



ANNUAL REPORT 2015/16



St John



SAVING LIVES EVERYDAY

St John has been an integral part of the Western Australian community for more than 120 years. We have changed enormously across the decades but our commitment to the service of humanity remains absolute. We display this commitment in many ways – through our ambulance and transport services, event and primary health, and first aid training – in real, tangible, human experiences. Whether it is a paramedic responding to a life-threatening situation, a timely intervention by someone with first aid training, or a critical care paramedic winching a stranded person to safety, St John WA is **saving lives every day.**



ST JOHN AMBULANCE

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KERRY LANGSFORD

Ambulance Paramedic

Ambulance Paramedic Kerry Langsford came to St John as a trainee paramedic in 2002. She has spent the past 14 years on the ambulance frontline.

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PAUL WILLETT

Community Paramedic

Five years after he left the big smoke of Perth to take up a paramedic role in Wickham-Roebourne and fulfill a shared ambition with his family to explore the North West, Paul has not looked back.

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RACHAEL GABB

Transport Officer

Rachael Gabb started with St John as a country Volunteer Ambulance Officer in Broome in September 2012.

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FRANCIS SULTANA

First Aid Survival Story

Scars on bricklayer Francis Sultana's neck and chest are a visible reminder of how lucky he is to be alive.

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PHIL MATTABONI

Event Health Services and Country Ambulance volunteer

Being thrust into the middle of the Waroona/Yarloop bushfires in early 2016 was both an awakening and a test for Phil Mattaboni and his abilities as a Waroona Sub Centre ambulance volunteer.

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LEON GARDINER AND KAREN STEWART

The Fabric Program

The Fabric Program provides opportunities for staff and volunteers to learn more about St John's history.

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PURPOSE AND FOCUS

Our Purpose

Our purpose for being in Western Australia is to make a unique contribution to the State through serving humanity and developing resilient communities.

We achieve our purpose when we:

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

Our Focus

St John is focused on saving lives every day, whether indirectly through first aid training or directly through our ambulance and pre-hospital services.

Our Corporate Plan 2015-2018 has three key objectives:

- » Building strong, customer-focused businesses in emerging competitive markets.
- » Strengthening our relationships with partners and the community.
- » Improving patient outcomes and positioning St John for future healthcare challenges.



WHAT WE DO

St John provides the State's ambulance service and delivers pre-hospital care every day to Western Australians in need. We are also the leading provider of first aid training in Western Australia, training more than 317,000 students each year. We exist for the service of humanity.

We are a charitable, not-for-profit humanitarian organisation working to make a difference to people's lives through first aid knowledge and by providing a world class ambulance service.

St John also provides Event Health Services, Medical Services, Primary Health Services, Patient Transfer Services, the Community First Responder System and first aid training to school students. Our humanitarian work is supported by a number of fundraising and charitable initiatives.



OUR PEOPLE

Every year our 7,998 volunteers donate more than 3.85 million hours to the community.

Whether running local ambulance services, providing first aid at community events or teaching first aid in hundreds of locations around regional Western Australia, each of our volunteers leaves an indelible mark on their community.

St John also employs more than 1,380 paid staff including paramedics, patient transport officers, first aid trainers, communications officers and administration staff. Many of our employees play a vital role in supporting our volunteers by providing opportunities to train and take part in our scholarship program, and by giving our volunteers the skills, equipment and support they need.



OUR GOVERNANCE

St John Ambulance Western Australia Ltd is a Company Limited by Guarantee, accountable under the *Corporations Act 2001* and regulated by the Australian Securities and Investments Commission and the Australian Charities and Not-for-profits Commission.

The Board of Directors sets the organisation's direction and takes responsibility for good governance through self-regulation, prudent funds management and by ensuring best practice. Reporting to the Board are two committees: the Audit and Risk Committee and the Remuneration Committee. The Board delegates day-to-day operational responsibility to the Chief Executive Officer, who is assisted by the Executive Team.

St John has a services agreement with the State Government to provide ambulance and patient transfer services to the State.

OUR VALUES

In fulfilling its purpose, St John is guided by the following values:



A MESSAGE FROM OUR CHAIRMAN

This is my final report as my term as Chairman ends this year. As I reflect on my 44-year journey with St John Ambulance, I feel a sense of great pride having had the opportunity to work with so many wonderful people on our cause of serving the community. The 2015/16 financial year has been another great year in terms of that community service. Everyone at St John can feel justifiably proud of our achievements this year and be satisfied that we have continued to fulfil our purpose of serving humanity through the relief of persons in sickness, distress, suffering or danger. In short, we have continued to save lives every day.

Our staff and volunteers have made a difference to the lives of many people over the year. In fact, when we combine the number of people trained in first aid with the number of ambulance cases, transport cases, and event health patients, we have reached nearly 25 per cent of the State's population, this financial year.

St John's charitable and humanitarian purpose extends beyond Western Australia's borders. We are part of the international Order of St John, a charitable order that has existed under Royal Charter since 1888 and whose head is Her Majesty Queen Elizabeth II. The Order's work across the world – in Africa, Asia, the Middle East, and Europe – delivers essential services to those most in need. In 2015/16, St John WA again contributed to the Order's worldwide charitable efforts. We continued our sponsorship of three nurses at the St John of Jerusalem Eye Hospital Group, funded ophthalmic services in Timor-Leste, and helped develop ambulance and first aid services in Vietnam and Malaysia.

Back home our integrated St John model has significantly advanced the cause of making first aid a part of everyone's life and delivered world class ambulance services across the entire state. The way our very talented and dedicated career staff worked with and supported an incredible group of volunteers and collectively impacted a quarter of the State's population during the year is such a tangible illustration of the Order's motto of "Service to Humanity".

The integrated St John model can only deliver the results we have become accustomed to seeing with sound financial management. I am pleased to report that in 2015/16 we achieved a surplus of more than \$20 million. Whilst this is a large surplus it was absolutely necessary to allow us to fund our \$27 million capital works program without the need for any debt. This very extensive capital works program is vital in ensuring we maintain the quality of buildings, ambulances, equipment, communications and training facilities necessary to make first aid a part of everyone's life and provide a world class ambulance service.



EVERYONE AT ST JOHN CAN FEEL JUSTIFIABLY PROUD OF OUR ACHIEVEMENTS THIS YEAR AND BE SATISFIED THAT WE HAVE CONTINUED TO FULFIL OUR PURPOSE OF SERVING HUMANITY THROUGH THE RELIEF OF PERSONS IN SICKNESS, DISTRESS, SUFFERING OR DANGER. IN SHORT, WE HAVE CONTINUED TO SAVE LIVES EVERY DAY.

The 2015/16 financial year saw a very significant strategic step for St John in Western Australia with the acquisition of Apollo Health. This was a very important step for the organisation as we move towards our 2020 goal that sees the ambulance service in Western Australia as a highly effective gateway into the health system for unscheduled care.

On a personal level I am very proud to be able to report on the outstanding progress made by St John in Western Australia in terms of the achievement of our key issues and financial performance targets and the strength of the strategic investments being made.

Thank you to all of the current and former Board Members, the two CEOs and all of the St John staff and volunteers whom it has been a pleasure and honour to work with over many years. I wish St John all the very best for the future as you all continue in the service of humanity.

Gerard King
Chairman



A MESSAGE FROM OUR CEO

The 2015/16 financial year was one in which St John once again demonstrated its commitment to providing a world class, cost-effective ambulance service and making first aid a part of everyone's life. The organisation also took significant steps to expand its role in primary health, which has enhanced our position as a gateway into the health system for unscheduled care.

Reaching almost 640,000 patients and first aid students over the course of the financial year, we can honestly say we are making a difference to people's lives every day – 1,726 people every day to be exact. This remarkable achievement testifies to the hard work, dedication and commitment of St John's 9,000-plus team of staff and volunteers.

A record number of 317,641 students undertook St John first aid training in the 12 months to 30 June 2016. This represented an increase of close to 73,000 compared to the previous year. When combined with figures from the two preceding financial years, the total reveals that St John has so far provided first aid training to at least 30 per cent of WA's population – a figure that was not thought achievable a decade ago. I would like to acknowledge and thank the staff and volunteers throughout the organisation who have so totally committed to the goal of making first aid a part of everyone's life and through that focus and commitment achieved such outstanding results.

A RECORD NUMBER OF 317,641 STUDENTS UNDERTOOK ST JOHN FIRST AID TRAINING IN THE 12 MONTHS TO 30 JUNE 2016. THIS REPRESENTED AN INCREASE OF CLOSE TO 73,000 COMPARED TO THE PREVIOUS YEAR.

The 2015/16 financial year was another busy time for our ambulance and transport crews, and our State Operations Centre staff. St John personnel handled nearly 300,000 patients – an increase of some 20,000 on the previous year. Every day of the year, our staff and volunteers went above and beyond in terms of meeting increased demand whilst still achieving our performance targets and delivering world class services. This is also true of our wonderful team of support staff.

During the financial year St John created a new Health Services department as part of the strategic decision to expand the organisation's role in terms of our effectiveness as a gateway into the health system for unscheduled care. The new department oversaw St John's acquisition of Apollo Health towards the end of the financial year. The purpose of this investment is to help St John continue as a world class, cost-effective ambulance service into the future.

St John has again had a successful year financially, allowing us to fully fund our extensive capital works program and plan similar investments over the coming years with confidence. This sound financial performance also allows us to continue our charitable works – most notably driving the cause of making first aid a part of everyone's life through our free youth engagement first aid programs.

The 1,400 staff and 7,900 volunteers who are St John Ambulance Western Australia have achieved great things during 2015/16. When we talk about collectively impacting the lives of a quarter of the State's population it is easy to forget that this large number is made up of individuals. So many of these individuals did not just come into contact with St John during the year but had contact in such a way that impacted on their lives in a very significant way. To all of our 9,400 people and their families I am so immensely proud of what you collectively do and achieve. Thank you for your service to humanity.



Tony Ahern
Chief Executive Officer

KEY ACHIEVEMENTS

+30%

Increased Community First Responder automatic external defibrillator locations by more than 30 per cent (from 970 to 1,264) across the State

289,000

Responded to more than 289,000 ambulance cases across WA

71,000

We continued to have a major presence in the event health market by providing medical services at more than 3,000 events — a total of 71,000 volunteer hours

+\$20m

+\$20m financial surplus reported for the year ending 30 June, 2016

+65%

65 per cent increase in volunteer numbers, bringing the total number of volunteers to almost 8,000

131,826

Our youth engagement programs delivered first aid training to 131,826 people

317,000

Delivered first aid training to 317,000 Western Australians

3.85m

Almost 8,000 volunteers contributed 3.85 million hours

COMMUNITY CONTRIBUTIONS

St John is a charitable, not-for-profit organisation, whose vision is “for the service of humanity” and whose purpose is to deliver high quality, cost-effective ambulance services and make first aid part of everyone’s life.

For many years St John has prided itself on its humanitarian work, which has its foundations in the Middle Ages through the Order of the Hospital of St John of Jerusalem. In modern times, St John fulfils its humanitarian and charitable objectives through a number of programs.

Youth Engagement Initiative

In 2015/16 more than 131,000 students were trained in first aid, a substantial increase on the previous year. The traditional First Aid Focus program which provides free first aid training for school students was enriched with the addition of the First Aid Recruits program. The new program offers an extra-curricular option for youth aged 12 to 16 who have a particular interest in first aid, and it supports the transition into the cadetship program for 16-17 year olds. St John also broadened its ability to deliver the First Aid Club and Recruits programs regionally during the financial year.



Volunteer Contribution

St John has nearly 8,000 volunteers who contribute more than 3.85 million volunteer hours this year. Our volunteers provide essential ambulance services in regional areas, first aid at events across the State and train community members in vital first aid.

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



Ophthalmic Branch

In most Australian states and territories St John has a local ophthalmic branch which helps raise funds for the St John of Jerusalem Eye Hospital Group.

An annual donation to St John WA from the Perth Eye Hospital Foundation and a levy on St John’s annual dinner dance tickets combine to fund two nursing positions at St John’s East Jerusalem Eye Hospital, and one position at the St John’s Gaza Eye Hospital. No funds from ambulance, first aid training or other St John activities are used to fund the ophthalmic branches.





Humanitarian Missions

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

In 2015/16 a St John delegation travelled to Vietnam to meet with government, health and community officials.

The purpose of the visit was to help Vietnam develop its ambulance and first aid services, and build an integrated system of pre-hospital care, which included community first aid and an effective ambulance service.

In 2014/15 St John WA and St John Malaysia signed a memorandum of understanding to develop an exchange program and in 2015/16 the program was implemented, which enabled St John WA to help St John Malaysia develop its emergency ambulance capability.



Aboriginal Ambulance Services Project

The Aboriginal Ambulance Services Project guides St John in its aim of building effective and collaborative engagement with WA's Aboriginal communities in the Kimberley, Pilbara, Midwest and Goldfields-Esperance regions.

Through this project, St John delivers culturally appropriate and responsive services to Aboriginal communities and encourages Aboriginal people to take up first aid training.



First Aid

The First Aid Awareness initiative, delivered by our Event Health Services team, provided first aid training for more than 90,000 people at public events.

In 2015/16 St John donated first aid kits to approximately 40 organisations for the benefit of the WA community.

The organisations included schools, sports clubs and charities such as the Darling Range Wildlife Shelter, the Weekend to End Women's Cancers and the Moving Mountains fundraiser. Donations of first aid kits are used as prizes at quiz nights, auctions and other fundraisers.

We also provided much-needed first aid supplies to the Murray Horse and Pony Club in the south west of WA after the devastating bushfires in January 2016.

GLOBAL IMPACT



Free first aid taught to

131,000+

school students each year



3.85
million

volunteer hours each year



St John has a long and proud history of supporting the St John of Jerusalem Eye Hospital Group which treats more than

128,000+

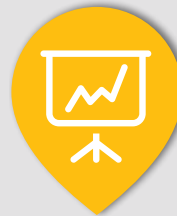
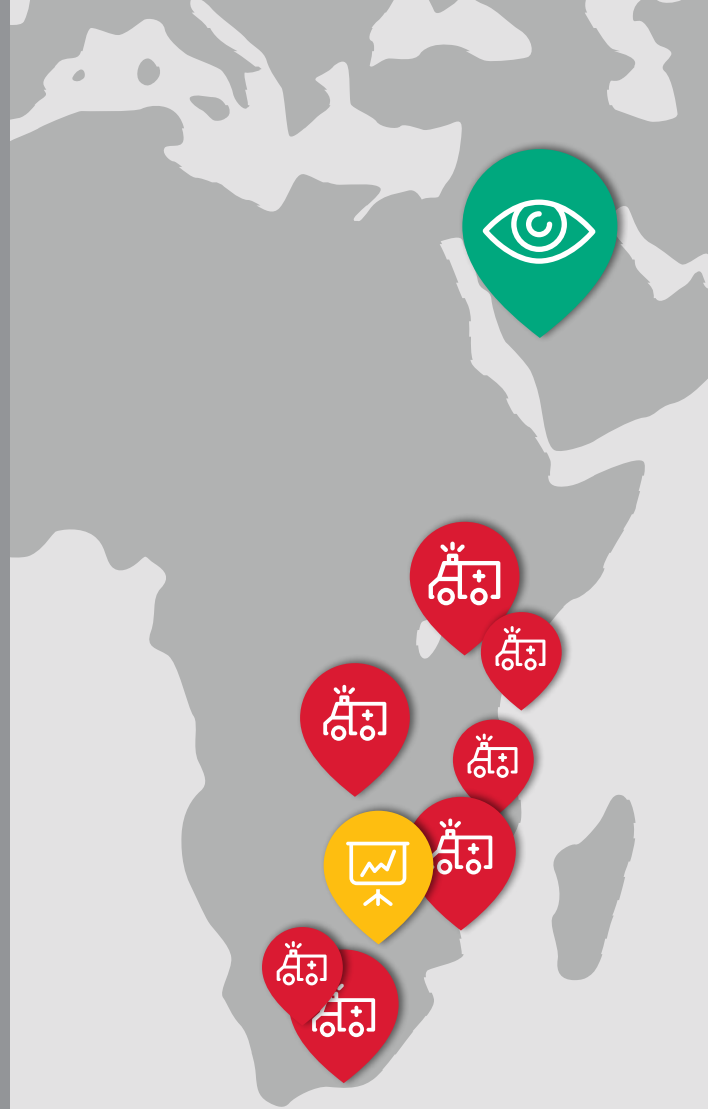
patients each year



Ambulance demand increased this financial year with St John responding to

289,000+

ambulance cases in 2015/16



Training

Assisting in developing ambulance and first aid services
Malaysia, Vietnam, Timor-Leste

Free first aid training taught to more than 131,000 school students each year
Western Australia

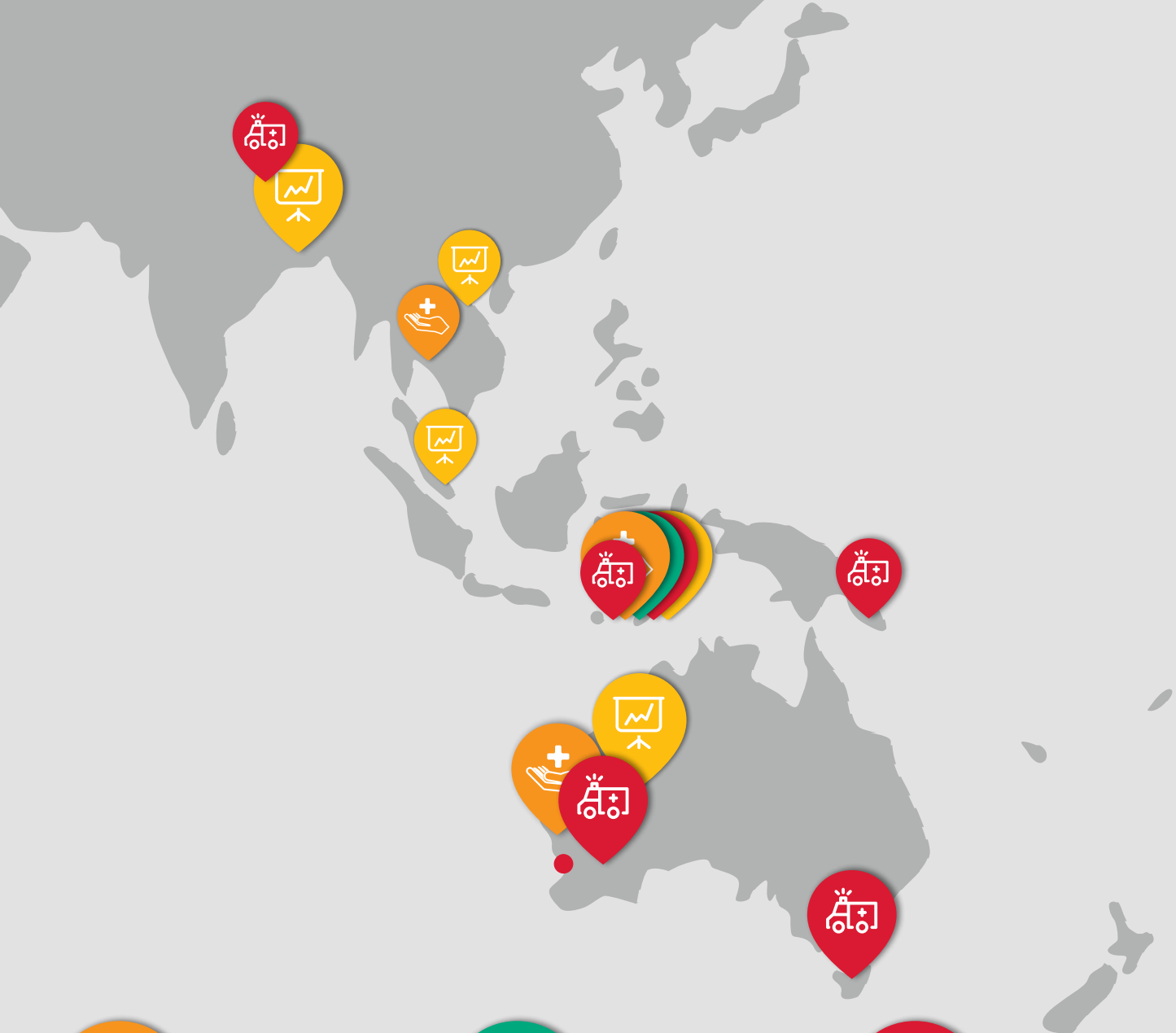
Free first aid training delivered in communities across the state
Western Australia

Free online training to more than 75,000 road users
Western Australia

Maintain a network of defibrillators and provide training to the community
Western Australia

Delivered culturally appropriate first aid training
Nepal

Provided support and training to ambulance team
Zimbabwe



Volunteers

More than 7,900 volunteers donate 3.85 million hours of their time every year
Western Australia

Delivering medical care and supplies to isolated villages
Cambodia

Eye procedures for local villagers
Timor-Leste



Ophthalmic Care and Procedures

Funding nursing positions at St John Eye Hospital Group
Jerusalem

Delivering eye care and surgery to impoverished people
Timor-Leste

Caring for patients after cataract surgery
Timor-Leste



Ambulance and Equipment Donations

Donated ambulances
Uganda, Timor-Leste

Donated ambulances and equipment
Zimbabwe, South Africa, Zambia

Donated patient transfer vehicles
Tasmania

Ambulance for local fire service
Bridgetown

Donated defibrillators
South Africa, Papua New Guinea, Timor-Leste, Nepal, Malawi, Kenya

**This map shows our overseas charitable contributions since 2010.*

STATEWIDE RESOURCES

We invest in resources, including our people and volunteers, to ensure that we are able to meet the continually growing demands for ambulance services, first aid training, primary health care and event support.



AMBULANCE VEHICLES

Metropolitan

141

Country Career Sub Centres

64

Country Volunteer Sub Centres

285

Event Health Services

43

533



OTHER VEHICLES

Metropolitan

110

Country Career Sub Centres

34

Country Volunteer Sub Centres

31

175



PAID STAFF (FTE)

Metropolitan

1,163

Country Career Sub Centres

172

Country Volunteer Sub Centres

47

1,382



PATIENTS/CUSTOMERS

Metropolitan
227,063

Country Career Sub Centres
40,600

Country Volunteer Sub Centres
21,422

Helicopter Retrievals
656

Neonatal Emergency
Transport Service
554

Event Health Services
22,497

Patient Transfer
Community Service
3,469

316,261



NUMBER OF PEOPLE TRAINED IN FIRST AID

Metropolitan
273,389

Country Career Sub Centres
25,033

Country Volunteer Sub Centres
13,872

External Trainers
5,347

317,641



VOLUNTEERS

Patient Transfer Service
171

Event Health Services
2,132

First Aid
22

Administration
35

Commandery/Friends
of St John
791

Community First Responder
1,669

Country Volunteers
3,178

7,998



AMBULANCE SERVICES





We are extremely proud to deliver the State of Western Australia with a world-class ambulance service. With a reach of 2.5 million square kilometres, our service covers the largest area of any single ambulance service in the world. Our ambulance service is enhanced by dedicated and skilled volunteers, community paramedics and career paramedics across the vast State and we are proud of our achievements in 2015/16.

METROPOLITAN AMBULANCE SERVICE

The Metropolitan Ambulance Service continued its strong performance in 2015/16, meeting all time-performance measures required under St John's contract with the State Government.

Ambulance demand increased this financial year, with St John responding to 227,063 cases in 2015/16, up from 212,502 cases the previous year; an increase of more than six per cent.

On average, 93 per cent of our Priority One cases were responded to within the 15 minute target; an improvement on the previous year.

For Priority Two cases, 90.1 per cent of callouts were within the 25 minute time target and our Priority Three callouts achieved a 94.3 per cent attendance rate within 60 minutes.

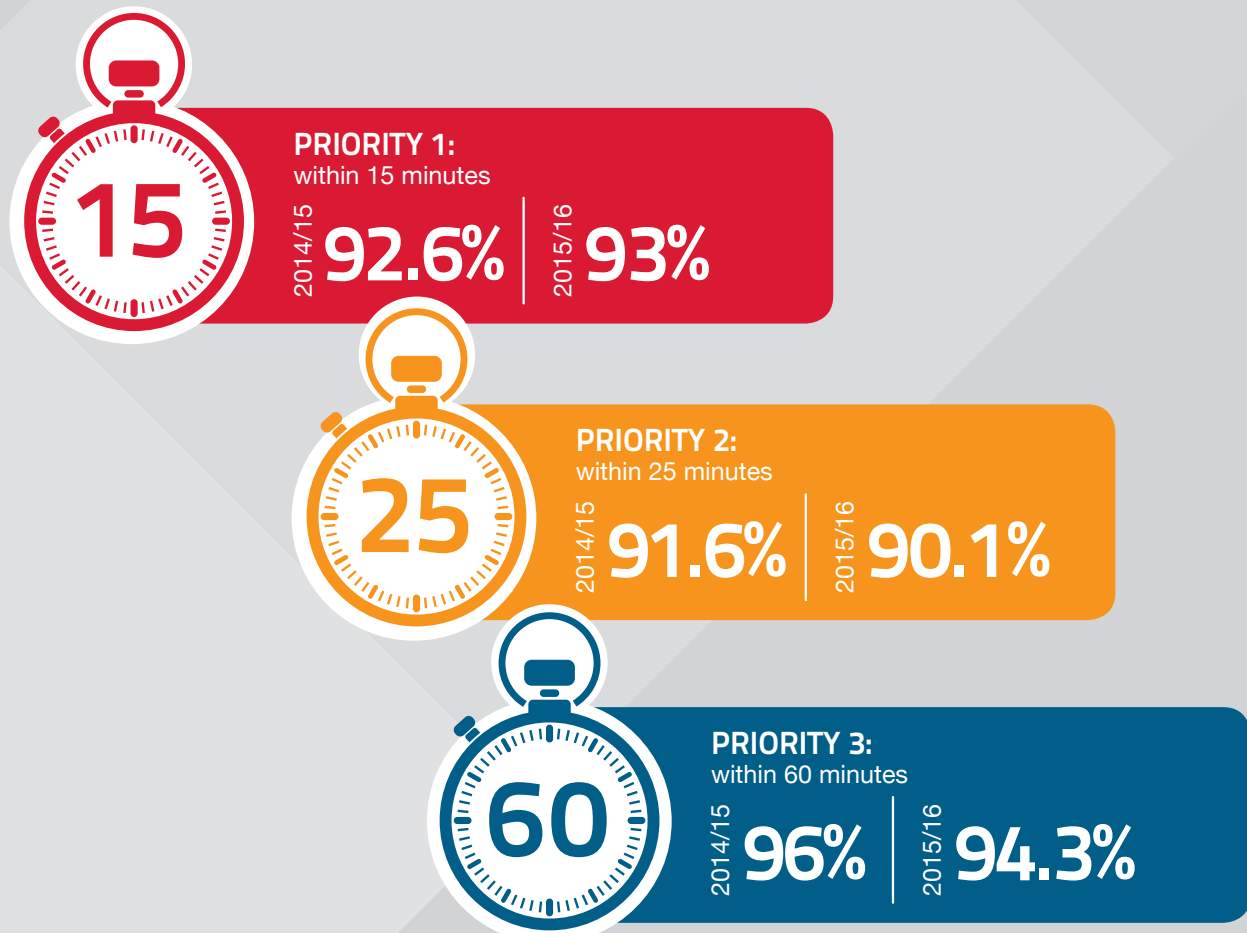
Other key achievements included:

- » Working more collaboratively with emergency departments to achieve better outcomes for cardiac patients. This included hospital-led cardiology symposiums and cardiology ward rounds for paramedics.
- » Implementing the use of augmented reality by trainers and assessors.
- » Enhancing aspects of St John's clinical governance and practices including administering blood transfusions on the rescue helicopters to improve outcomes for trauma patients.
- » Engaging paramedics to work at tertiary hospital emergency departments to reduce ambulance crew turnaround times and ensure availability of crews to respond to emergency calls.
- » Commissioning of the North Hub ambulance facility, enabling St John to deploy crews to areas of most need and improving ambulance response times.
- » A trial of paramedics taking blood samples from suitable patients en route to hospital. The trial yielded good results and the process has now become standard. Taking blood samples en route helps hospitals make more timely assessments and gets patients into treatment more quickly.

In 2015/16 the ambulance response time target for St John in the metropolitan area was 90 per cent for all three classes of ambulance call outs, defined as:

- » priority 1 - potential for life to be at risk;
- » priority 2 - no immediate threat to life;
- » priority 3 - non emergency call.

While performance targets are focused on response times, the quality of patient treatment is also a very important factor in St John's provision of ambulance services.

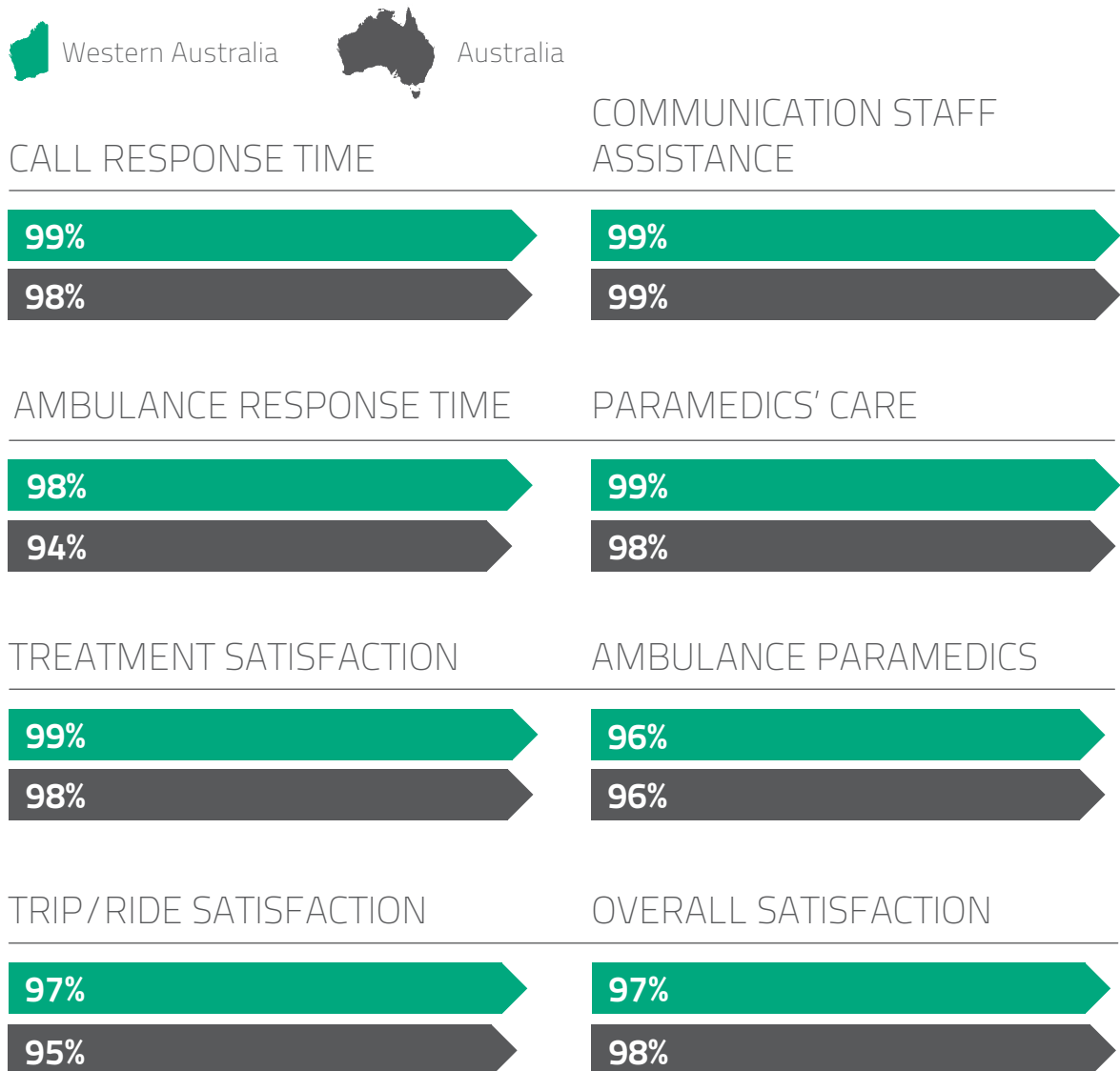


2016 PATIENT SATISFACTION SURVEY

As part of a national survey, St John sought feedback from patients transported by ambulance under emergency and urgent categories during the past year.

Patients or their carers were asked to evaluate their experience and in particular rate the timeliness of the service provided, the quality of telephone assistance, treatment received, paramedics' care, journey quality and overall satisfaction.

We again received outstanding feedback from our patients regarding our care and the efficiency of our services. The results for St John WA compared with the national average are outlined below.



Source: Council of Ambulance Authorities National Patient Satisfaction Survey 2016.

COUNTRY AMBULANCE SERVICE

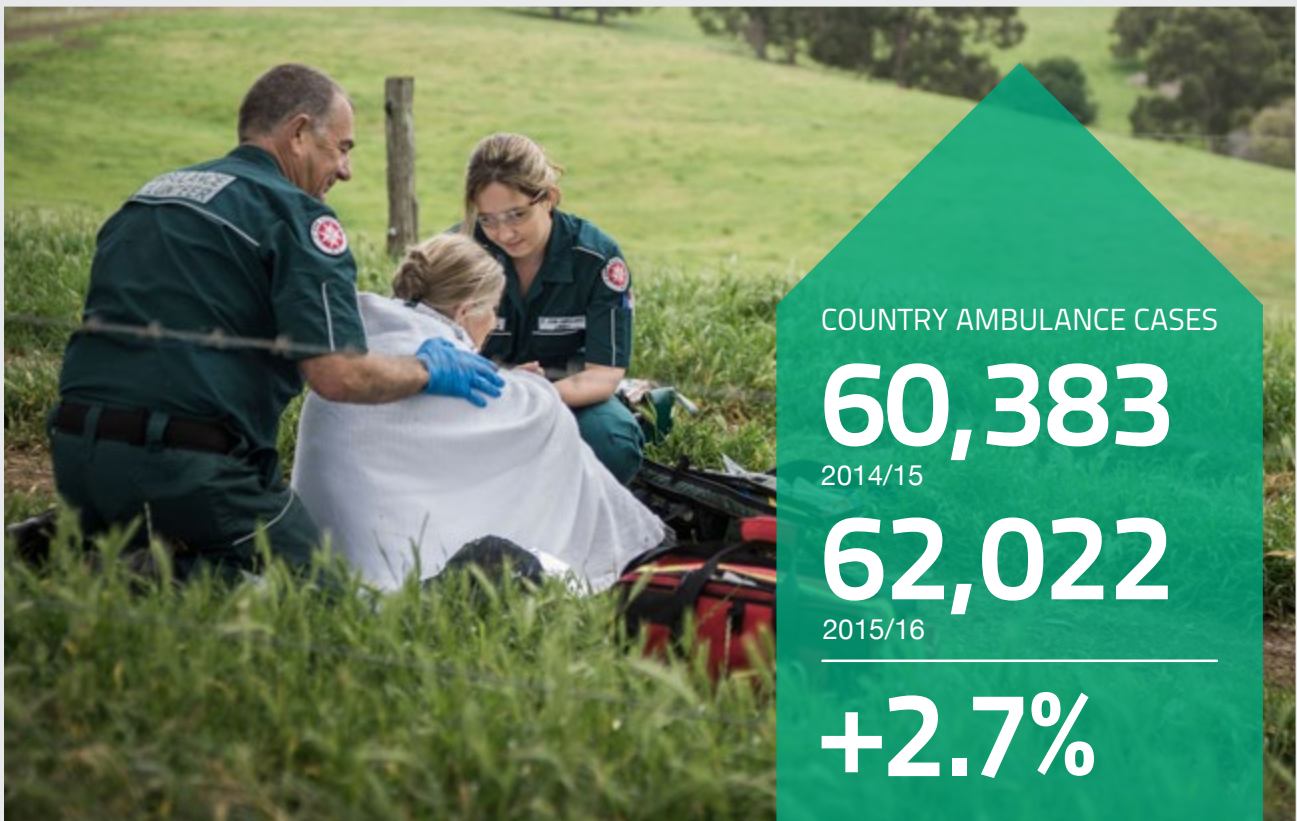
St John country centres recorded an overall improvement in response times, despite an average workload increase across the State of 2.7 per cent. The number of country ambulance cases rose to more than 62,000 in 2015/16.

Patient Transfer Services based in Albany, Katanning, Bunbury, Busselton, Northam, Geraldton and Kununurra have continued to grow and support sub centres to provide improved delivery of country health services.

Our regional centres also provided first aid training to 38,900 people in 2015/16.

Key achievements included:

- » Maintaining a timely, effective, quality and available ambulance service in country areas every day of the year.
- » Additional Community Paramedics appointed in Ravensthorpe, Dalwallinu and Kambalda.
- » Two regional student scholarships in Curtin University's paramedicine degree program.
- » Completion of a new \$4 million sub centre in Karratha, thanks to a significant contribution from Woodside.
- » Extension of the Bridgetown Sub Centre.
- » Employment of seven regional first aid trainers and three regional first aid awareness officers.
- » Cultural awareness training delivered to all operational areas of the organisation.





KERRY LANGSFORD

Ambulance Paramedic

Ambulance Paramedic Kerry Langsford came to St John as a trainee paramedic in 2002. She has spent the past 14 years on the ambulance frontline – delivering babies, helping people in horrific car crashes and tending to the elderly.

Over the course of my career no two shifts have ever been the same. The variety of work and the people you meet and treat certainly makes it interesting and rewarding.

While I have attended many gratifying jobs, one that sticks in my mind is helping a woman who had gone into labour at home.

The labour was complicated by shoulder dystocia, where the baby's shoulders could not pass through the mother's pelvis. It took some manoeuvring of the patient and a little pressure on the impacted shoulder to deliver the baby, and then some assistance to get the baby breathing.



IT WAS QUITE AN ORDEAL BUT BY THE TIME WE GOT TO THE HOSPITAL THE BABY WAS DOING QUITE WELL. IT IS ALWAYS SATISFYING TO KNOW THAT, WITHOUT OUR INTERVENTION IN CASES LIKE THIS, THE OUTCOME COULD HAVE BEEN VASTLY DIFFERENT.

In 2005 I found myself in the middle of a national media frenzy when I tended to a 10-year-old boy who had both of his hands and his left foot amputated when a brick wall supporting a basketball backboard gave way as he executed a slam dunk at a friend's birthday party.

The boy survived the ordeal, with his hands reattached surgically, and while the job was not uncommon in terms of our clinical interventions, the huge public interest sticks in my mind.

Paramedicine makes a great career and, as healthcare is always evolving, it is almost impossible for it to ever become routine.

EMERGENCY RESCUE HELICOPTERS

St John's rescue helicopter paramedics completed 656 tasks in 2015/16, a rise from 484 the previous year.

The State's second rescue helicopter, based in Bunbury, was commissioned on 1 January 2016. In total, 306 patients were transported by helicopter to specialised medical centres.

During the year, helicopter crews were equipped to provide life-saving blood transfusions to patients, a first for WA paramedics.

St John appreciates the support and strong working relationship between the Department of Fire and Emergency Services, CHC Helicopters, RAC WA and the Royal Flying Doctor Service in the use of this important life-saving resource.

EMERGENCY MANAGEMENT UNIT

St John has been bolstering its emergency management capabilities for several years and now plays a lead role in the management of many of the State's natural disasters and large-scale emergencies.

In 2015/16 we grew our capabilities even further. Key achievements included:

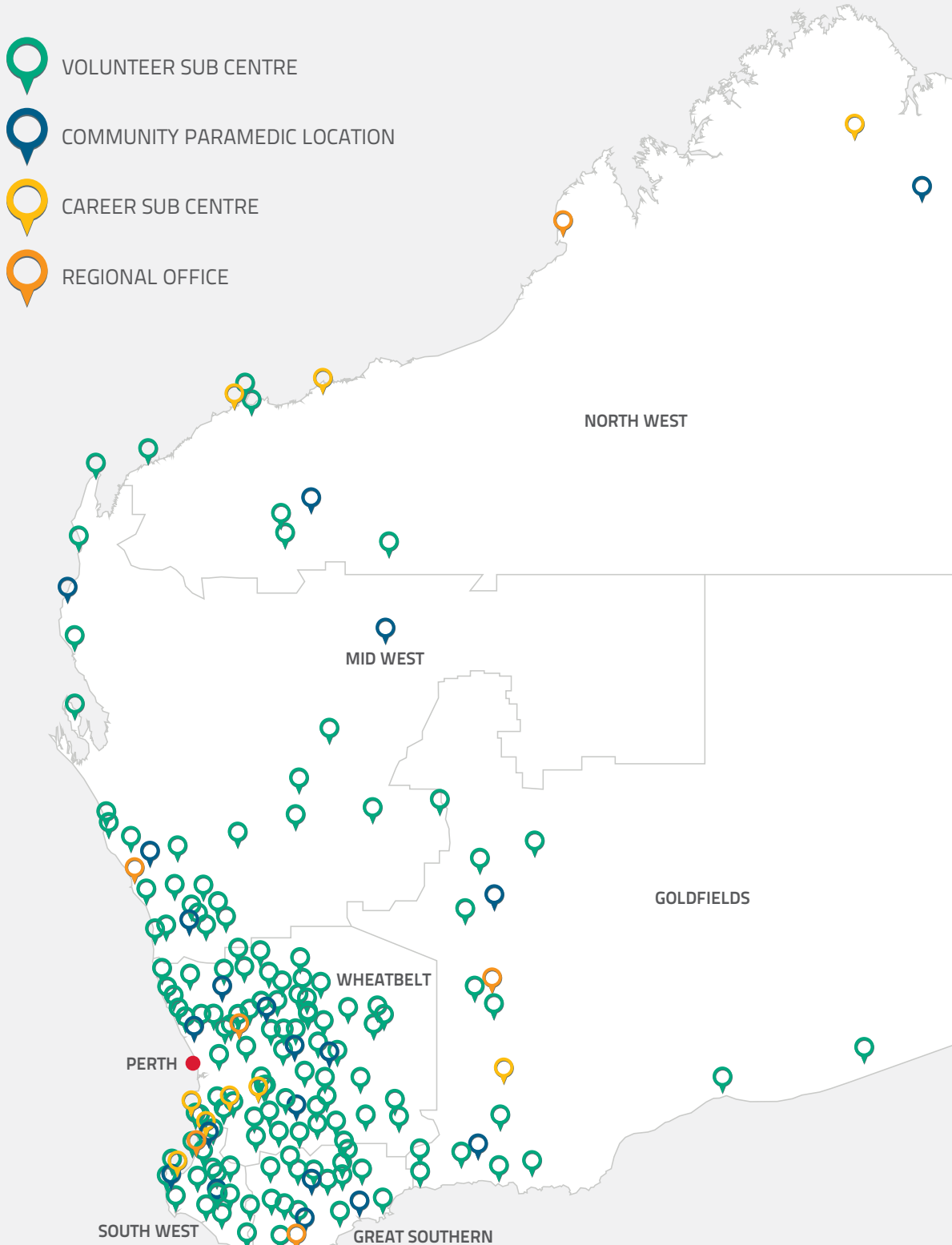
- » Provision and fit-out of an Emergency Support Vehicle in the Great Southern region.
- » Deployment to several major bushfires to provide staff and volunteer support to the lead agencies.
- » Conversion of mass casualty kits in country areas to include oxygen equipment capable of delivering simultaneous oxygen therapy to multiple people.
- » Development of the 'Introduction to Major Incidents' training program.
- » Delivery of two Commander courses to Community Paramedics, country Station Managers and other paramedics.



OUR LOCATIONS

St John has 144 regional locations as well as 29 depots in the Perth metropolitan area. Many of our regional locations rely solely on the services of volunteers, while others use a mix of volunteers and career paramedics. In the regions, our Community Paramedics provide training and mentoring along with clinical and operational support to our volunteer ambulance officers.

Crews which are comprised of at least one career paramedic are responsible for attending 93 per cent of total ambulance calls outside of the Perth metro area.





PAUL WILLETT
Community Paramedic

Five years after he left the big smoke of Perth to take up a paramedic role in Wickham-Roebourne and fulfill a shared ambition with his family to explore the North West, Community Paramedic Paul Willett has not looked back. In that time he's thoroughly embraced the role, supporting dozens of community members on their volunteer journey and backing innovative projects aimed at engaging the local community.

FOR ME, BY FAR THE MOST SATISFYING FEATURE OF BEING A COMMUNITY PARAMEDIC IS TO BELONG TO A TEAM THAT CONTINUALLY STRIVES TO BRING CONTINUITY TO OUR LOCAL AMBULANCE SERVICE DELIVERY WHILE HELPING MAINTAIN THE HEALTH AND WELLBEING OF REMOTE AND RURAL COMMUNITY RESIDENTS.



I always look forward to following the progression of a volunteer officer from their welcome module through to their presenting a concise patient handover in the hospital emergency department. I also enjoy supporting sub centre members to execute their own goals through the planning and application stages of both large and small projects.

What I have learned in this role is that it's important to adapt to the specific needs and resources of each community. This was illustrated through the launch of the Bush First Aid training sessions in February. Spearheaded by a group of volunteer ambulance officers who wished to broaden cultural engagement with the local community, the sessions focused on both contemporary and bush first aid, or in other words, whatever is close at hand while out in the bush.

It was very pleasing to have the opportunity to promote specific first aid fundamentals to community members away from a classroom setting. A key aspect identified by community members who participated was acknowledging how important basic knowledge of first aid was when caring for each other in a community setting.

I believe the initiative enabled communication between the two parties to strengthen and helped move toward the fundamental goal of everyone having the opportunity to participate in first aid training, which ultimately improves health outcomes for people in our communities.

John Bunyan once wrote, 'You have not lived today until you have done something for someone who can never repay you'. As a community paramedic I have been fortunate to work alongside a group of people that show that kind of ethos when delivering the best possible country volunteer ambulance service.

COUNTRY AMBULANCE SERVICE

Career Sub Centre Response Times



PRIORITY 1:
within 15 minutes

2014/15 → 2015/16



PRIORITY 2:
within 25 minutes

2014/15 → 2015/16



PRIORITY 3:
within 60 minutes

2014/15 → 2015/16

ALBANY



AUSTRALIND



BROOME



BUNBURY



BUSSELTON



COLLIE



GERALDTON



HEDLAND



KALGOORLIE



KARRATHA



KUNUNURRA



NORSEMAN



NORTHAM



Note: Career sub centre response performance is calculated based on the time taken to respond to incidents within a 10km radius of the town centre. Priority 1 responses are for incidents where there is potential for life to be at risk; priority 2 where there is no immediate threat to life; and priority 3 is for non-emergency calls.



St John country centres recorded an overall improvement in response times despite an average workload increase across the State of 2.7 per cent.

PATIENT TRANSFER SERVICE

Throughout 2015/16 our Patient Transfer Service continued to maintain the high quality of patient care for which St John is renowned.

The Patient Transfer Service has regularly exceeded performance targets and customer expectations.

Services were also expanded to include a Community Transport capability to meet the need for cost-effective and care-appropriate services.

Volunteers now provide transport and companionship for people that cannot use their usual form of transport or mainstream public transport because of moderate disabilities or impairments.

The Community Transport service started in July 2015 and has been widely adopted across the Perth metropolitan area.

Mental Health Transport Officers were introduced in May 2016 to comply with changes to the *Mental Health Act 2014*. The officers underwent training and can now effect transport orders under the Act and conduct transfers in the Perth metropolitan region and between Perth and Bunbury.

In addition, St John has:

- Enhanced the patient transfer online booking system; and
- Expanded wheelchair transport services by adding two wheelchair vans to the patient transfer fleet.



STATE OPERATIONS CENTRE

Our State Operations Centre receives all incoming triple zero emergency calls for ambulance attendance and is responsible for dispatching responses to all incidents across WA.

The centre operates 24 hours a day, seven days a week and in 2015/16 handled more than 552,000 calls. Of those, 219,288 were emergency calls, an increase of 13 per cent over the previous year.

Key achievements included:

- » Together with the organisation's IT department, opened a new back-up operations and data centre in the North Hub development in Wangara, which became operational 24 hours, seven days a week in April 2016. The centre provides St John with seamless disaster recovery and ensures critical business functions can continue in the event of a major disruption.
- » Continuing robust auditing of our call-taking system, with audits of more than 300 calls a month reporting 98 per cent compliance.
- » Updating the computer aided dispatch and mapping systems to facilitate more efficient and accurate dispatch.
- » Playing a key role in the development of revised guidelines for dispatch and deployment of the new Bunbury-based rescue helicopter service.





RACHAEL GABB

Transport Officer

Rachael Gabb started with St John as a country Volunteer Ambulance Officer in Broome in September 2012.

In May 2014 I successfully applied for a Transport Officer position in Perth and within 10 days I had packed up my life in the tourist town of Broome where I had lived for most of my life. With all my possessions and the clothes on my back I headed off on my road trip, which I knew would lead to my new life in the big city.

I have always had an interest in the medical field. It wasn't until I finished my first year of studying sport science at university that I realised I wasn't keen on working indoors.

I MUCH PREFERRED TO BE IN AN ENVIRONMENT WHERE NO TWO DAYS ARE THE SAME. I AM ALSO SOMEONE WHO LOOKS FORWARD TO MAKING A DIFFERENCE IN PEOPLES' LIVES, WHETHER BIG OR SMALL, AND I HAVE FOUND THAT I CAN DO THIS WORKING WITH ST JOHN AS A TRANSPORT OFFICER.



Being a Transport Officer is such a rewarding job. Each day you are out there helping those in need. You are always learning, developing and experiencing new things. The environments in which we work are diverse and you get to meet so many amazing people inside and outside of the organisation.

Most recently I have become a transport officer trainer in the St John College of Pre-Hospital Care and I am thoroughly enjoying the opportunity.

St John opens up many different opportunities for staff and volunteers. It's an organisation that provides continuous learning and education, and allows people to progress through their careers. It's also an organisation with a strong sense of identity and one that provides a supportive environment in which to work.

Eventually, I'd like to become a Student Ambulance Officer and qualify as a St John paramedic. That role would create a huge variety of opportunities that I hope one day to experience.

CLINICAL GOVERNANCE

St John focuses on delivering world class and cost-effective ambulance services and puts a very high value on its clinical knowledge and skills, both for volunteers and career paramedics.

In 2015/16 we continued our comprehensive clinical audits program, registering 7,255 audits that resulted in 27 updates to clinical practice guidelines.

Guidelines for major trauma have been revamped to reflect current best practice. We also introduced emergency blood transfusion equipment on our two rescue helicopters, and authorised all our paramedics to take blood samples from patients to improve patient outcomes on arrival at hospital emergency departments. Our clinical quality managers helped make this change possible and we are expecting to see strong patient benefits.

Key achievements included:

- » Appointing two clinical quality managers.
- » Presenting at 12 regional professional development evenings, attended by approximately 600 volunteers.
- » Building regional staff and volunteer skills by presenting at six regional seminars.
- » Embarking on a clinical trial of continuous positive airway pressure masks for patients with severe breathlessness.



7,255

In 2015/16 we continued our comprehensive clinical audits program, registering 7,255 audits that resulted in 27 updates to clinical practice guidelines.

St John's focus on delivering world class and cost-effective ambulance services involves collaboration with hospitals across Western Australia.



HEALTH SERVICES

Health Services play a critical role in ensuring that St John maintains its position as a leading health service provider in Western Australia.

St John created the Health Services directorate in 2015/16 to expand its role in primary health and provide an alternative entry point into the health system for unscheduled care. The initiative connects pre-hospital care services with ambulance services to provide readily accessible quality primary health options to the community.

The new directorate builds on St John's work over recent years to prevent avoidable hospital admissions, reducing stress on public hospital emergency departments while enhancing St John's purpose of serving humanity.

In June 2016, St John announced its acquisition of Apollo Health. This new business operates four integrated medical and dental centres offering bulk billing primary health services throughout metropolitan Perth.

On the back of the acquisition and integration of Apollo Health, St John has introduced the new concept of Urgent Care Centres to enhance services at two of the four existing sites. These extra urgent care services will offer safe, timely and quality care for non-life threatening injury or illness.

Urgent Care Centre patients with non-life threatening injuries or illness can be seen by a doctor and receive the most appropriate care without the need to attend a hospital emergency department. They can even be referred back to their own GP for any necessary follow-up.

St John's Urgent Care Centres will reduce stress on hospital emergency departments, minimise ambulance ramping and deliver integrated health and diagnostic services at a single location. Further Urgent Care Centres are being considered for the future.

In June 2016, St John announced its acquisition of Apollo Health. This new business operates four integrated medical and dental centres offering bulk billing primary health services throughout metropolitan Perth.

MEDICAL SERVICES

St John's Medical Services department provides paramedics, emergency services officers and medics to industry. Medical Services medical staff work with clients to design a complete health care package for their work sites. We specialise in providing highly qualified, experienced staff to look after the daily health and emergency medical needs of local, remote and offshore workers.

In 2015/16 Medical Services continued to supply medics and emergency services officers, and provided training and drug and alcohol screening for mine site workers. During the year we also continued to appoint industrial paramedics into the mining exploration industry and provided relief staff on short term contracts.





Aims of First Aid

- Preserve
- Prevent
- Promote
- Protect

Aims of First Aid

Assess

St John Action Plan

- D** DANGER Is it safe
- R** RESPONSE Consider Uncon
- S** SEND For help → Use bystanders
- A** AIRWAY CLEAR! Open - Head
- B** BREATHING
- C** C.P.R.
- D** DEFIB



Since 1892 St John has taken on the enormous task of training people in the knowledge and practice of first aid, and the Western Australian community has had the benefit of this for more than 120 years. Today, vast numbers of school students and community members benefit from our expertise and gain valuable lifesaving skills.

FIRST AID SERVICES AND TRAINING

St John continues to be the State's premier first aid trainer with another 12 per cent of the Western Australian population trained in 2015/16.

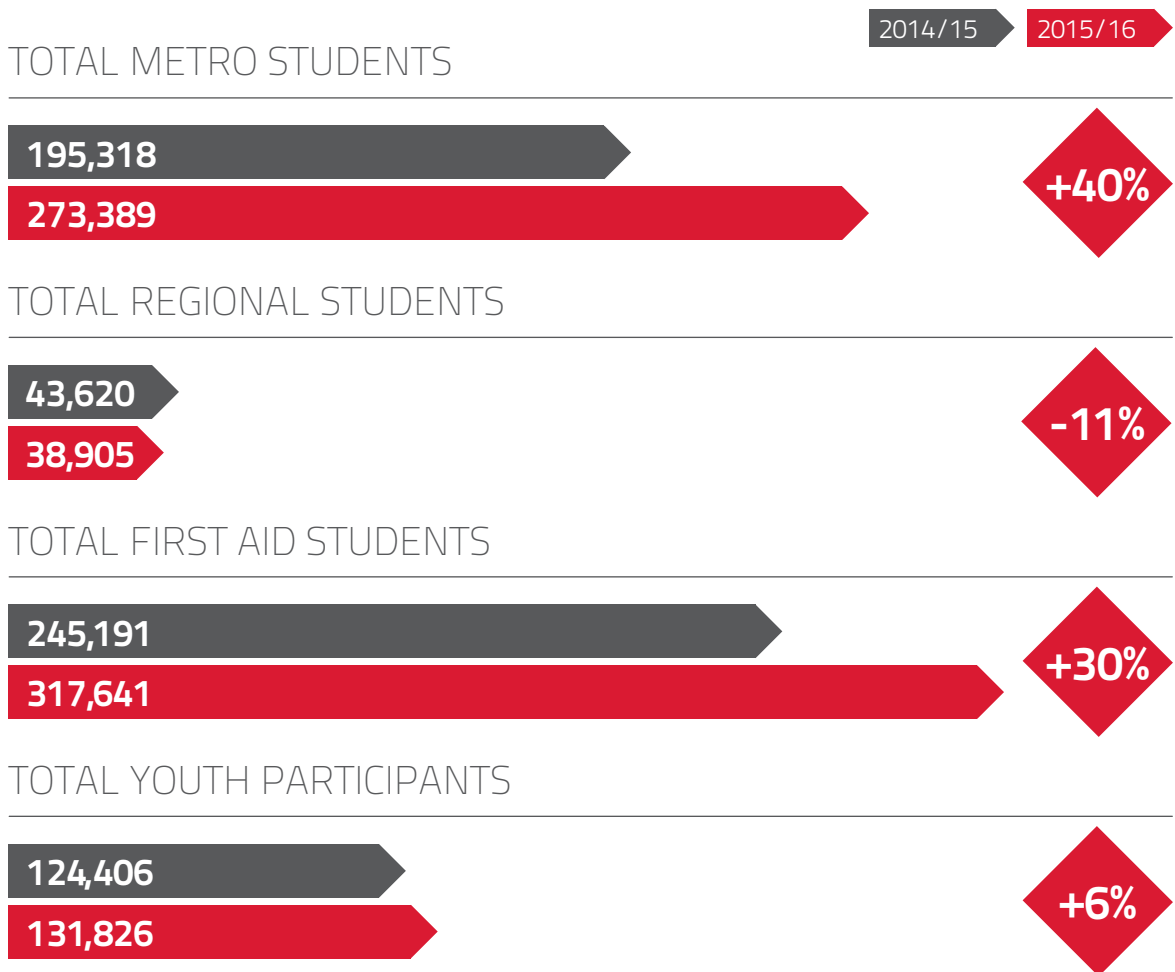
The total number of people trained at 30 June 2016 was 317,641, up from 245,000 the previous year, representing a 30 per cent increase.

Our first aid training builds confidence in the community to respond to emergency situations and it is an important aspect of St John's integrated pre-hospital care model.

We also launched the St John Safe program, where we assist workplaces to provide adequate first aid training, first aid equipment, supplies and facilities.

A highlight of the year was the on-site first aid training day we held at Hale School in March, with more than 200 school staff completing training under the guidance of 21 trainers.

As in previous years, we commissioned independent research to measure the community's willingness and skill to deliver first aid in an emergency. The research indicated that 26 per cent of people were confident and prepared to administer first aid, a number we will continue working to increase.



YOUTH AND COMMUNITY ENGAGEMENT

St John's Youth and Community engagement teams gave people the chance to learn first aid and provided an opportunity to practise and build confidence.

One of the pinnacles of 2015/16 was First Aid Frenzy at the 2015 Perth Royal Show. More than 27,000 people attended First Aid Frenzy and learnt valuable first aid skills. The highlight of the event was the launch of the CPR Hero game in which people practised their CPR skills and tested their accuracy on the big screen.

Training delivered by Youth and Community Engagement in 2015/16 included:

	2014/15	2015/16	Variance
Youth Engagement (Comprehensive First Aid programs)	3,000	6,893	130%
First Aid Focus (Short course schools program)	121,406	124,933	3%
First Aid Awareness (includes Community Engagement, ClicktoSave and others)	48,512	108,546	124%
Students trained for free in the community	172,918	240,372	39%



6,893

Youth Engagement training delivered to 6,893 people in 2015/16.





FRANCIS SULTANA

First Aid Survival Story



Image © West Australian Newspapers Limited



Scars on bricklayer Francis Sultana's neck and chest are a visible reminder of how lucky he is to be alive.

The 70 year old was using an angle grinder at a building site in Carlisle in February when suddenly the 23cm disc kicked back and sliced him in his neck.

His fast thinking co-workers, including John Healy, immediately applied first aid, using rags and a tee-shirt to apply direct pressure to stem the bleeding, and took directions from the State Operations Centre communications officer until the paramedics arrived.

The paramedics treated him and he was then taken Priority One to Royal Perth Hospital. To make matters worse, while en route to hospital, Francis suffered cardiac arrest. When he arrived at the emergency department, doctors were ready to provide life saving surgery and get his heart pumping again.

Francis is at home again and after two operations is now receiving physiotherapy to deal with damaged nerves in his right arm resulting from the wound.

His gratitude to his rescuers is palpable.

I OWE MY LIFE TO MY CO-WORKERS JOHN AND PAUL, WHO WORKED TOGETHER TO TREAT ME BEFORE THE PARAMEDICS ARRIVED. THERE'S NO DOUBT THAT IF THEY HADN'T DONE WHAT THEY DID IT WOULD HAVE BEEN ALL OVER FOR ME. JOHN'S PART IN MY SITUATION WAS PARAMOUNT; HE RODE IN THE AMBULANCE WITH ME KEEPING PRESSURE ON THE WOUND ALL THE WAY TO THE HOSPITAL.

As for paramedics Derek Waller and Jane Mathers, I can't thank them enough for their excellent treatment, and how fast they got me to the hospital made all the difference.

In the end I was very, very lucky and I am so grateful to everyone who helped save my life.

I really believe that everyone should take a first aid course because the skills you learn might one day help to save a life.

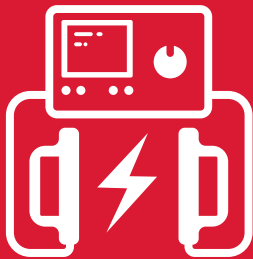
EVENT HEALTH SERVICES

During 2015/16 our 2,132 Event Health Services volunteers provided essential medical services to the Western Australian community at a wide range of community and commercial events, from school sports carnivals and Anzac Day commemorations to rock concerts and major sporting events.

Highly trained and skilled volunteers contributed more than 71,000 hours of community service at more than 3,000 events across the State. We also increased our volunteer base by almost 50 per cent over the previous year.

Key achievements included:

- » Expanding our services to provide the Western Australia Cricket Association with first aid cover at the WACA ground.
- » Adding three new positions to assist in service delivery, including a Services Manager to engage and lead our volunteers, and two Event Operations Managers to manage service delivery at events.



33% increase

in the number of defibrillator locations
to 1,264 across the state in 2015/16.

COMMUNITY FIRST RESPONDER SYSTEM

St John's Community First Responder System is a critical link in the chain of survival in Western Australia.

Communities and workplaces can become first responder locations by registering their automated external defibrillators with St John, allowing them to become directly linked to the St John State Operations Centre.

In the event of sudden cardiac arrest the nearest first responder is alerted to provide first aid with the use of an automated external defibrillator in the vital minutes before an ambulance crew arrives.

St John's focus on expanding the system resulted in a significant expansion in 2015/16, with a 33 per cent increase in registered defibrillator locations - from 970 in 2014/15 to 1,264 registered locations across the State. We now have 531 first responders in the Perth metropolitan area and 733 in regional WA.

We achieved the 1,000th location milestone in 2015/16 with the donation of a defibrillator to the Bunbury Catholic College. The school was chosen after a life was saved by bystanders and paramedics when a 17 year old student suddenly collapsed at the school.

During the year we had nine instances of people being revived through the use of a defibrillator linked to the Community First Responder system.



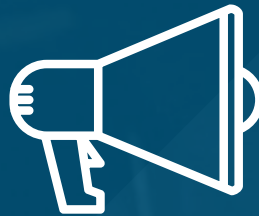


Being thrust into the middle of the Waroona/Yarloop bushfires in early 2016 was both an awakening and a test for Phil Mataboni and his abilities as a Waroona Sub Centre ambulance volunteer.

We were dispatched to Yarloop the morning after the fire had destroyed the town. It was devastating to drive through what was once a historic town and all you could see was ash and rubble, with brick chimneys the only things left standing.

We responded with a crew of three Volunteer Ambulance Officers and on our arrival at the local footy oval I was thankful for the extra hands. The two patients we had been sent to attend had turned into 15. We were initially overwhelmed with people approaching us from everywhere but the training automatically kicked in and this enabled us to remain level headed and develop a plan of attack to deal with all the patients. We started a mini triage; having three officers on the scene allowed two of us to attend to the patients and the other to conduct initial assessments and direct people to appropriate groups.

It was daunting when we arrived but it didn't take long for some of the locals to come up and have a chat and make us feel more at ease. We witnessed people who had just lost everything they owned, including pets, but here they were still caring for and looking after each other.



PHIL MATTABONI

**Event Health Services
and Country Ambulance
volunteer**

IT SHOWED US THE TRUE STRENGTH OF THIS COMMUNITY AND I WAS AMAZED HOW ALL THOSE PEOPLE WERE STILL LOOKING AT THE POSITIVES. IT ALSO GAVE ME A REAL SENSE OF HOW ST JOHN IS THERE FOR PEOPLE IN THEIR HOUR OF NEED AND FROM THAT PERSPECTIVE IT WAS PERSONALLY VERY SATISFYING.

Another challenging job was in Bindoon where I was the first responder at a scene where a fire truck had rolled over and the patient was trapped.

My partner and I were not experienced in extricating patients whose vehicle had trapped them but with backup from the Bindoon Sub Centre and an Area Manager who helped and encouraged us, but still let us take the lead, we got the patient out quickly and safely.

I have been a St John volunteer for three years and I joined up because I wanted to experience what it would be like working on an ambulance. I wanted to see if I enjoyed it before I applied for a student Ambulance Officer position.

The experience has been excellent and I really love being able to help people in need. No two jobs are ever the same and you never know what you are going to find when the dispatch comes through and you arrive at the scene.

Every day I meet and work with great people, make good friends and, in my other role as an event health volunteer, I get the opportunity to attend amazing events all around the State.



BUSINESS SERVICES





Providing a world class ambulance service while being a leader in first aid training cannot happen without the support of many professionals, with expertise across many disciplines including finance, recruitment, marketing and logistics. St John's operational areas benefit from the support offered by hundreds of people in business services.

PERFORMANCE AND PLANNING

The financial year saw significant upgrades to Performance and Planning department systems, which have enabled advanced analysis and led to the automation of reports previously done manually.

Performance and Planning facilitated 180 ideas, decisions and actions meetings designed to bring continuous improvement to St John's operations. Better integration of information has provided new insights and led to significant improvements operationally, clinically and financially.

Other key achievements included:

- » The project management team successfully managing or supporting many significant new projects.
- » New twice daily reporting to Perth metropolitan hospital emergency departments now ensures they have the information they need to reduce ramping of ambulance crews.



PROPERTY AND DEVELOPMENT

St John had a strong focus on innovative new projects and redevelopments in 2015/16.

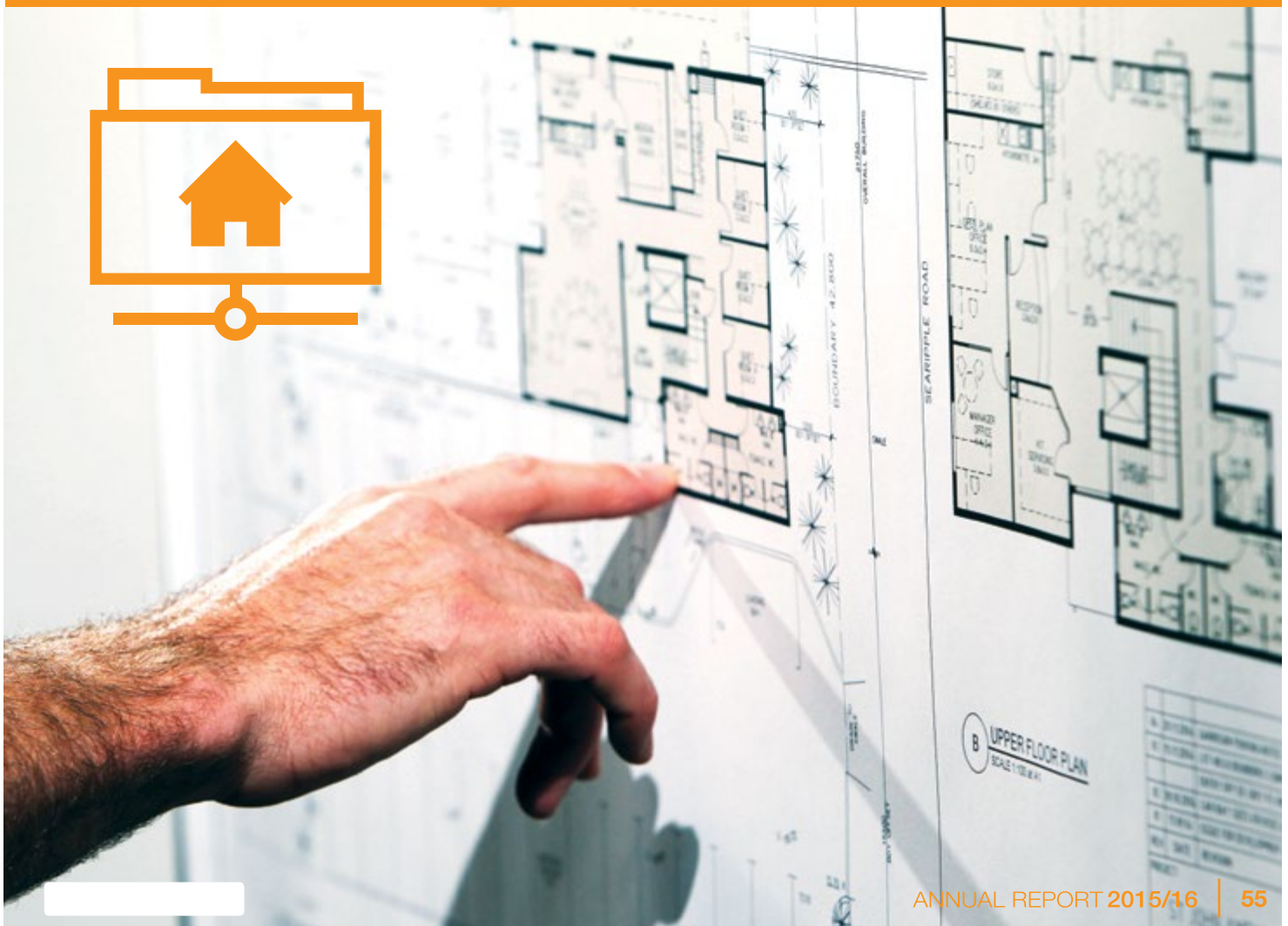
Numerous projects were completed, including two major projects designed to position St John's ambulance services and other parts of our business for decades to come, namely:

- » The completion of the North Hub at Wangara.
- » The consolidation of our Fleet and Radio, Event Health Services and our Supply and Distribution business services to Cowcher Place in Belmont.

Both projects were achieved alongside the procurement of land and buildings for the Perth City training centre as well as land in Port Hedland.

Our property team continued to support Ambulance Services with a number of significant building projects during the year, including:

- » The new Karratha Sub Centre and first aid training facility.
- » North Hub (Wangara).
- » Central Hub in Cowcher Place, Belmont (including new fleet workshops).
- » Major parking and security upgrade to the Bunbury Depot.
- » Wickham Sub Centre refurbishment.
- » The relocation of our Fleet and Radio area to Cowcher Place in Belmont, along with Supply and Distribution – a move which gives the organisation an enhanced supply chain and which positions that department well to continue serving the organisation's critical supply and distribution needs.



FLEET AND RADIO

Each year, St John oversees the maintenance, servicing, commissioning and fit-out of the organisation's 700-strong fleet of vehicles. Its ability to maintain service standards was assisted this year through the relocation of fleet and radio workshops to a new 2,000 square metre premises at Cowcher Place, Belmont. These premises offer significantly improved facilities and room for growth.

A significant achievement this year was overseeing the design, build, and fit-out of the Multi Transfer Vehicle; an achievement which culminated in the vehicle's commissioning in September 2015. This vehicle offers cost-effective, comfortable and reliable patient transport between the South West and Perth and can transport up to 10 patients at a time.

The organisation's metropolitan ambulance radio network capability was bolstered this year through the commissioning of the new Wangara North Hub Operations Centre, which became part of the state-wide ambulance dispatch service.

Other key achievements included:

- » Modernising of the metropolitan ambulance radio system to allow for improved compatibility with new technology with which it connects.
- » Improving radio operations through the North Hub's operation as a backup site for ambulance dispatch.
- » Piloting of a new equipment tracking system, ensuring the location of high value assets and vehicles is known.





PEOPLE AND CULTURE

The People and Culture directorate plays a central role in driving people support and development in St John. While the directorate has a clear corporate culture focus, it is equally committed to meeting both the practical and professional development needs of St John people.

The directorate's services are for St John staff, volunteers, and their families. People and Culture is committed to best practice and our vision is for all staff and volunteers to feel that they are part of a strong and healthy organisation of choice.

SAFETY AND INJURY SUPPORT

St John prides itself on holding high safety standards and we have a strong focus on continuously improving our safety and injury support services.

In 2015/16 Safety and Injury Support worked closely with the Ambulance Service directorate to focus on the "A Safer ME is a Safer YOU" campaign aimed at reducing staff and volunteer injuries.

Safety and Injury Support also introduced new safety improvement targets, provided hazard reporting education sessions and completed risk assessments on various work activities.

Key achievements included:

- » Developing a claims awareness package for managers.
- » Releasing safety instructional videos that target reductions in workplace injuries.
- » Introducing a program for employees and volunteers to support their integration back into the workplace.
- » Conducting a risk management analysis of St John's personal protective equipment.

WELLBEING AND SUPPORT

Wellbeing and Support's focus on educating staff and volunteers on wellbeing and support-related topics continued throughout 2015/16.

The Wellbeing and Support team provided training at more than 80 locations around Western Australia, delivered mental health training sessions in continuing education programs for all frontline staff and managed an average of 300 requests for support a month, including assisting our staff and volunteers access professional mental health services.

Key achievements included:

- » Building resilience and reducing stigma through education and creating a culture of everyone looking out for everyone else.
- » A 600 per cent increase in the number of St John people accessing professional support services over the last two years.
- » Employing an additional two chaplains to provide on road support for operational staff.
- » Commencing a new employee engagement program that includes 26 members of staff to assist in guiding wellbeing and support services.
- » Engaging a specialist organisation to deliver a whole-of-organisation education program to improve workplace culture.
- » Commencing a formal affiliation with the respected private clinic, the Marian Centre, which provides specialist treatment for a range of mental health conditions including PTSD.
- » Creating a new Wellbeing and Support Services website which all staff, volunteers and their families can access for resources and confidential support.



SPOTLIGHT ON VOLUNTEERING

Patient Transfer Services volunteer Vanessa Gray has a passion for helping others and is determined not to let her disability get in her way.

Vanessa, who was born deaf, was a St John cadet in her youth and re-joined St John in 2015 in the new role of volunteer community attendant.

In this role she accompanies people to medical and other appointments, providing companionship and reassurance.

Vanessa epitomises the very heart of St John. She is just one of almost 8,000 St John volunteers who help provide health care services to a wide cross section of the community and freely give to Western Australians a combined 3.85 million hours of service each year.



EDUCATION AND ACCREDITATION

In 2015/16 the inaugural cohort of Curtin University students completed their university studies and graduated. Curtin's paramedic science degree has continued to be refined and developed to ensure it is fit-for-purpose.

The implementation of new operational roles brought about the need to develop a training package for mental health transport officers to help Patient Transfer Services meet the increasing demand for mental health patient transfers.

Other key achievements included:

- » Together with the organisation's IT department, implemented the new Learning Management System, a single access point for all employees, volunteers and first aid students that helps manage the entire organisation's learning activities and competencies.
- » Developing an augmented reality app to assist with self-directed learning, self-motivation, problem solving skills and knowledge-application skills in paramedic education.
- » Revamping the partnership with Paramedics Australasia to deliver professional development seminars.





THE FABRIC PROGRAM

St John places great emphasis on professional development and connecting staff and volunteers to St John's rich history.

To this effect, a range of professional and personal development opportunities were offered under The Fabric Program in 2015/16.

Opportunities for staff and volunteers included:

- » Participating in the STS Leeuwin's Ultimate Challenge Voyage, a learn to sail program for young people with intellectual and physical disabilities.
- » Training of 2,704 school students and members of the Vietnam Women's Union in Vietnam.
- » Attending the New Zealand Resuscitation Council conference.
- » Attending the Paramedic Chiefs of Canada conference.
- » Attending the Copenhagen Emergency Medical Services conference.

VOLUNTEER MEMBER SERVICES

St John volunteers form a crucial element of our integrated model, providing significant contributions to services delivered to the Western Australian community. Volunteers serve in Country Ambulance, Event Health Services, Community First Responder, First Aid Training Services and Patient Transfer Services.

In 2015/16, Volunteer Member Services focused on growth, customer service and community connection to support our vision of recruiting 20,000 volunteers by 2020. The result was a marked growth in volunteers, up 65 per cent to 7,998.

Some highlights of the year included:

- » Launching the new Community Transport volunteer program, which offers a new group of people the opportunity to connect with St John.
- » Initiating the inaugural volunteer showcase where community groups, volunteer resource centres, local government authority staff and high school career counsellors were invited to an expo-type lunch function at the State Office.
- » Launching new volunteer roles, including Volunteer First Aid Assistants, Crew Members, Corporate Events volunteers, and First Aid Awareness Officers.
- » Piloting Country Youth Ambulance Officers.

65% increase

In 2015/16, Volunteer Member Services experienced a marked growth in volunteers, up 65 per cent to 7,998.



Volunteer Member Services focused on growth, customer service and community connection to support our vision of recruiting 20,000 volunteers by 2020.





LEON GARDINER AND KAREN STEWART

The Fabric Program

THE FABRIC PROGRAM PROVIDES OPPORTUNITIES FOR STAFF AND VOLUNTEERS TO LEARN MORE ABOUT ST JOHN'S HISTORY, ITS CURRENT DIRECTION AND ITS PLACE AS A GLOBAL LEADER IN PRE-HOSPITAL CARE. PEMBERTON SUB CENTRE CHAIR LEON GARDINER WAS A MEMBER OF A DELEGATION THAT TRAVELLED TO MALTA, THE UK AND COPENHAGEN.



I feel a great sense of pride to have had the chance to experience something as worthwhile as the Fabric program.

It was great to visit another ambulance service in the UK and compare the way we do business, as well as compare the challenges faced by both organisations. It highlighted for me how some things we do are at the leading edge while showing there is great potential to learn from other organisations.

I can see the benefit in all volunteers and staff sharing in the knowledge of our rich and vibrant history and how we fit into the worldwide St John picture. The more we can pass on an understanding of our history, the more it can empower volunteers and staff to always remember where we have come from and how we can improve.

**Clinical Governance Operations Manager
Karen Stewart attended the Fabric trip to
New Zealand in the role of team leader.**

I found it beneficial that everyone in our group had different knowledge and skills to bring to the experience and as a result it really enhanced our learning on the trip.

There are many positive things I will take away from this experience, including sharing knowledge with the Auckland paramedic crew during our ride-along day and the myriad fascinating presentations at the NZ Resuscitation Council conference. I found Dr Laurie Morrison's presentation on termination of resuscitation very interesting. I also enjoyed the London Olympics presentation from honorary physician for the Royal family, Dr David Zideman, and to learn about the sheer volume of planning and attention to detail that was required to facilitate such a huge event.

I am very thankful for the opportunity to take part in this Fabric program trip. It has been an experience from which I have grown both personally and professionally.



SERVICE





Service to St John is an important part of the organisation's history and its status as a not-for-profit humanitarian organisation. We are supported by various volunteers groups and among these are the Order of St John members, who are the custodians of our rich history.

KNIGHTS OF GRACE

Mr Anthony John Ahern
 Mr William John (Jack) Barker
 Mr Robert Blizard
 Mr George Charles Ferguson
 Mr Desmond Ernest Franklin
 Dr Thomas Hamilton
 Mr Ian Lindsay Kaye-Eddie
 Mr Gerard Arthur King
 Mr Malcolm McCusker
 Dr Kenneth Corninos Michael
 Dr Harry Frank Oxer
 Mr John Edward Ree
 Mr Peter Stuart Wood
 Mr Kevin James Young

DAMES OF GRACE

Ms Billie Annette Andrews
 Mrs Merle Isbister
 Mrs Joan Johnston*
 Mrs Tonya McCusker
 Mrs Margaret Muirhead
 Mrs Kerry Gaye Sanderson

COMMANDERS

Mrs Pauline Gladys Bates
 Miss Margaret Jane Cockman
 Dr Kenneth Ernest Collins
 Mrs Gertrude Betty Crandell
 Mr John Di Masi
 Mr Rex Warner Dyer
 Mr Douglas James Gildersleeve
 Mrs Maria Kay Godwell
 Mr Brian Kenneth Hampson
 Miss Olga Dorothy Hedemann
 Mr Ronald Neville Jesson
 Mr John Charles Jones
 Dr Edith Khangure
 Mr Shayne Graham Leslie
 Dr Ross Kenneth Littlewood
 Dr Richard Simon William Lugg
 Mr Bevan Francis McInerney
 Mr Darren Clive Brooks Mouchemore
 Mrs Jillian Ann Neave
 Mr Raymond Passmore
 Dr Robert Lyons Pearce
 Mrs Ruth Amelia Reid
 Mrs Carole Schelfhout
 Mr Brendan John Sinclair
 Mr John Derek Snowdon
 Mr David John Stewart
 Mr Kevin Wayne Swansen
 Mr John Leonard Williams
 Mr Jeffrey Mark Williams
 Mrs Andrea Marie Williams

OFFICERS

Mr Robert Edwin (Bob) Barker
 Mr Lester Johnson Barnes
 Mrs Margaret Joan Bell
 Mr David Brian Bromell
 Mr Phillip David Cammiade
 Mrs Verity Jane Campbell
 Mr Carlo Capriotti
 Mr David Anthony Carbonell
 Mrs Elizabeth Ann Carpenter
 Mrs Virginia Cheriton*
 Mr John Glen Corbin
 Mrs Winifred Victoria Corbin
 Mr Richard Edward Daniels
 Mr Oreste Frank Di Scerni
 Mr Michael Ronald Divall*
 Mrs Elizabeth (Elsa) Drage
 Dr Stephen John Dunjey
 Miss Marie Elizabeth (Betty) Dyke
 Mrs Ethel Grace Farley
 Mr Clifford Fishlock
 Mr Kenneth Allan Ford
 Mrs Barbara Anne Franklin
 Mr Charles Gerschow

Mrs Janet Goodwin
 Mrs Hazel Jean Green
 Rev Peter Harris*
 Mr Ewen Gilchrist Hill
 Mr Simon Warwick Hughes
 Mr Alan John Hughes
 Ms Lynne Elizabeth Hunt
 Mr Stuart Campbell Hunter
 Mrs Catherine Patricia Ivey
 Mrs Anna Patricia Jaskolski
 Mr Ronald Cedric Jeakes
 Mr Leslie William Johnson
 Mr Kevin Wallace Jones
 Mr Terry Jongen
 Mr Brian William Keding
 Mrs Fay Margaret Kite
 Mr Brian Peter Landers
 Mr Colin Oliver Lock
 Mr Philip William Martin
 Mr Alan Felix McAndrew
 Mrs Lydia Irene Mills
 Mr David Edward Broadbent Morgan
 Mr Ashley Gerard Morris
 Mr Frank Barnett Murray
 Prof John Michael Papadimitriou
 Mrs Viola Frances Pentland*
 Mr Barry Daniel Price
 Mr Michael James Robertson
 Mrs Carmel Jean Honorah Sands
 Mr David James Saunders
 Miss Margaret Evelyn Savage
 Mr Brian James Savory
 Mr Allan Keith Shawyer
 Ms Sally Simmonds
 Mrs Irene Simpson
 Mr Anthony Thomas Joseph Smith
 Dr Peter James Strickland
 Mr Dirk Christopher Sunley
 Mr Ronald Gus Swansen
 Mr Antony Afric Tanner
 Mr Alexander Edward Taylor
 Mr Paul Stylianos Vassiss
 Mr Johannes-Wilhelmus Veraart
 Mrs Alice Joanna Vinicky
 Mrs Carol Joyce Wallace
 Mr Leslie Wells
 Rev Henry Gordon Williams
 Mr George Henry Williams
 Mr Graham Alfred Wilson
 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 Dene Maxwell Ashfield
 Mr Barry Hilton Atkin
 Mrs Gail Leslie Atkin
 Mr Donald John Atkins
 Mr Wayne Austin
 Mr John Edwin Austin
 Mrs Aileen Joyce Austin*
 Ms Persine Ayensberg
 Mr Gavin Bagley
 Ms Kylie Bailye
 Mrs Irene Edith Bain
 Mr Gregory Robin Baird
 Mrs Michelle Bamess
 Mr Joshua Richard Bamford
 Mr Alexander John Barclay
 Mrs Judith Margaret Barker
 Mrs Anette Barnes
 Mr Colin Peter Barron
 Mr John Bartle
 Mr Troy Andrew Bates
 Mr Darryl Wayne Beaton
 Mr Paul James Beech
 Mrs Susan Joy Beech
 Mr Keith Billingham*
 Ms Dawn Anne Bishop
 Ms Jodie Blackman

Mrs Venita Merle Bodle*
 Mr Arnold Bogaers
 Mr Paul Bogoni
 Mr Keith Douglas Bolitho
 Mr Sergio (Sarge) Bottacin
 Mr James Edwin Boyd
 Ms Isabel Blanche Bradbury
 Mr Arthur Benjamin Bransby
 Mr Neville Gilbert Brass
 Mrs Maxine Leslie Brass
 Mr Peter Ross Bremner
 Mr Kevin James Broadbent
 Mrs Kathleen Elizabeth Broadbent
 Mr Graeme Henry Brockman*
 Mr Andrew John Brooker
 Ms Sherise Brooks
 Mrs Valmea Wendy Brown*
 Rev. Bernard Russell Buckland
 Mrs Christine Johanna Bull
 Mr Thomas Bunt
 Mrs Dorothy Burgess
 Mrs Ellen Merle Burrows
 Mr Bradley Carle
 Miss Morena Carusi
 Mr Kim Stuart Carver
 Ms Fay Castling
 Mrs Dawn Frances Chadwick
 Mrs Ingrid Chrisp
 Mrs Linley Anne Cilia
 Mr Robert George Clarke
 Mr Neville James Clarke
 Mrs Natasha Lee Clements
 Mr Barry Thomas Coleman
 Mr Alan Lindsay Connell
 Mr Stanley Victor Cook
 Mr David Cook
 Mrs Heidi Jaqueline Cowcher
 Mr John Cecil Craze
 Mr Neil Crofts
 Mr Wayne Peter Cullen
 Mrs Leanne Winifred Dale
 Mr George Laurence David Daley*
 Mrs Joanne Daley
 Mr John Leslie Darcey
 Mr Gary Davies
 Mr Damian Peter Davini
 Mrs Gloria Chrisma Davini
 Mr Garry Norman Davis
 Mr Lancelot Norman George Davis*
 Mrs Kerry Dianne Davis*
 Mr Aaron Clifford Del Pino Martin
 Mrs Gail Patricia Dennert
 Mr Ian Digweed
 Mr Andrew Diong
 Ms Diane Elizabeth Doak
 Mr Clifford Lyall Doncon
 Mr Steven William Douglas
 Mr John Patrick Downey*
 Ms Terri Fiona Edwards
 Mr Ashley James Elder
 Mr Robert Ellis
 Mr Robert Edward Elphick
 Miss Gail Patricia Elson
 Mr Aaron Peter Endersey
 Ms Julie Kay Ettridge
 Ms Helen Evans
 Mr John Richard Evans
 Mrs Lynette Mae Evans
 Mr Glen Exelby
 Mr Cornelis Anthonie (Kees) Faas
 Mr Alan Thomas Fairall
 Mr Gary Fairman
 Mr James Farnworth
 Mr Eric Campbell Farrell
 Mr Mark James Felstead
 Mr Peter Wiltshire Felton*
 Mr Nelson John Fewster
 Mrs Linda Field
 Mr Daniel Martin MStJ Forsdyke
 Dr John Graham Francis
 Mr Brian Gallop
 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
 Mr Robert John Gray
 Dr Kelvin Paul Gray
 Ms Erica Gray
 Mr Peter Alan Green
 Mr David Jon Grimmond
 Ms Jill Grist
 Mr Philip Keith Groom
 Mrs Barbara Groves
 Mr Gary Guelfi
 Mr David Gulland
 Ms Allison Gulland
 Mrs Margaret Josephine Haddon
 Mr Philip Hall
 Mr Glen Lindsay Hall*
 Mr Arthur Robert Hall
 Mr Douglas Kemble Hancock
 Mrs Tanya Hansen
 Mr Mervyn Desmond Hansen
 Mrs Fiona Hardingham
 Mr John Victor Hards
 Mrs Pauline June Harris
 Mr John Harrison-Brown
 Mrs Patricia Hatch
 Mrs Beth Hayward
 Mr Graham Head
 Mr John William Hemsley
 Mr Desmond Robert Henderson
 Miss Doreen Grace Higgins*
 Mrs Beth Hobley
 Mr Christopher Edward Hodgson
 Mrs Carol Ann Hope
 Mrs Joan Horne
 Mr Robert George Horton
 Mr Patrick Hourigan
 Mr Robert James Howard
 Mr Clifford Morrison Howe
 Mr Antony George Howe*
 Mrs Audrey Yvonne Hoyle*
 Mrs Betty Valma Hudson
 Mrs Vicki Raye Humphry
 Mrs Doris Marilyn Hunter
 Mr Robert Frederick Ingpen
 Ms Katherine Jane Irvine
 Mr James Harvey Irvine
 Mr Michael James Jack
 Ms Deborah Gail Jackson
 Mr John Colin Jarrett
 Mr Peter Jenkin
 Mr Keith Jenkins
 Mr Anthony Francis Jenkinson
 Mrs Pamela Joan Jenkinson
 Mrs Ruth Minnie Johnson
 Ms Leeanne Jane Johnson
 Mr Leonard George Johnston
 Mr David Bernard Jolly
 Mr Trevor Kim Jones
 Mr Ian Lionel Jones
 Mr Bauke Theodore Jongeling
 Mrs Lara Suzette Karatzis
 Mrs Valerie June Kelly
 Ms Glenys Kendrick
 Mr Gary Victor Kenward
 Mr Peter Wesley King
 Mr Ronald Vaughan Knapp
 Ms Annabel Jessie Knapp
 Mr Peter Cecil Kristiansen*
 Ms Taryn Lee Kunzli
 Mrs Stephanie Lalor
 Ms Christine Larkin
 Mrs Helen Margaret Laycock
 Mrs Daphne Joan Lee
 Mr Leonard Allan Leeder
 Mrs Mary Patricia Leeson
 Mr Kelvin Allen Lemke
 Mr Gregory Lincoln
 Mr Martin Luscher

Mr Norman Lyon
 Mr Robert Ian MacDonald
 Mr Kenneth Sydney MacKenzie
 Mrs Rosemary Maidment
 Mr Leonard Reginald Martin
 Mrs Maxine June Martin
 Mr Peter Maughan
 Mrs Jennifer Rose Maughan
 Mrs Ethel Elizabeth Mayers
 Mrs Susan Mary McCreery*
 Mrs Joyce McCubbing
 Mr James Eric McGlenn
 Mr Vince McKenney
 Mr Allan Arthur McSwain
 Mr Paul Peter Monger
 Mrs Dorothy Faye Morgan
 Mrs Ilse Adelheid Mueller
 Mrs Margaret Patricia Murdoch
 Mr Colin James Murphy*
 Mrs Audrey Veronica Murphy
 Ms Robyn Murray
 Mr George Ian Murray*
 Mrs Jan Kerry Murray
 Mr Michael Napier
 Mr Peter Leonard Nicholls
 Mrs Dianne Leslie Nicholls
 Ms Hilary Jeanne Nind
 Miss Melissa Northcott
 Mrs Christine Nye
 Mrs Jennifer Lee Oliver
 Mr David Ovens
 Mr Kenneth W Parker
 Mr Graeme Parkes
 Mr Edwin Harold Parry*
 Ms Anne Louise Parsons
 Mr Lance Murray Paterson
 Ms Sharon Leanne Patterson
 Ms Zoe Payne
 Mr Brian John Payne
 Mrs Kelly Ann Pearce
 Mr Anthony Colin Pegrarn
 Mr Ross Walter Perry
 Mr Steven Petchell
 Mr Jeremy Peterson
 Ms Christine Philippa
 Mr John Piggott*
 Mr Arthur Pincham
 Mr David Charles Plenty
 Mr Clarence Richard Plummer*
 Mr Robert Pownall
 Mr Trevor Walter Prout
 Mr Arthur Arnold Putland
 Mr Owen Randall
 Dr Richard Frederick Reynolds
 Mr David Rhodes
 Mrs Janet Mary Rhodes
 Miss Evelyn Faye Ridley
 Mr Leonard (John) Riley
 Mr Robert John Rimmer
 Mr Alan Rimmer
 Mrs Mary Bridget Ripper
 Mr Geoffrey Roberts
 Mr Garth Alan Roberts
 Ms Wendy Robertson
 Mr Anthony John Rose
 Mr Christopher Paul Sabourne
 Mr Glen Saunders
 Ms Kaitlin Scott
 Mr Keith Raymond Scoullar
 Mr John Seaman
 Mr Christopher Leonard Searle
 Dr Brendan John Selby*
 Mr Kenneth Henry Simmons
 Mr Robert Maxwell Simper
 Mr Kevin Francis Simpson
 Mr Ian Mark Sinclair
 Ms Vanessa Elouise Skinner
 Mr Brendan Warwick Sloggett
 Mrs Elaine Smallwood
 Mr Graham Smeed*

Mr David Smeeton
 Mr Thomas Smith
 Mr Graham Leslie Smith
 Mr Allan Smith
 Mr Ian Andrew Smith
 Mr Anthony Bowyer Smith
 Mr Julian John Smith
 Mrs Janet Ellen Smith
 Mrs Sandra Gwen Smith
 Ms Jae Nicole Smith
 Mr Grant Solomon
 Mrs Lynette Elizabeth Somers
 Mr Darren Glen Spouse
 Mr Mathew Luke Squires
 Julie Staroveich
 Mr Matthew David Staunton
 Mr Neville Bruce Steicke
 Mr David George Stevens*
 Mrs Dorothy Lenise Stevenson
 Ms Lorna Elaine Stewart
 Mrs Katrina Elizabeth Stewart
 Ms Patricia Stidworthy
 Mr Arnold Mervyn Stokes
 Mrs Dorothy Stokes
 Mr Errol Dale Stone
 Mrs Lorraine Elsie Stone
 Mrs Mary Strickland*
 Mrs Judith Anne Summers
 Ms Denise Sutherland
 Mr John Kinnaird Swan
 Mr Terrence Sweeney
 Mrs Sharon Tracey Teale
 Mr George William James Thompson
 Ms Robyn Olivia Thompson*
 Mr John Thomson
 Mr Neil Thornton
 Mr Maurice Tomlin
 Mr Nathan Phillip Tournay
 Ms Christine Lindsay Trappitt
 Mrs Rosemary Helen Tulloch*
 Mrs Lynda Tyler
 Mrs Judith Pamela Tyler
 Mrs Pamela Margaret Usher
 Mr Raul Valenzuela
 Mr Hans Vandenberg
 Mr John Hartley Vaux
 Ms Sarah Louise Vivian
 Mr Tom Walker
 Mr Richard Charles Walker
 Mrs Maxine Janice Walker
 Mrs Leonie Walker
 Mr Ronald Maxwell Waller
 Dr Allan Stephen Walley
 Mr Robert Edward Wallis
 Ms Pamela June Walsh
 Mrs Josephine Isabel Walters
 Mr James (Neil) Warne
 Mrs Julie Watkins
 Mr Terence Harold Watts
 Mrs Rosemary Anne Waud
 Ms Gabrielle West
 Mr Kent Ruthen Westlake
 Mrs Lorna Jean Whiteman
 Mr Peter Whitney
 Dr Gary John Wilkes
 Mr Glenn Matthew Willan
 Mrs Jennifer Willgoss*
 Mrs Shirley Elizabeth Williams
 Miss Christine Ann Williams
 Mrs Judith Jean Williams
 Mr Ian Brownlie Wilson
 Mrs Marilyn Joy Wilson
 Miss Renee Joy Wirth
 Ms Trudy Wisewould
 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.

PROMOTION/ADMISSION TO OFFICER

Barry Price	EHS
Anthony TJ Smith	EHS
Clifford Fishlock	Brookton
Sally Simmonds	Belmont

COMMANDERY COMMENDATIONS TO BE PRESENTED IN 2016

Phil Cross	Broome
Marise Dudley	Mt Magnet
Sonja Elliot	Meekatharra
John Graham	Perenjori
Robyn Lawer	Camaron
Brie-Anne Mauer	Geraldton
Patricia Moulton	Narrogin
John Peet	Mullewa
Andrew Price	Newman
Peter Tupman	Northampton

ADMISSION AS A MEMBER

Paul Bogoni	EHS
Morena Carusi	EHS
Andrew Diong	EHS
Daniel Forsdyke	EHS
Alison Gulland	EHS
Zoe Payne	EHS
Arthur Pincham	EHS
Nathan Tournay	EHS
Kylie Bailie	Esperance
Anette Barnes	Esperance
Brian Gallop	Esperance
Wendy Robertson	Esperance
Thomas Walker	Esperance
Wayne Austin	Denmark
Barbara Groves	Tambellup
David Jolly	Albany
Graeme Parkes	Walpole
Jeanette Plowman	Denmark
Grant Solomon	Albany
Lynda Tyler	Mt Barker

ADMISSION AS A MEMBER (CONTINUED)

Helen Evans	Kalbarri
Philip Hall	Exmouth
Fiona Hardingham	Perenjori
Norman Lyon	Meekatharra
Christine Philippa	Chapman Valley
Patricia Stidworthy	Camaron
Trudy Wisewould	Irwin Districts
Graham Head	Karratha
Christine Larkin	Newman
Gregory Lincoln	Tom Price
Michael Napier	Tom Price
Glen Saunders	Wickham/Roebourne
John Seaman	Karratha
Jodie Blackman	Margaret River
Sherise Brooks	Margaret River
Garry Davis	Donnybrook
Gary Fairman	Margaret River
Joan Home	Margaret River
Katherine Irvine	Donnybrook
Martin Luscher	Pemberton
Rosemary Maidment	Dawesville
Robyn Murray	Dawesville
John Thomson	Donnybrook
Peter Whitney	Bridgetown
John Bartle	Cervantes
Thomas Bunt	Bullsbrook
Robert Ellis	Cunderin
Tanya Hansen	Narrogin
Steven Petchell	Wyalkatchem
Rob Pownall	Southern Cross
Owen Randell	Cervantes
Denise Sutherland	Dowerin
Neil Thornton	Cunderdin

MARK OF RESPECT

The following members of the Order of St John deceased during 2015/16

James (Percy) Allan	OStJ	September 2015
Joyce Sangston	MStJ	September 2015
Evelyn Brady	MStJ	September 2015
Roy Wilkinson	MStJ	October 2015
Dulcie Rule	MStJ	October 2015
Milton Marwick	MStJ	December 2015
Elizabeth Betty Dyer	OStJ	March 2016
Ivy Day	MStJ	April 2016

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.

CORPORATE EVENTS

Recognising, awarding and engaging staff and volunteers is one of the key functions of St John's corporate events program. In the past year St John hosted 34 corporate events with almost 7,500 guests.

Key achievements included:

- » Recognising the significant service of 1,000 volunteers, including 64 Service Medals at the annual Awards ceremony.
- » The Corporate Events team being awarded State Winner 2015 at the Australian Event Industry Awards for the St John Ambulance Experience – a three day event that incorporated the annual State Conference and the St John Ball.
- » St John's annual Investiture Ceremony at Government House, which recognised meritorious service to the Order of St John and was attended by more than 300 people.





ST JOHN FELLOWSHIP GROUP

The St John Fellowship group meets monthly to provide support and fellowship to past St John members.

The Fellowship group held fundraisers during the year and proceeds went to the St John of Jerusalem Eye Hospital Group as well as the St John Museum and Heritage Centre in Belmont.

Members also attended the annual St John's Day celebrations and the annual sundowner awards, where some members were also formally recognised.

FRIENDS OF ST JOHN

The Friends of St John group allows retired staff and volunteers to meet and catch up on the organisation's progress.

Various events were held throughout the year for the Friends of St John.

In March 2015, the Friends of St John visited the Rescue Helicopter base at Jandakot to see the rescue helicopter and learn about its operations. In September 2015, the Friends of St John attended State Office in Belmont to view a patient transport van and our augmented reality technology.

ST JOHN OF JERUSALEM EYE HOSPITAL GROUP

St John WA has a long and proud history of supporting the St John of Jerusalem Eye Hospital Group, a charitable foundation that operates an ophthalmic hospital in Jerusalem and satellite eye care clinics in the occupied Palestinian Territories. Patients receive care regardless of ethnicity, religion or ability to pay. St John WA currently funds two ophthalmic nurses at the East Jerusalem Hospital, and another ophthalmic nurse at the Gaza Hospital.

The Order of St John started its ophthalmic work in 1882, five years before the establishment of St John Ambulance Brigade, (today's St John WA's Event Health Services); six years before the Order was granted its Royal Charter to become the Most Venerable Order of the Hospital of St John of Jerusalem; and only five years after the formation of the St John Ambulance Association in England.

Eye care has been as much a part of the history of the modern St John as first aid education and training, event health, and ambulance. Historians will recognise the symbolism of today's Order of St John operating once again in Jerusalem where, nearly 700 years ago, the very first Order of St John commenced its work to help those in sickness, distress, suffering or danger regardless of race, class or creed.

The Jerusalem Eye Hospital Group is the only charitable provider of expert eye care in Gaza, East Jerusalem, and the West Bank. This work is extremely important because people in that area have one of the highest rates of eye disease in the world, with a blindness rate 10 times higher than the West, 80 per cent of which is preventable.

Eye disease and blindness comes with a heavy stigma, especially for girls, and blindness can completely remove a person's independence and ability to provide for their families. It adds to the life difficulties already faced by Palestinians through poverty (26 per cent live below the poverty line), unemployment (25 per cent are unemployed), movement restrictions, and the complications associated with living in a region where conflict could emerge at any time.

The Jerusalem Eye Hospital Group operates at four sites across the occupied Palestinian Territories: East Jerusalem, Gaza, Hebron, and Anabta. Together with a mobile outreach program that takes eye screening to the most remote parts of the region, the group treats more than 128,000 patients each year, performs more than 5,000 major surgeries and employs 235 staff.

Facilities in each of the hospitals and clinics are as advanced as anywhere in the developed world, thanks to generous donations from the philanthropic community and St John organisations around the world.

As well as improving the sight and changing the lives of tens of thousands of people each year, the Jerusalem Eye Hospital Group plays a significant role in developing partnerships that promote peace and result in constructive relationships between Palestinians and Israelis. One such partnership is with Hadassah Medical Centre, an Israeli-operated hospital regarded as one of the most progressive in the region. The centre provides specialist ophthalmic training for the Jerusalem Eye Hospital Group's ophthalmologists and has also partnered with the group on a research project to identify cures for hereditary eye disease.

The Jerusalem Eye Hospital Group's task to reach those in need is enormous. Challenges are presented, not just by the sheer volume of numbers, but also by local and political conditions. St John WA is committed to maintaining its support of the group as one of the main beneficiaries of the organisation's international humanitarian obligations.

The Guardian newspaper reported in July this year that "in a world of conflict, confrontation, deadlocks and dead ends", few crises were "as protracted as the Israeli-Palestinian impasse". It added, however, that "pockets of humanity" could always be found. The St John Jerusalem Eye Hospital Group is one such pocket.

Source: www.theguardian.com/world/2016/jul/11/israel-jews-arabs-palestinians-work-together-peace





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 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 Chief Executive Officer

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 Chief Executive Officer 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. He holds board positions with the WA Vietnam Business Council and the Gowrie Group and is also a member of the Australian Resuscitation Outcomes Consortium Management Committee.



ANTHONY SMITHSON

Finance and Administration Director

Antony commenced in the role of Finance and Administration Director in April 2014 following a move to Perth from the UK. 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 Services 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. He has completed the Senior Executive Program at the London Business School, is a Non-Executive Director at St Stephens School, Chair of St Stephens College, and a member of the Australian Institute of Company Directors.



DR PAUL BAILEY

Clinical Services Director

Paul started as Clinical Services Director at St John Ambulance in April 2015 and he is also Emergency Department Director at St John of God Hospital in Murdoch. Paul is a Perth based emergency physician with a long standing interest in pre and inter-hospital medicine including domestic and international aero-medical retrieval. His medical undergraduate training was at The University of Western Australia. In addition, Paul has a laboratory biochemistry PhD in jellyfish venomology.



PHIL HOLMAN

Health Services Director

Phil joined St John Ambulance in 2014 as General Manager Patient Transfer Services and later that year took on Medical Services. He was then appointed Health Services Director in late 2015. Phil's key skills are in operational delivery, leadership and commercial management, with extensive experience in various industry sectors including mining, oil and gas, industrial, manufacturing, construction, aviation, transport and logistics. In his role as Health Services Director Phil oversees the Health Service and Medical Service teams.



DEBBIE JACKSON

People and Culture Director

Debbie joined St John in 2003 as the Human Resources Manager, and became the Human Resources Director in 2005 before becoming the Director of the newly created People and Culture Directorate in 2016. 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

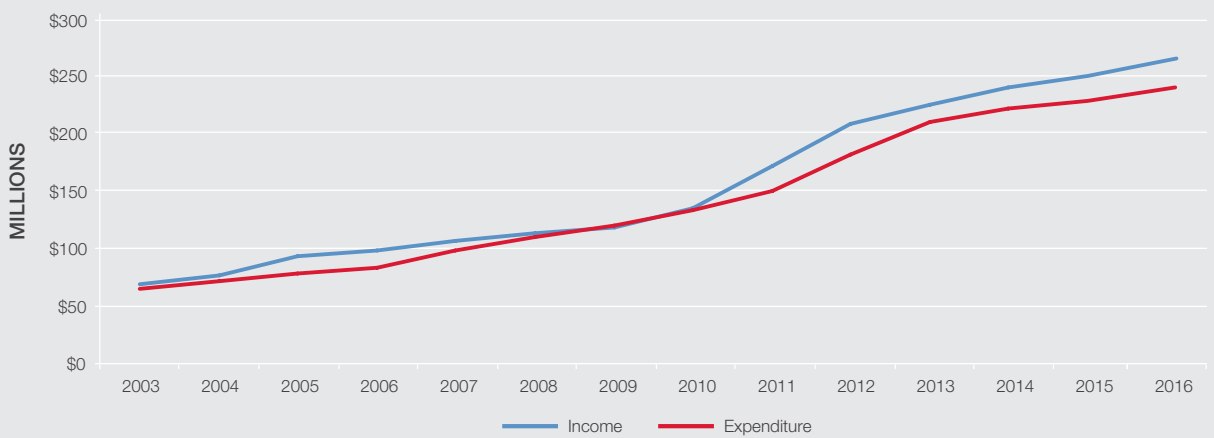
Technical Services Director

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 specialises in ambulance related IT such as the computer aided dispatch system, existing and new mobile data terminals, and electronic patient care records.

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
2015	251,461,000	229,956,000	21,505,000
2016	261,564,000	241,320,000	20,244,000

Income and Expenditure



Metropolitan Income Sources (\$'000)

	\$	% of total
Ambulance Services	108,087	51%
Department of Health	83,161	40%
First Aid Training	8,586	4%
Industrial Paramedical Services	3,399	2%
Other	7,086	3%
TOTAL	210,319	100%

Metropolitan Operating Expenditure (\$'000)

	\$	% of total
Personnel	147,511	76%
Property and Vehicles	16,778	8%
Bad Debts	13,480	7%
Medical and First Aid	1,933	1%
Other	14,684	8%
TOTAL	194,386	100%

Country Income Sources (\$'000)

	\$	% of total
Ambulance Services	33,757	66%
Department of Health	8,836	17%
First Aid Training	3,753	7%
Benefit Fund	2,439	5%
Other	2,460	5%
TOTAL	51,245	100%

Country Operating Expenditure (\$'000)

	\$	% of total
Personnel	23,830	51%
Property and Vehicles	9,068	19%
Bad Debts	7,379	16%
Medical and First Aid	3,443	7%
Other	3,214	7%
TOTAL	46,934	100%

Income (\$'000)

	\$
Metropolitan	210,319
Country	51,245
TOTAL	261,564

Expenditure (\$'000)

	\$
Metropolitan	194,386
Country	46,934
TOTAL	241,320

Lotterywest

	\$
Ambulances	297,500
Buildings	525,581
Equipment	96,784
TOTAL	919,865



FINANCIAL REPORT





St John Ambulance Western Australia Limited
**FINANCIAL REPORT FOR THE FINANCIAL YEAR
ENDED 30 JUNE 2016**



The Board of the Commandery of St John Ambulance Western Australia Limited ("the Company") submit herewith the Directors' Report together with the consolidated financial statements of the Company and its controlled entities ("the Group") for the financial year ended 30 June 2016. In order to comply with the provisions of the *Corporations Act 2001*, the Directors' Report is as follows:

St John Ambulance Western Australia Limited

INFORMATION ABOUT THE DIRECTORS

The names and particulars of the Directors of the Company during or since the end of the financial year ended 30 June 2016 are:

The below named Directors held office during the whole of the financial year and since the end of the financial year.



MR GERARD KING KStJ

Chairman

Gerard King joined the St John Association Council in 1972 and has held the positions of Council President, and WA Ambulance Service Board Chairman (1987-1996). In 2006 he became the Commandery Lieutenant/Chairman of the State Council (now Board). He is a Knight of The Order of St John. In 1995, Mr King retired from the law firm Phillips Fox after 30 years of law practice and currently undertakes consultancy work.



MR SHAYNE LESLIE cstJ

Deputy Chairman

Graduating from the University of Western Australia Law School in 1982, Shayne has focused on commercial litigation/dispute resolution with law firms Phillips Fox, Wilson and Atkinson, Talbot Olivier, Metaxas & Hager and Zafra Legal. A Commander of The Order of St John, he 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, on which he has served since.



MS SALLY CARBON OAM

Non-executive Director

Sally Carbon is the Managing Director of Green Eleven, a strategic planning, marketing and communications company in Western Australia covering all sectors, such as retail, urban renewal, transport, insurance, agriculture, health and tertiary education. She is a qualified company director, and Fellow of the Australian Institute of Company Directors. She is a deputy chair of a nation-wide board and chairs a finance, audit and risk committee. She was previously the Director of Marketing and Communications at the urban renewal project at Docklands Authority in Melbourne.



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 over 20 years' experience in the resources sector, principally as an investment specialist, and has expertise in government regulatory and legislative processes.



MR IAN KAYE-EDDIE ASM KStJ

Non-executive Director

Mr Kaye-Eddie has been contributing to ambulance services throughout Australia for more than 38 years. He was Chief Executive Officer of St John Ambulance in 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 retired from his position as Examining Chaplain for the Anglican Diocese of Perth.



PROFESSOR IAN ROGERS

Non-executive Director

Professor Ian 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 emergency medicine specialist and clinical training in the private hospital setting. He graduated from The University of Melbourne in 1984 and completed his emergency medicine specialist training in 1991. Prof Rogers is widely published, and a regular speaker at major meetings, in his special research interest areas including sports medicine, wilderness medicine and palliative care. His past roles have included overseeing emergency medicine and training at hospitals such as Sir Charles Gairdner Hospital and Auckland Hospital, and he continues to serve in many training roles within the Australasian College for Emergency Medicine.



MRS SALLY GIFFORD ASM

Non-executive Director

Sally Gifford became a member of the Board in 2014, and has a strong history in volunteer and community engagement, as well as in fundraising and governance in the charitable and not-for-profit environment. Mrs Gifford came to Australia in 1990 and joined the Chittering/Gingin Sub Centre in 2001 as a Volunteer Dispatcher. In 2006, Mrs Gifford became Chairman of the Chittering/Gingin Sub Centre and in 2013 she was awarded the prestigious Ambulance Services Medal and the Shire of Gingin's Active Citizens Award. Mrs Gifford is the current Vice Chair in Chittering/Gingin, and her responsibility is to look after recruits. She is also on the Planning Committee to build a new sub centre in Bindoon and is the St John representative on the Local Emergency Planning Committee.

COMPANY SECRETARY

Mr Tony Ahern held the position of Company Secretary at 30 June 2016. Mr Ahern was appointed Company Secretary when it transferred its incorporation to the Company on 30 September 2013. Mr Ahern joined St John 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 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 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. Tony 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 until 2014 was a member of the Australian Medic Alert Foundation and a member of the Primary Care WA board. He currently serves on the Board of the WA Primary Health Alliance and is Chairperson of the WA Emergency Services Volunteers Hardship Assistance Scheme.

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 2016 and the number of meetings attended by each Director (while they were a director or committee member). During the year ended 30 June 2016, 11 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	11	10	2	1	1	1
Mr Ian Kaye-Eddie	11	11	2	2	1	1
Mr Shayne Leslie	11	9	2	2	1	1
Mr Andrew Chuk	11	8	-	-	-	-
Professor Ian Rogers	11	10	-	-	-	-
Mrs Sally Gifford	11	11	-	-	-	-
Ms Sally Carbon	11	11	-	-	-	-

PRINCIPAL ACTIVITIES

The Group's principal activities in the course of the financial year were the provision of first aid, ambulance services and primary and ancillary care 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 fulfill our purpose not only as a leading provider of first aid training and 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 ROGS; at or below the Australian average cost per user; 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. Successful contract negotiations and grant funding.
- III. Capital investment in assets of at least 11% of operating expenditure per annum.
- IV. Revenue growth in our commercial activities.

People: Growth in volunteer numbers and retention rates, staff and volunteer engagement measured through regular surveys and a comprehensive engagement program, guiding and influencing the university based education model to ensure it is focused and effective, utilisation of our evidence based decision making approach within clinical, ambulance operations and our business activities, listening and responding to feedback from recipients of our services.

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

St John Ambulance Western Australia Limited

FINANCIAL RESULTS

The consolidated net surplus for the year ended 30 June 2016 was \$20.2 million (\$21.5 million in 2015).

Highlights of the current financial result include:

- During the financial year, the Company acquired 100 per cent of the share capital of Apollo Health Pty Ltd, an entity that provides integrated health solutions including general practice, dental and physiotherapy in state of the art facilities.
- Increase in ambulance transport revenue.
- Continued support from Government agencies, including Lotterywest and the Department of Regional Development as well as other corporate partners, including Woodside and BHP Billiton.

The surplus facilitates the ongoing capital investment requirements of the Group to meet the growing demand for the ambulance service across the State. During the past year, St John has invested \$34.6 million in its capital works program, including:

- Property: \$18 million
- Fleet: \$12.6 million
- Plant and Equipment: \$3.3 million

REVIEW OF OPERATIONS

The financial year ended 30 June 2016 has been another year of significant growth. Ambulance activity grew by nearly six per cent across the State. 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 and our continuing innovation to meet growing demand. 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 facets of the service.

This financial year saw a continued investment in developing community resilience through making first aid a part of everyone's lives. Our total number of first aid students trained grew by 30 per cent, partly thanks to our community engagement initiatives such as First Aid Frenzy and First Aid Awareness. Our Youth Engagement programs also grew significantly, training a total of 131,826 students, including 124,933 First Aid Focus students trained at no cost to the school.

In order to deliver a high quality, cost-effective ambulance service across Western Australia, St John relies on the support of thousands of volunteers. Our volunteering program has continued to see enormous growth, a testament to the important role that St John plays in the community. During 2015/16, we saw an increase of 65 per cent in our volunteer numbers, reflecting the growing variety of volunteer roles adding value to the organisation. We are grateful to each and every one of our volunteers – they are all helping to save lives every day.

To provide a truly modern, advanced and world class ambulance service, and in order to meet increasing demand for services, St John must continue reinvesting in its capital works program of property, fleet and equipment. Accordingly, it must achieve financial surpluses and deliver sound financial performances. Having achieved this, we have great confidence that we will be able to make the necessary investments in our infrastructure and operations to continue meeting demand while simultaneously maintaining the quality of our service.

CHANGES IN THE STATE OF AFFAIRS

Other than the acquisition of Apollo Health Pty Ltd as noted above, there were no other significant changes in the state of affairs of the Group 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 Group, the results of those operations, or the state of affairs of the Group in future financial years.

INDEMNIFICATION OF OFFICERS AND AUDITORS

During the financial year, the Group paid a premium in respect of a contract insuring the Directors of the Group (as named on page 84-85), the Company Secretary and all Executive Officers of the Group 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 Group 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 an Officer or Auditor.

FUTURE DEVELOPMENTS

The group will continue to pursue its principal activities of providing first aid, ambulance services and primary care 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 Group or intervene in any proceedings to which the Group is a party for the purpose of taking responsibility on behalf of the Group for all or any part of those proceedings.

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

ENVIRONMENTAL REGULATION

The Group'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 90.

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: 27 September 2016



Deloitte Touche Tohmatsu
ABN 74 490 121 060

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

27 September 2016

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 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 2016, 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

John Sibenaler
Partner
Chartered Accountants



Deloitte Touche Tohmatsu
ABN 74 490 121 060

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

We have audited the accompanying financial report of St John Ambulance Western Australia Ltd, which comprises the statement of financial position as at 30 June 2016, 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 directors' declaration of the consolidated entity, comprising the company and the entities it controlled at the year's end or from time to time during the financial year as set out on pages 94 to 129.

Directors' Responsibility for the Financial Report

The directors of the company are 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 directors determine 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.

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 directors, as well as evaluating the overall presentation of the financial report.

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 directors of St John Ambulance Western Australia Ltd, would be in the same terms if given to the directors as at the time of this auditor's report.

Opinion

In our opinion, the financial report of St John Ambulance Western Australia Ltd is in accordance with the Corporations Act 2001, including:

- (i) giving a true and fair view of the consolidated entity's financial position as at 30 June 2016 and of its performance for the year ended on that date; and
- (ii) complying with Australian Accounting Standards and the Corporations Regulations 2001.

DELOITTE TOUCHE TOHMATSU

DELOITTE TOUCHE TOHMATSU

A handwritten signature in black ink, appearing to read "John Sibenaler".

John Sibenaler
Partner
Chartered Accountants
Perth, 27 September 2016



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 Board declares that:

- (a) In the opinion of the Board, the attached financial statements are in compliance with Australian Accounting Standards, as stated in Note 3 to the financial statements.
- (b) In the opinion of the Board, the attached financial statements and notes thereto are in accordance with the *Corporations Act 2001*, including compliance with accounting standards and giving a true and fair view of the financial position and performance of the Group; and
- (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: 27 September 2016

CONSOLIDATED STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

	Note	2016 \$	2015 \$
Revenue	5	261,564,472	251,460,724
Administration expense		7,449,393	6,872,459
Ambulance operating expense		5,403,892	5,476,187
Bad and doubtful debts		20,859,231	20,699,146
Depreciation		14,648,010	13,573,578
Amortisation		-	758,597
Financial charges		819,120	1,003,874
Marketing expense		4,280,298	4,426,463
Professional fees		3,026,364	1,953,478
Property and equipment expense		11,197,934	11,679,825
Staff expense		171,340,662	161,263,891
Training materials		2,295,802	2,247,911
Surplus for the year before tax	6	20,243,766	21,505,315
Income tax expense		-	-
Surplus for the year after tax		20,243,766	21,505,315
Other Comprehensive Income (net of tax)		-	-
Total Comprehensive Income for the year		20,243,766	21,505,315

Notes to the financial statements are included on pages 99 to 129. The 2015 balances are Company only, refer to the basis of preparation in note 3.

CONSOLIDATED STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2016

	Note	2016 \$	2015 \$
Current Assets			
Cash at bank	19	55,917,598	81,482,510
Restricted cash	7, 19	2,539,656	2,566,772
Inventories	8	1,427,907	1,149,824
Trade and other receivables	9	18,087,530	14,716,825
Other current assets	10	2,893,175	5,309,331
Total Current Assets		80,865,866	105,225,262
Non-Current Assets			
Property, plant and equipment	11	172,360,849	144,077,017
Goodwill	12	8,510,715	-
Other intangible assets	13	5,380,000	-
Total Non-Current Assets		186,251,564	144,077,017
Total Assets		267,117,430	249,302,279
Current Liabilities			
Trade and other payables	15	3,716,722	2,491,673
Provisions	16	29,155,163	28,192,594
Other current liabilities	17	7,439,522	12,864,939
Total Current Liabilities		40,311,407	43,549,206
Non-Current Liabilities			
Provisions	16	8,971,380	8,162,196
Total Non-Current Liabilities		8,971,380	8,162,196
Total Liabilities		49,282,787	51,711,402
Net Assets		217,834,643	197,590,877
Equity			
Retained surpluses		217,834,643	197,590,877
Total Equity		217,834,643	197,590,877

Notes to the financial statements are included on pages 99 to 129. The 2015 balances are Company only, refer to the basis of preparation in note 3.

CONSOLIDATED STATEMENT OF CHANGES IN EQUITY

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

	Note	2016 \$	2015 \$
Retained Surpluses			
Balance at start of year		197,590,877	176,085,562
Surplus for the year		20,243,766	21,505,315
Other comprehensive income for the year		-	-
Total Comprehensive Income for the year		20,243,766	21,505,315
Balance at the end of year		217,834,643	197,590,877
Total Retained Surpluses		217,834,643	197,590,877
Total Equity		217,834,643	197,590,877

Notes to the financial statements are included on pages 99 to 129. The 2015 balances are Company only, refer to the basis of preparation in note 3.

CONSOLIDATED STATEMENT OF CASH FLOWS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

	Note	2016 \$	2015 \$
Cash Flows From Operating Activities			
Receipts from operating activities		145,707,431	144,152,791
Health Department contract for services		91,996,908	88,458,649
Payments for operating activities		(210,227,299)	(194,518,854)
Net Cash Provided by Operating Activities	19b	27,477,040	38,092,586
Cash Flows From Investing Activities			
Proceeds from the sale of property, plant and equipment		994,298	976,172
Payments for property, plant and equipment		(34,588,538)	(29,091,187)
Interest income		2,042,751	2,536,267
Net cash outflow on acquisition of subsidiary	20.5	(21,517,579)	-
Net Cash Used in Investing Activities		(53,069,068)	(25,578,748)
Net Movement in Cash and Cash Equivalents		(25,592,028)	12,513,838
Cash and Cash Equivalents at the Beginning of the Financial Year		84,049,282	71,535,444
Cash and Cash Equivalents at the End of the Financial Year	19a	58,457,254	84,049,282

Notes to the financial statements are included on pages 99 to 129. The 2015 balances are Company only, refer to the basis of preparation in note 3.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

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4	Critical accounting judgements and key sources of estimation uncertainty
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7	Restricted cash
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9	Trade and other receivables
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14	Subsidiary
15	Trade and other payables
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19	Notes to the statement of cash flows
20	Business combination
21	Financial instruments
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NOTES TO THE FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

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 as follows:

209 Great Eastern Highway, Belmont, Western Australia, 6104

Phone: (08) 9334 1222

Website: www.stjohnambulance.com.au

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

2. Application of new and revised Accounting Standards

(a) New Standards and Interpretations adopted

The Group 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 2015. The adoption of these standards and interpretations did not have a material impact on the Group.

(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 Group for the year ended 30 June 2016:

NOTES TO THE FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

2. Application of new and revised Accounting Standards (continued)

Standard / Interpretation	Effective for annual reporting periods beginning/ending on or after	Expected to be applied by the Company
AASB 9 'Financial Instruments', and the relevant amending standards	1 January 2018	30 June 2019
AASB 2014-4 'Amendments to Australian Accounting Standards – Clarification of Acceptable Methods of Depreciation and Amortisation'	1 January 2016	30 June 2017
AASB 15 'Revenue from Contracts with Customers' and AASB 2014-5 'Amendments to Australian Accounting Standards arising from AASB 15'	1 January 2018	30 June 2019
AASB 2015-1 'Amendments to Australian Accounting Standards – Annual Improvements to Australian Accounting Standards 2012-2014 Cycle'	1 January 2016	30 June 2017
AASB 2015-2 'Amendments to Australian Accounting Standards – Disclosure Initiative: Amendments to AASB 101'	1 January 2016	30 June 2017
AASB 16 'Leases'	1 January 2019	30 June 2020
AASB 2015-6 'Amendments to Australian Accounting Standards – Extending Related Party Disclosures to Non-for-Profit Public Sector Entities'	1 July 2016	30 June 2018
AASB 2016-2 'Amendments to Australian Accounting Standards – Disclosure Initiative: Amendments to AASB 107'	1 January 2017	30 June 2018

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

3. Significant Accounting Policies

Statement of Compliance

The consolidated financial statements are general purpose financial statements which have been prepared in accordance with Australian Accounting Standards ("AASBs") and other authoritative pronouncements of the Australian Accounting Standards Board ("AASB") and the *Corporations Act 2001*.

These consolidated financial statements reflect the financial position of St John Ambulance Western Australia Limited ("Company") and its consolidated entities ("Group"). The financial position of the Company constitutes the combined financial position of Metropolitan and Country operations. Country operations include the amalgamated financial position of 99 country sub centres staffed by volunteers, 15 country sub centres predominantly staffed by a mixture of volunteers and paid staff and three regional support funds (refer note 28).

For the purposes of preparing the financial statements, the Company (St John Ambulance Western Australia Ltd) is a not-for-profit entity. The consolidated financial statements also include the results of the Company's subsidiary which is a for profit entity acquired in the current year (refer note 14)

The financial statements were authorised for issue by the Directors on 27 September 2016.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

3. Significant Accounting Policies (continued)

Basis of Preparation

The consolidated 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 goods and services. All amounts are presented in Australian dollars.

Following the acquisition of Apollo Health Pty Ltd (refer Business Combination note 20), the current year amounts represent the Group. The comparative information relates to the Company only.

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

(a) Basis of Consolidation

The consolidated financial statements incorporate the financial statements of the Company and entities controlled by the Company. Control is achieved when the Company:

- has power over the investee;
- is exposed, or has rights, to variable returns from its involvement with the investee; and
- has the ability to use its power to affect its returns

The Company reassesses whether or not it controls an investee if facts and circumstances indicate that there are changes to one or more of the three elements of control listed above.

Consolidation of a subsidiary begins when the Company obtains control over the subsidiary and ceases when the Company loses control of the subsidiary. Specifically, income and expenses of a subsidiary acquired or disposed of during the year are included in the consolidated statement of profit and loss and other comprehensive income from the date the Company gains control until the date when the Company ceases to control the subsidiary.

Profit or loss and each component of other comprehensive income are attributed to the owners of the Company. Total comprehensive income of subsidiaries is attributed to the owners of the Company.

When necessary, adjustments are made to the financial statements of subsidiaries to bring their accounting policies into line with the Group's accounting policies.

All intragroup assets and liabilities, equity, income, expenses and cash flows relating to transactions between members of the Group are eliminated in full on consolidation.

(b) Business Combinations

Acquisitions of businesses are accounted for using the acquisition method. The consideration transferred in a business combination is measured at fair value which is calculated as the sum of the acquisition-date fair values of assets transferred by the Group, liabilities incurred by the Group to the former owners of the acquiree and the entity instruments issued by the Group in exchange for control of the acquiree. Acquisition-related costs are recognised in profit or loss as incurred.

At the acquisition date, the identifiable assets acquired and the liabilities assumed are recognised at their fair value, except that deferred tax assets or liabilities and assets or liabilities related to employee benefit arrangements are recognised and measured in accordance with AASB 112 "Income Taxes" and AASB 119 "Employee Benefits" respectively.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

3. Significant Accounting Policies (continued)

(b) Business Combinations (continued)

Goodwill is measured as the excess of the sum of the consideration transferred, the amount of any non-controlling interests in the acquiree, and the fair value of the acquirer's previously held equity interest in the acquiree (if any) over the net of the acquisition-date amounts of the identifiable assets acquired and the liabilities assumed. If, after reassessment, the net of the acquisition-date amounts of the identifiable assets acquired and liabilities assumed exceeds the sum of the consideration transferred, the amount of any non-controlling interests in the acquiree and the fair value of the acquirer's previously held interest in the acquiree (if any), the excess is recognised immediately in profit or loss as a bargain purchase gain.

If the initial accounting for a business combination is incomplete by the end of the reporting period in which the combination occurs, the Group reports provisional amounts for the items for which the accounting is incomplete. Those provisional amounts are adjusted during the measurement period (see above), or additional assets or liabilities are recognised, to reflect new information obtained about facts and circumstances that existed as of the acquisition date that, if known, would have affected the amounts recognised as of that date.

(c) Goodwill

Goodwill arising on an acquisition of a business combination is carried at cost as established at the date of the acquisition of the business (see note b above) less accumulated impairment losses, if any.

For the purposes of impairment testing, goodwill is allocated to each of the Group's cash generating units (or groups of cash-generating units) that is expected to benefit from the synergies of the combination.

A cash-generating unit to which goodwill has been allocated is tested for impairment annually, or more frequently when there is an indication that the unit may be impaired. If the recoverable amount of the cash-generating unit is less than its carrying amount, the impairment loss is allocated first to reduce the carrying amount of any goodwill allocated to the unit and then to the other assets of the unit pro rata based on the carrying amount of each asset in the unit. Any impairment loss recognised for goodwill is not reversed in subsequent periods.

On disposal of the relevant cash-generating unit, the attainable amount of goodwill is included in the determination of the profit or loss on disposal.

(d) 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.

(e) 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 annual and 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.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

3. Significant Accounting Policies (continued)

(e) Employee Benefits (continued)

Defined contribution plans

Contributions to defined contribution superannuation plans are recognised as an expense when employees have rendered services entitling them to the contribution.

(f) 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 21.

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.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

3. Significant Accounting Policies (continued)

(f) Financial Assets (continued)

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.

(g) 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.

(h) Impairment of Tangible and Intangible Assets other than Goodwill

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.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

3. Significant Accounting Policies (continued)

(h) Impairment of Tangible and Intangible Assets other than Goodwill (continued)

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.

(i) 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*.

The subsidiary Apollo Health Pty Ltd is a for-profit entity and is subject to income tax. Deferred tax assets and liabilities have not been recognised in the current year result. Activities have commenced to change the legal structure of the subsidiary to a not-for-profit entity which will have a tax exemption status.

(j) 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.

(k) 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.

Group 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.

(l) 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% straight-line method

Plant and Equipment - Between 10% to 33% straight-line method

Ambulances and Other Vehicles - Between 12.5% and 25% straight-line method

Land is not depreciated

NOTES TO THE FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

3. Significant Accounting Policies (continued)

(l) Property, Plant and Equipment (continued)

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.

(m) Intangible Assets

(i) Intangible assets acquired separately

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. Intangible assets with indefinite useful lives that are acquired separately are carried at cost less accumulated impairment losses.

(ii) Intangible assets acquired in a business combination

Intangible assets acquired in a business combination and recognised separately from goodwill are initially recognised at their fair value at the acquisition date (which is regarded as their cost).

Subsequent to initial recognition, intangible assets acquired in a business combination are reported at cost less accumulated amortisation and accumulated impairment losses, on the same basis as intangible assets that are acquired separately.

(iii) Derecognition of intangible assets

An intangible asset is derecognised on disposal, or when no future economic benefits are expected from use or disposal. Gains or losses arising from derecognition of an intangible asset, measured as the difference between the net disposal proceeds and the carrying amount of the asset are recognised in profit or loss when the asset is derecognised.

(n) Provisions

Provisions are recognised when the Group has a present obligation (legal or constructive) as a result of a past event, it is probable that the Group 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.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

3. Significant Accounting Policies (continued)

(o) 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.

Primary Health revenue is recognised gross of doctor and dentist fees.

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 are 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.

(p) 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.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

3. Significant Accounting Policies (continued)

(q) 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.

(r) 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.

(s) Comparatives

Following the acquisition of Apollo Health Pty Ltd (refer Business Combination note 20), the current year amounts represent the Group. The comparative information relates to the Company only.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

4. Critical Accounting Judgements and Key Sources of Estimation Uncertainty

In the application of the Group'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.

Impairment of goodwill

Determining whether goodwill is impaired requires an estimation of the recoverable value to which goodwill has been allocated. Recoverable value is determined through the use of a value in use calculation which requires the directors to estimate the future cash flows expected to arise from the cash-generating unit and a suitable discount rate in order to calculate present value. Where the actual future cash flows are less than expected, a material impairment loss may arise.

Valuation of identifiable intangible assets

The Group has used the Multi-period Excess Earnings method to value the patient list intangible asset. For this model assumptions are made and forecasts used in regards to inputs and rates used in the model.

Useful lives of property, plant and equipment

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

Useful lives of other intangible assets

The Group reviews the estimated useful life of the patient list 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

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

	2016 \$	2015 \$
5. Revenue		
The following is an analysis of the Group's revenue for the year.		
Revenue		
Ambulance transport fees ⁽ⁱ⁾	141,843,867	132,741,626
DFES helicopter fees	2,187,602	1,383,568
Other income	3,015,048	1,240,826
Donations and bequests ⁽ⁱⁱ⁾	1,161,331	793,951
First aid training and services income	12,338,935	12,356,903
Gain on sales of property, plant & equipment	663,907	222,875
Industrial paramedical services	3,399,382	8,976,699
Interest income	2,042,751	2,536,267
Health Department contract for services	91,996,908	88,458,649
Lotterywest grants	680,251	893,988
Volunteer first aid service	1,901,457	1,855,372
Primary health services	333,033	-
Total	261,564,472	251,460,724

(i) An amount of \$35,621,739 was paid to the Company in 2016 by the Health Department of Western Australia (2015: \$32,303,118) to fund transports for patients aged over 65 years.

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

	2016 \$	2015 \$
6. Surplus for the Year		
The surplus from ordinary activities includes the following items of expenditure:		
Acquisition costs	588,939	-
Marketing	4,280,298	4,426,463
Lease expense	814,258	646,913
Personnel salaries and wages	142,715,589	135,175,792
Defined contribution plan	12,951,999	12,470,300
Other staff expenses	15,673,074	13,617,799
Total Employee Benefit Expense	171,340,662	161,263,891

	2016 \$	2015 \$
7. Restricted Cash		
Student fees received in advance	595,000	595,000
Property retention	-	38,422
The Bertie & Olga Cohen Charitable Trust	1,944,656	1,933,350
Total	2,539,656	2,566,772

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 held funds that were disbursed to the developers of the Company's Broome sub centre and Nedlands depot upon satisfactory completion of the projects.

	2016 \$	2015 \$
8. Inventory		
Inventories at cost	1,427,907	1,149,824
Total	1,427,907	1,149,824

NOTES TO THE FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

	2016 \$	2015 \$
9. Trade and Other Receivables		
Ambulance transport receivables ⁽ⁱ⁾	16,772,433	17,158,452
Allowance for doubtful debts	(5,648,556)	(5,727,629)
	11,123,877	11,430,823
Sundry receivables ⁽ⁱ⁾	6,990,265	3,507,351
Allowance for doubtful debts	(112,665)	(461,380)
	6,877,600	3,045,971
Net Goods and Services Tax	86,053	240,031
Total Current Receivables	18,087,530	14,716,825

(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.

	2016 \$	2015 \$
Movement in the Allowance for Doubtful Debts		
Balance at the start of the year	6,189,009	5,602,659
Impairment losses (released)/provided for	(427,788)	586,350
Balance at the end of the year	5,761,221	6,189,009

	2016 \$	2015 \$
10. Other Current Assets		
Prepayments	1,084,875	2,633,127
Accrued income	1,808,300	2,676,204
Total Other Current Assets	2,893,175	5,309,331

NOTES TO THE FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

	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 \$
11. Property, Plant and Equipment						
Gross Carrying Amount						
Balance at 01 July 2014	19,222,750	71,474,202	44,623,602	84,393,279	3,218,961	222,932,794
Additions	7,345,727	7,375,884	2,727,810	10,006,793	2,594,024	30,050,238
Disposal	-	-	(3,439,083)	(14,335,138)	-	(17,774,221)
Balance at 01 July 2015	26,568,477	78,850,086	43,912,329	80,064,934	5,812,985	235,208,811
Assets acquired - 15 June 2016	-	-	11,575,197	-	-	11,575,197
Additions	-	18,063,486	3,252,091	12,605,844	514,074	34,435,495
Disposal	-	(647)	(1,341,522)	(5,134,396)	-	(6,476,565)
Balance at 30 June 2016	26,568,477	96,912,925	57,398,095	87,536,382	6,327,059	274,742,938
Accumulated Depreciation						
Balance at 01 July 2014	-	14,329,042	26,092,893	54,157,205	-	94,579,140
Disposal	-	-	(3,434,154)	(13,586,770)	-	(17,020,924)
Depreciation expense	-	2,503,514	4,152,136	6,917,928	-	13,573,578
Balance at 01 July 2015	-	16,832,556	26,810,875	47,488,363	-	91,131,794
Assets acquired - 15 June 2016	-	-	2,748,459	-	-	2,748,459
Disposal	-	(647)	(1,341,522)	(4,804,005)	-	(6,146,174)
Depreciation expense	-	2,689,860	4,042,067	7,916,083	-	14,648,010
Balance at 30 June 2016	-	19,521,769	32,259,879	50,600,441	-	102,382,089
Net Book value						
as at 30 June 2015	26,568,477	62,017,530	17,101,454	32,576,571	5,812,985	144,077,017
as at 30 June 2016	26,568,477	77,391,156	25,138,216	36,935,941	6,327,059	172,360,849

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

Buildings & leasehold improvements	10 - 40 years
Plant and equipment	3 - 10 years
Ambulances and other vehicles	4 - 8 years

NOTES TO THE FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

	2016 \$	2015 \$
12. Goodwill		
Cost	8,510,715	-
Accumulated impairment losses	-	-
	8,510,715	-

The goodwill arose from the acquisition of Apollo Health Pty Ltd during the year (refer to note 20). Management considered impairment at year end and deemed there were no indicators to impairment. The balance as at 30 June 2016 was determined to be the recoverable amount.

	2016 \$	2015 \$
13. Other Intangible Assets – Patient List		
<i>Cost</i>		
Balance at 01 July	-	-
Acquisition through business combination	5,380,000	-
Balance at 30 June	5,380,000	-
<i>Accumulated Amortisation</i>		
Balance at 01 July	-	-
Amortisation expense	-	-
Balance at 30 June	-	-
Carrying Amount at 30 June	5,380,000	-

Patient lists are amortised over 11.5 years.

The patient list intangible asset arose from the acquisition of Apollo Health Pty Ltd during the year (refer to note 20).

14. Subsidiary

Details of the Group's material subsidiaries at the end of the reporting period are as follows:

Name of Subsidiary	Principal Activity	Place of Incorporation and Operation	Proportion of Ownership Interest and Voting Held by the Group	
			2016	2015
Apollo Health Pty Ltd	Provision of primary and ancillary health services	Australia	100%	Nil

NOTES TO THE FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

	2016 \$	2015 \$
15. Trade and Other Payables		
Trade payables	2,348,112	2,485,351
Other payables	1,368,610	6,322
Total Current Payables	3,716,722	2,491,673

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.

	2016 \$	2015 \$
16. Provisions		
Current		
Provision for annual leave	19,388,528	19,313,791
Provision for long service leave	9,766,635	8,878,803
Total Current Provisions	29,155,163	28,192,594
Non Current		
Provision for long service leave	8,971,380	8,162,196
Total Non-Current Provisions	8,971,380	8,162,196

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

	2016 \$	2015 \$
17. Other Current Liabilities		
Accrued expenses – property, plant and equipment	806,008	959,051
Accrued expenses – deferred acquisition consideration	677,782	-
Accrued expenses	3,465,366	7,278,658
Unearned revenue – first aid training	163,235	739,862
Unearned revenue – Health Department grant	692,843	1,654,721
Unearned revenue – benefit fund	1,408,519	1,340,217
Unearned revenue – other	225,769	892,430
Total Other Current Liabilities	7,439,522	12,864,939

NOTES TO THE FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

	2016 \$	2015 \$
18. 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	9,577,892	11,754,694
Longer than 1 year and not longer than 5 years	373,590	-
Longer than 5 years	-	-
	9,951,482	11,754,694
Land and buildings		
Not longer than 1 year	3,206,893	2,965,714
Longer than 1 year and not longer than 5 years	-	-
Longer than 5 years	-	-
	3,206,893	2,965,714
Total Commitments for Capital Expenditure	13,158,375	14,720,408
Operating Lease Commitments		
Radio Sites		
Not longer than 1 year	159,682	160,000
Longer than 1 year and not longer than 5 years	442,390	169,007
Longer than 5 years	998	17,644
	603,070	346,651
Residential Properties		
Not longer than 1 year	66,124	129,783
Longer than 1 year and not longer than 5 years	-	73,903
Longer than 5 years	-	-
	66,124	203,686
Commercial Properties		
Not longer than 1 year	1,396,705	500,622
Longer than 1 year and not longer than 5 years	5,518,939	414,038
Longer than 5 years	4,330,389	93,023
	11,246,033	1,007,683
Total Commitments for Operating Lease Expenditure	11,915,227	1,558,020

NOTES TO THE FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

19. 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:

	2016 \$	2015 \$
a) Reconciliation of Cash and Cash Equivalents		
Cash	23,099,660	23,672,173
Term deposit investments (short term)	32,817,938	57,810,337
Cash at bank	55,917,598	81,482,510
Restricted cash	2,539,656	2,566,772
Total Cash and Cash Equivalents	58,457,254	84,049,282
b) Reconciliation of Surplus to Net Cash Flow		
Surplus	20,243,766	21,505,315
Depreciation expense	14,648,010	13,573,578
Amortisation expense	-	758,597
Gain on sale of property, plant and equipment	(663,907)	(222,875)
Interest received	(2,042,751)	(2,536,267)
(Increase)/Decrease in Assets:		
Inventories	(278,083)	138,437
Accrued income	1,061,579	(166,254)
Receivables	(3,427,621)	(472,876)
Prepaid expenses	1,733,744	(1,176,044)
Increase/(Decrease) in Liabilities:		
Leave provisions	1,641,028	1,809,302
Unearned revenue	(2,182,624)	1,672,091
Payables	1,013,441	1,769,955
Accrued expenses	(4,269,542)	1,439,627
Net Cash from Operating Activities	27,477,040	38,092,586

c) Financing Facilities

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

20. Business Combinations**20.1 Subsidiaries Acquired**

	Principal Activity	Date of Acquisition	Proportion of Shares Acquired (%)	Consideration Transferred
2016				
Apollo Health Pty Ltd	Provision of primary and ancillary health services	15/06/2016	100	\$22,858,782

Apollo Health Pty Ltd was acquired to expand the Group's activities into primary and ancillary health and urgent care.

20.2 Consideration Transferred

	Apollo Health Pty Ltd
Cash	\$22,000,000
Working capital adjustment	\$181,000
Deferred working capital adjustment	\$677,782
Total	\$22,858,782

The working capital adjustments above relate to the adjustments to the purchase consideration arising from changes to the estimated working capital balances at the date of acquisition. The deferred working capital adjustment represents the estimated amount expected to be paid once the final completion accounts have been finalised.

Acquisition-related costs of \$588,939 have been excluded from the consideration transferred and have been recognised as an expense in profit or loss in the current year, within the "professional fees" line item.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

20. Business Combinations (continued)**20.3 Assets Acquired and Liabilities Assumed at the Date of Acquisition**

	\$
Current Assets	
Cash and cash equivalents	663,421
Trade and other receivables	379,167
Other current assets	41,279
Non-Current Assets	
Plant and equipment	8,826,738
Current Liabilities	
Trade and other payables	(309,803)
Provisions	(130,725)
Other current liabilities	(502,010)
Non-Current Liabilities	
	-
	8,968,067

The initial accounting for the acquisition of Apollo Health Pty Ltd has only been provisionally determined at the end of the reporting period. Due to the timing of the on the completion of the acquisition i.e. on 15 June 2016 the purchase price allocation had not been completed at the date of the finalisation of the consolidated financial statements and consequently the fair values of the patient list intangible asset has been provisionally determined based on the Director's best estimate of the fair value.

20.4 Goodwill Arising on Acquisition

	\$
Consideration transferred	22,858,782
Less: fair value of identifiable net assets acquired (excluding intangibles)	(8,968,067)
Less: fair value of identifiable intangible assets acquired	(5,380,000)
Goodwill Arising on Acquisition	8,510,715

Goodwill arose in the acquisition of Apollo Health Pty Ltd as the cost of the combination included a control premium. In addition, the consideration paid for the combination effectively included amounts in relation to be benefit of expected synergies, revenue growth, future market development and the assembled workforce of Apollo Health Pty Ltd. These benefits are not recognised separately from goodwill because they do not meet the recognition criteria for identifiable intangible assets.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

20. Business Combinations (continued)**20.5 Net Cash Out Flow on Acquisition of Subsidiary**

	2016 \$	2015 \$
Consideration paid in cash	22,181,000	-
Less: cash and cash equivalent balances acquired	(663,421)	-
	21,517,579	-

20.6 Impact of Acquisition on the Result of the Group

Included in the profit for the year is \$94,803 of losses attributable to Apollo Health Pty Ltd. Revenue for the year includes \$333,033.

Had this business combination been effected at 1 July 2015, the revenue of the Group from continuing operations would have been \$270.1 million, and the profit for the year from continuing operations would have been \$19.5 million. The directors of the Group consider these “pro-forma” numbers to represent an approximate measure of the performance of the combined group on an annualised basis and to provide a reference point for comparison in future periods.

In determining the “pro-forma” revenue and profit of the Group had Apollo Health Pty Ltd been acquired at the beginning of the current year the directors have:

- Calculated borrowing costs on the funding levels, credit ratings and debt/equity position of the Group after the business acquisition
- Calculated interest forgone on the purchase consideration paid of the Group after the business acquisition

21. Financial Instruments**(a) Financial Risk Management**

The Group has a policy of being conservative in financial risk management. The Group 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 Group manages its capital to ensure that the Group 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 Group’s overall strategy remains unchanged from 2015. The capital structure of the Group consists of cash and cash equivalents and retained surpluses.

The Group is not subject to externally imposed capital requirements.

Operating cash flows are used to maintain and expand the Group’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.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

21. Financial Instruments (continued)

(d) Interest Rate Risk Management

The Group operates with no external debt funding and therefore is not exposed to interest rate risks on borrowings. The Group'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 Group.

(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 Group's short, medium and long-term funding and liquidity management requirements. The Group 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 Group. The Group has credit approval processes in place to scrutinise commercial 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

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

21. Financial Instruments (continued)**(g) Maturity Profile of Financial Instruments**

The maturity profile of financial assets and financial liabilities held by the Group are detailed on the following pages. The following table details the Group's exposure to interest rate and liquidity risk as at 30 June 2016:

2016	Fixed Maturity Dates					Total \$
	Interest Rate	Variable Interest Rates (at call) \$	Less than 1 Year \$	1-2 Years \$		
Financial Assets						
Non-interest bearing	-	-	19,895,830	-	-	19,895,830
Cash and cash equivalents	1.45%	23,099,660	35,357,594	-	-	58,457,254
	-	23,099,660	55,253,424	-	-	78,353,084
Financial Liabilities						
Non-interest bearing	-	-	3,716,722	-	-	3,716,722
	-	-	3,716,722	-	-	3,716,722

The following table details the Group's exposure to interest rate and liquidity risk as at 30 June 2015:

2015	Fixed Maturity Dates					Total \$
	Interest Rate	Variable Interest Rates (at call) \$	Less than 1 Year \$	1-2 Years \$		
Financial Assets						
Non-interest bearing	-	-	17,393,029	-	-	17,393,029
Cash and cash equivalents	2.18%	23,672,173	60,377,109	-	-	84,049,282
	-	23,672,173	77,770,138	-	-	101,442,311
Financial Liabilities						
Non-interest bearing	-	-	2,491,673	-	-	2,491,673
	-	-	2,491,673	-	-	2,491,673

NOTES TO THE FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

21. Financial Instruments (continued)**(h) Fair Value of Financial Instruments**

This note provides information about how the Group 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 values.

	2016		2015	
	Carrying Amount \$	Fair Value \$	Carrying Amount \$	Fair Value \$
Financial Assets				
Trade and other receivables	18,087,530	18,087,530	14,716,825	14,716,825
Accrued income	1,808,300	1,808,300	2,676,204	2,676,204
Cash and cash equivalents	58,457,254	58,457,254	84,049,282	84,049,282
Total Financial Assets	78,353,084	78,353,084	101,442,311	101,442,311
Financial Liabilities				
Trade and other payables	3,716,722	3,716,722	2,491,673	2,491,673
Total Financial Liabilities	3,716,722	3,716,722	2,491,673	2,491,673

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 Group'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 2016			
	Level 1 \$	Level 2 \$	Level 3 \$	Total \$
Financial Assets				
Trade and other receivables	-	18,087,530	-	18,087,530
Accrued income	-	1,808,300	-	1,808,300
Cash and cash equivalents	58,457,254	-	-	58,457,254
Total Financial Assets	58,457,254	19,895,830	-	78,353,084
Financial Liabilities				
Trade and other payables	-	3,716,722	-	3,716,722
Total Financial Liabilities	-	3,716,722	-	3,716,722

NOTES TO THE FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

22. Key Management Personnel

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

	2016 \$	2015 \$
Short-term employee benefits	2,911,195	2,695,186
Post-employment benefits	259,661	234,891
Other long-term benefits	-	-
Termination benefits	-	-
	3,170,856	2,930,077

23. Remuneration of Auditors

	2016 \$	2015 \$
Audit of the financial report	133,500	112,875
Other services:		
Acquisition due diligence	164,993	-
Cost benefit analysis	30,000	-
	328,493	112,875

The auditors for the Group are Deloitte Touche Tohmatsu.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

24. Related Party Transactions

During the financial year:

The Group obtained legal services to the value of \$52,714 (2015: \$85,366) from two separate legal firms in which a Board Member was a Principal for varying periods during year.

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

25. 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 Group, the results of those operations, or the state of affairs of the Group in future financial years.

26. Contingent Liability

The 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 included funding for certain real property and other capital acquisitions. The terms of the contract specified that if the Group 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 is reduced by one third for each subsequent completed year after the funding is provided.

As at 30 June 2016, the contingent liability amount is \$7 million in relation to this funding. The Group continues to provide the State-wide emergency road ambulance service.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

27. Parent Entity Information

The accounting policies of the parent entity, which have been applied in determining the financial information shown below, are the same as those applied in the consolidated financial statements except as set out below. Refer to note 3 for a summary of the significant accounting policies relating to the Group.

Investments in Subsidiaries

Investments in subsidiaries are accounted for at cost. Dividends received from subsidiaries are recognised in profit or loss when it's right to receive the dividend is established (provided that it is probable that the economic benefits will flow to the Parent and the amount of income can be measured reliably).

	2016 \$	2015 \$
Financial Position		
Assets		
Current assets	79,874,392	105,225,262
Non-current assets	186,467,836	144,077,017
Total Assets	266,342,228	249,302,279
Liabilities		
Current liabilities	39,441,402	43,549,206
Non-current liabilities	8,971,380	8,162,196
Total Liabilities	48,412,782	51,711,402
Equity		
Retained surpluses	217,929,446	197,590,877
Total Equity	217,929,446	197,590,877
Financial Performance		
Surplus for the year	20,338,569	21,505,315
Other comprehensive income	-	-
Total Comprehensive Income	20,338,569	21,505,315
Capital Expenditure Commitments by the Parent Entity		
Property, Plant and Equipment		
Not longer than 1 year	12,784,785	14,720,408
Longer than 1 year and not longer than 5 years	373,590	-
Longer than 5 years	-	-
	13,158,375	14,720,408
Operating Lease Commitments by the Parent Entity		
Not longer than 1 year	444,384	790,405
Longer than 1 year and not longer than 5 years	791,543	656,948
Longer than 5 years	7,381	110,667
	1,243,308	1,558,020

NOTES TO THE FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

28. Country sub centres

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

Sub centres with volunteers:

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

28. Country sub centres (continued)

Sub centres with paid staff:

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

Regional support funds:

Great Southern Support Fund
Midwest Support Fund
Wheatbelt Regional Support Fund

ANNUAL RETURN SUMMARY 2015/2016

Location	Ambulances	Patient Cases	Transport Distance	Staff		First Aid Students	Benefit Fund Members	Income	Expenditure	Net Assets
				Paid (FTE)	Volunteer (Head Count)					
METRO TOTAL	184	254,239	5,078,518	1,163	4,820	278,736	0	209,986,034	194,414,419	134,531,399
VOLUNTEER SUB CENTRES										
Augusta	3	288	17,581	0.0	29	385	218	280,470	158,172	1,353,963
Beverley	2	195	8,727	0.0	21	0	254	127,887	98,228	858,513
Boddington	3	181	12,482	0.0	47	359	111	155,174	163,487	745,126
Boyup Brook	2	184	12,787	0.2	33	0	14	191,157	115,546	680,908
Bridgetown	3	508	36,165	0.6	38	462	453	488,540	344,384	1,611,899
Brookton	2	175	10,827	1.0	24	9	235	88,033	99,888	416,513
Bruce Rock	2	90	4,673	0.0	13	29	183	56,230	46,315	366,545
Brunswick	2	199	11,597	0.0	17	0	120	207,854	110,904	1,182,078
Bullsbrook	3	321	11,540	0.0	62	34	159	140,638	184,469	262,569
Capel	4	163	7,216	0.0	51	59	230	441,317	139,805	974,643
Carnarvon	3	638	15,900	1.0	35	349	186	718,259	337,213	1,294,713
Chapman Valley	2	14	989	0.0	10	0	26	20,693	32,640	90,229
Chittering	4	244	29,983	0.4	44	118	368	194,653	164,043	1,433,063
Christmas Island	3	0	0	0.0	11	0	1	-43	91,029	102,080
Coolgardie	2	175	12,493	0.0	9	11	49	103,654	92,958	403,134
Corrigin	2	108	2,214	0.0	12	207	263	55,989	55,951	413,471
Cranbrook	2	51	1,400	0.0	21	0	191	42,110	39,995	294,351
Cue	2	48	1,316	0.0	13	42	21	38,270	39,152	117,160
Cunderdin	4	105	4,913	0.0	8	40	145	56,635	67,194	351,739
Dalwallinu	3	98	6,258	0.0	24	216	252	111,484	115,929	467,114
Dandaragan	2	65	9,774	0.0	15	0	132	71,945	72,439	470,001
Darkan	1	28	3,201	0.0	12	75	206	46,202	33,606	262,351
Denmark	3	378	13,554	1.4	38	304	320	181,531	277,761	772,336
Donnybrook	2	402	11,780	2.4	22	441	300	206,240	176,243	787,028
Dowerin	1	47	1,288	0.0	10	37	154	46,855	52,414	269,656
Dumbleyung	2	43	2,651	0.0	21	25	141	43,484	36,552	176,479
Dunsborough	4	449	16,576	0.5	36	420	195	350,407	277,218	895,964
Esperance	7	1,174	37,112	3.0	84	1,030	693	652,685	601,058	1,430,800
Exmouth	3	243	15,854	0.7	57	292	97	189,563	253,419	902,258
Gnowangerup	3	111	9,073	0.0	30	155	182	95,951	92,229	703,980
Goomalling	2	110	4,516	0.3	11	51	155	79,039	129,016	619,556
Harvey	4	770	28,412	0.8	57	186	442	439,267	419,970	1,600,208
Irwin Districts	4	450	43,496	1.5	43	247	413	343,572	269,113	1,172,490
Jerramungup	5	136	29,703	1.0	27	72	322	157,800	120,008	602,076
Jurien Bay	4	331	32,428	0.8	36	148	251	352,721	332,021	1,514,218
Kalbarri	3	205	20,476	0.6	25	358	168	254,878	225,616	1,507,892
Kambalda	2	98	6,405	0.5	12	214	109	85,624	119,063	211,508
Katanning	4	813	111,021	1.3	28	203	448	711,741	383,542	1,935,478
Kellerberrin	7	246	19,931	0.0	20	42	179	159,177	101,293	417,975
Kojonup	3	192	8,863	0.3	15	47	527	215,392	141,077	855,378
Kondinin	4	100	10,092	0.0	48	142	210	113,796	66,852	429,300
Kulin	1	26	836	0.0	13	0	182	30,147	37,389	266,636
Kununoppin	17	332	9,072	0.0	26	51	300	467,801	228,885	636,707
Lake Grace	2	104	13,723	1.0	17	80	243	598,902	45,384	909,059
Lake King	0	8	224	0.0	13	0	13	15,903	17,172	59,127

ANNUAL RETURN SUMMARY 2015/2016 (continued)

Location	Ambulances	Patient Cases	Transport Distance	Staff		First Aid Students	Benefit Fund Members	Income	Expenditure	Net Assets
				Paid (FTE)	Volunteer (Head Count)					
VOLUNTEER SUB CENTRES (continued)										
Lancelin	6	477	73,063	1.7	60	30	218	396,505	350,089	1,514,387
Laverton	2	204	5,572	0.0	12	290	18	50,577	92,528	240,948
Leeman	2	43	5,004	0.0	14	0	65	44,675	41,412	331,246
Leinster	1	22	588	0.0	9	107	8	19,416	17,574	61,145
Leonora	1	212	3,556	0.0	7	49	9	80,887	75,460	253,153
Manjimup	3	457	10,742	1.4	23	356	641	261,903	225,519	944,488
Margaret River	6	900	43,299	2.0	40	684	550	636,089	493,126	2,652,110
Meekatharra	3	93	2,548	1.0	21	164	26	70,515	105,523	267,470
Menzies	2	24	644	0.0	3	0	115	54,700	47,535	133,650
Merredin	3	393	10,425	1.0	42	130	338	174,273	99,943	768,918
Moora	4	212	14,349	0.2	41	217	277	184,051	181,654	1,166,817
Morawa	2	99	13,614	0.4	14	316	158	191,968	104,673	498,780
Mt Barker	5	595	25,604	0.4	26	256	566	372,151	231,905	1,499,123
Mt Magnet	4	199	5,432	0.0	17	46	36	79,908	81,552	286,580
Mullewa	2	99	11,934	0.1	10	65	22	105,166	64,862	431,999
Nannup	2	108	6,631	0.0	20	155	103	102,331	108,507	477,548
Narembeen	2	70	3,124	0.0	14	6	222	51,007	27,777	265,543
Narrogin	3	812	21,263	3.0	40	954	614	358,400	351,718	1,101,542
Newdegate	1	24	2,801	0.0	11	67	132	48,531	70,226	173,046
Newman	4	840	12,145	4.0	34	566	78	397,011	519,123	573,107
Northampton	2	184	17,460	1.6	27	57	159	161,365	205,340	595,957
Northcliffe	2	24	644	0.0	15	15	47	17,992	49,768	176,000
North Midlands	5	90	11,626	0.0	31	97	195	119,450	171,337	608,240
Nyabing	1	8	224	0.0	18	0	134	17,412	14,575	129,449
Onslow	2	196	2,015	2.0	15	10	2	67,933	116,495	397,583
Pemberton	3	148	10,522	0.0	25	5	135	127,567	119,730	744,633
Perenjori	3	17	476	0.0	13	26	73	60,072	59,290	315,502
Pingelly	2	211	11,632	0.0	26	24	164	140,579	60,160	727,245
Pingrup	2	3	84	0.0	9	33	89	27,818	31,459	124,425
Port Gregory	1	2	56	0.0	7	0	7	9,170	10,679	26,722
Quairading	3	159	10,776	0.0	34	19	148	164,048	108,203	943,243
Ravensthorpe	4	165	13,631	1.0	22	374	239	91,715	130,145	530,144
Rocky Gully	1	5	140	0.0	8	0	58	5,961	16,187	83,715
Sandstone	1	15	420	0.0	12	0	3	14,722	19,754	33,420
Shark Bay	2	152	5,694	0.2	23	48	54	85,902	60,557	528,662
Southern Cross	3	154	9,273	0.0	11	21	164	107,324	79,823	640,957
Tambellup	1	45	1,232	0.0	15	30	44	89,008	48,125	372,315
Tom Price	5	330	26,638	1.6	35	127	35	228,192	232,721	636,567
Toodyay	5	501	50,862	1.8	59	629	442	451,150	278,848	1,351,460
Varley	1	3	84	0.0	10	0	29	25,003	30,918	108,514
Victoria Plains	2	39	1,064	0.0	19	24	161	53,874	39,306	230,265
Wagin	2	239	12,509	0.1	28	54	195	136,242	104,206	521,916
Walpole	3	93	10,867	0.0	13	13	65	58,849	67,593	429,303
Waroona	2	304	22,867	0.3	28	88	330	182,567	164,517	642,183
Wickepin	3	60	5,198	0.0	25	77	256	48,561	50,599	232,538

ANNUAL RETURN SUMMARY 2015/2016 (continued)

Location	Ambulances	Patient Cases	Transport Distance	Staff		First Aid Students	Benefit Fund Members	Income	Expenditure	Net Assets
				Paid (FTE)	Volunteer (Head Count)					
VOLUNTEER SUB CENTRES (continued)										
Wickham-Roebourne	5	585	21,825	1.0	28	232	40	456,547	363,388	1,825,936
Williams	2	118	9,304	0.0	13	12	183	69,039	71,014	729,450
Wiluna	1	3	84	0.0	0	97	0	245	1,733	5,181
Wongan Hills	3	103	15,428	0.3	19	55	252	145,980	175,790	786,402
Wundowie	1	289	27,623	1.4	42	85	55	210,307	194,068	938,926
Wyalkatchem	4	122	14,532	0.3	20	14	240	122,692	158,185	658,910
Wyndham	3	126	7,842	1.0	14	67	19	183,977	168,891	682,595
Yalgoo	1	18	504	0.0	13	99	2	26,542	25,676	89,620
York	3	382	10,285	0.4	22	41	381	178,228	194,850	1,021,679
SUB TOTAL	285	21,422	1,274,881	47.4	2,395.0	13,872	18,457	16,995,728	13,921,274	64,339,532
PAID SUB CENTRES										
Albany	5	4,006	100,857	18.2	66	2,803	2,266	2,286,572	2,211,710	1,388,451
Australind *	1	1,673	43,642	5.0	53	773	0	0	0	0
Broome	5	3,711	39,561	17.6	74	4,183	689	4,018,597	4,249,559	3,601,242
Bunbury	5	5,901	217,556	27.3	54	3,467	3,008	7,132,603	6,830,792	540,304
Busselton	5	3,823	123,354	8.0	61	824	1,028	2,220,319	1,944,517	2,652,050
Collie *	3	1,007	38,229	5.0	39	641	0	0	0	0
Dawesville *	2	1,951	48,894	5.0	59	0	0	0	0	0
Geraldton	6	4,949	78,371	26.4	54	4,862	1,915	3,780,042	3,800,655	309,925
Hedland	4	2,610	39,439	8.4	44	1,239	196	3,811,094	3,435,671	561,780
Kalgoorlie	7	3,998	54,238	20.7	51	3,048	922	3,849,403	3,951,817	3,372,335
Karratha	4	1,169	20,959	4.0	66	1,462	288	2,618,967	1,667,536	3,204,093
Kununurra	4	1,312	22,095	4.0	30	404	316	1,543,984	1,618,053	547,708
Norseman	5	165	13,928	2.0	12	239	12	602,047	502,533	99,060
Northam	4	2,699	212,426	14.0	60	876	494	1,699,116	1,647,458	1,177,603
Pinjarra	4	1,626	50,082	5.9	60	212	463	1,098,592	1,124,091	1,439,842
SUB TOTAL	64	40,600	1,103,631	171.6	783	25,033	11,597	34,661,336	32,984,390	18,894,391
COUNTRY TOTAL	349	62,022	2,378,512	219.0	3,178.0	38,905	30,054	51,701,897	46,934,943	83,398,047

ANNUAL RETURN SUMMARY 2015/2016 (continued)

Note

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.

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SAVING LIVES EVERYDAY
For the Service of Humanity



For the Service of Humanity

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Would you like to help?

St John is always on the look out for new volunteers to fill a range of roles:

Email volunteermemberservices@stjohnambulance.com.au

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

