre, marking the third of four new centres committed as part of a Federal Government-funded trial to deliver urgent, non-emergency care to patients who may normally go to a hospital emergency department for treatment.

The centre is part of a \$28 million Federal Government commitment to develop and evaluate the urgent care model, treating local patients who have sustained urgent injuries such as sprains, broken bones or cuts that need stitches or similar treatment.

This year St John experienced a 61 per cent surge in the number of urgent care patients since last year, which sat just shy of 126,000 – up from 78,461. Overall demand on urgent care, GPs and dental services went up 12.7 per cent, with about 350,000 patients treated at an increased rate of 21 per cent over five years.

Osborne Park Health Centre provides an extensive range of treatments in one location, including Urgent Care, GP, pathology, X-ray and plaster casting services. The general dental service will open later in 2022.

The new centre offers residents in the City of Stirling and surrounding areas a pragmatic alternative to hospitals for treating non-emergency injuries and illnesses across extended hours, every day of the year - including evenings and weekends.

It adds to the existing St John urgent care network, which last year added centres in Midland and Cannington, bringing the total to six including Armadale, Cockburn and Joondalup.

St John WA

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stjohnwa.com.au

Would you like to help?

St John WA is always looking for new volunteers to fill a range of roles.

Email us on
volunteersourcing@stjohnwa.com.au

Phone us on 08 9334 1306 or toll free 1800 069 393



stjohnwa.com.au