



Western Australia is the world's largest area covered by a single ambulance service.

To meet the needs of our vast state, we have developed an 'integrated model' of service delivery with six elements: career, volunteer, first aid, ambulance, metro and country.

Combined, these make a greater impact than any of the elements could have individually.

Each component of the model connects, supports and enhances the other elements. This approach improves community resilience and enhances our high quality ambulance services and clinical pathways, resulting in the best possible patient outcomes.

St John works with communities and the health system, drawing on the strength of dedicated staff and highly trained volunteers.

Through our volunteers and career paramedics, we deliver high quality pre-hospital care to even the most remote communities.

Because St John trains about 10 per cent of the state's population annually in first aid, we further improve capacity for pre-hospital care.

By delivering a cost-effective, world class ambulance service, and making first aid a part of everyone's life, we're helping to make WA a safer, more resilient place.

# Greater Together







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# TESTIMONIALS

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## SIMON KLASS

After volunteering with the sub centre, I knew that I had found my calling.

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Read more about this story on page 26



## KYLIE ROTHNIE

I truly think if I had not completed the basics of first aid I would have frozen that day and been useless.

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Read more about this story on page 32



## JUSTIN BRENNAN

I started with St John in November 2012 and, since leaving the army, it was the first time I felt I had a real career.

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Read more about this story on page 38



## HAJ RAHIM

I am proud of the uniform I wear, the organisation I serve and the work I do.

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Read more about this story on page 44



## GRAHAM McDONNELL

Although the villa pool was fenced off, Cruz had got past the gate and was silently drowning.

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Read more about this story on page 48



## HALF A MILLION AND COUNTING

By training 245,000 people in first aid as we did in 2014/15 we have more people on the 'frontline' when a medical emergency occurs.

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Read more about this story on page 52





# PURPOSE AND FOCUS

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## OUR PURPOSE

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

## WE ACHIEVE OUR PURPOSE WHEN WE:



## OUR FOCUS

St John is responsive to the need for new products and services to maintain its position as a market leader in first aid training and ambulance provision.

St John has a strong evidence led decision-making framework. For example, we led the innovation in electronic patient care records and pioneered the use of Community Paramedics, to build capacity and strengthen our volunteer sub centres.

In first aid, we have constantly evolved our products to align with shifts in the market while maintaining our reputation for quality.

### As outlined in our Corporate Plan 2015-2018 we are:

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

# WHAT WE DO

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

We are a charitable, not-for-profit, humanitarian organisation that provides the community with life-saving first aid skills as well as delivers the state's ambulance service. Nationally, we are seen as a leader in the sector.

As well as being at the forefront of first aid training and ambulance services, St John also delivers Event Health Services, Medical Services, Patient Transfer Services, the Community First Responder System and the Youth Engagement Initiative. We also have a strong humanitarian focus, supported by a range of fundraising and charitable initiatives.

# OUR PEOPLE

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Our 4,852 volunteers donate more than 3.5 million hours to the community every year.

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

St John also employs more than 1,300 paid staff including paramedics, communications officers, patient transport officers, administration staff and first aid trainers. 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

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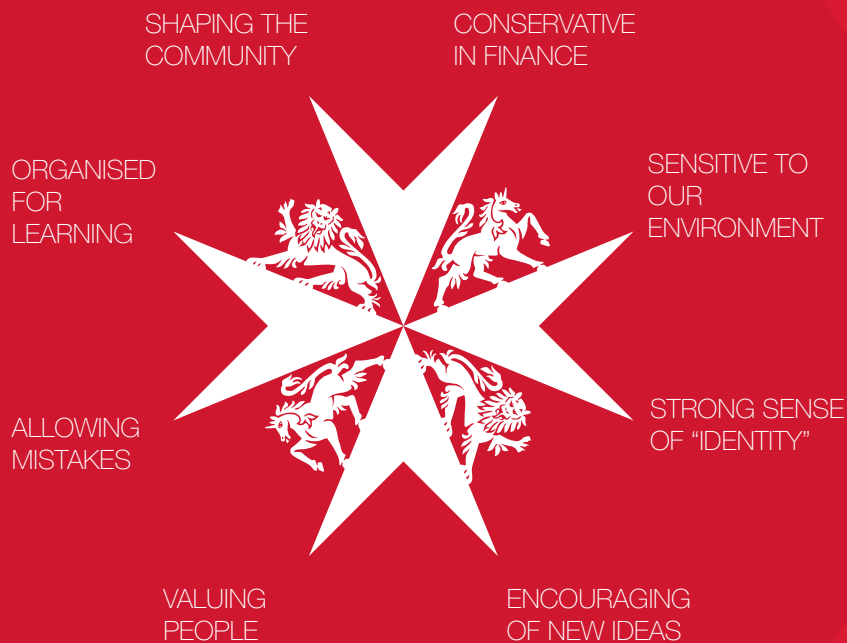
St John Ambulance Western Australia Ltd is a Company Limited by Guarantee, accountable under the Corporations Act 2001 and the ASIC regime.

The Board of Directors sets the direction of our organisation and ensures good governance in terms of responsibility, self-regulation, prudent management of funds and best practice.

# OUR VALUES

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ST JOHN IS GUIDED BY  
THE FOLLOWING VALUES  
IN THE FULFILMENT  
OF ITS VISION



# A MESSAGE FROM OUR CHAIRMAN

➤ **The purpose of St John Ambulance Western Australia is to serve humanity through the provision of a high quality, cost-effective ambulance service, and to build resilient communities by making first aid a part of everyone's life. In 2014/15, St John has again achieved its purpose and all of the organisation's staff and volunteers should feel immensely proud.**

**In the twelve months to the end of June 2015, St John's 6,000 staff and volunteers have completed approximately 275,000 ambulance and patient transport cases, trained more than 245,000 individuals in first aid, treated more than 17,000 patients at community events and supported 970 Community First Responder locations. St John has again come into contact with approximately 20 per cent of the Western Australian population during the year.**

The results achieved confirm St John is providing a world class ambulance service and making great progress in building the resilience of our community through first aid. As will be outlined in this report, these two key features of St John's operating model – first aid and ambulance – are intrinsically linked. The success of our ambulance services and building of community resilience through first aid are due entirely to the commitment and contribution of our career staff and volunteers across both the metropolitan area and country regions.

Many of the successes of St John's integrated model will be reported in this annual report. Especially satisfying for everyone involved is the fact that these results are being achieved in the very challenging environment that is the largest landmass in the world covered by a single ambulance service. The way our people meet the challenges presented by Western Australia's sparsely populated 2.5 million square kilometres is both humbling and inspiring.

In 2014/15 we will report a surplus of \$21.5 million. This will enable us to continue to provide world class ambulance services and to continue to build community resilience through first aid, by allowing us to maintain the necessary investment in our capital works program. The 2014/15 surplus will be used to assist with the funding of our organisation's \$32 million capital works program for 2015/16.

It should be remembered that St John Ambulance WA is one of the operational arms of the international Order of St John – a charitable Order which has existed under royal patronage since 1888 and through which all operational arms derive their purpose of serving humanity. In the service of humanity, our people volunteered more than 3.5 million hours during the year in towns and communities across the state. While the vast majority of our charitable efforts are directed within our own state, we also provide assistance internationally. We continue to fund three nursing positions at the St John Eye Hospital in Jerusalem, eye care for patients in East Timor, donate ambulances and equipment to countries in Africa, Papua New Guinea, and throughout Asia. We are also assisting in the development of ambulance and first aid services in Malaysia and Vietnam.

As another successful year passes, St John in Western Australia adds to the chapters of a proud and rich history which commenced in 1892. Such longevity is testament not only to the need which exists in this state for St John's services, but also to the quality, tireless dedication and service of all those staff and volunteers who respond to that need and answer the call of serving humanity.



**Gerard King**  
Chairman



The way our people meet the challenges presented by Western Australia's sparsely populated 2.5 million square kilometres is both humbling and inspiring.

Gerard >  
King



# A MESSAGE FROM OUR CEO

➤ **2014/15 was a year in which St John Ambulance Western Australia once again demonstrated the strengths of its integrated operating model. When combined, the elements of that model enable a greater impact on service provision and building community resilience than any of the elements could have in isolation. Together, each element supports and enhances the others and enables St John to achieve its twin purposes of making first aid a part of everyone's life, and providing a world class, cost-effective ambulance service.**

In 2014, St John outlined its 2020 vision. Put simply, this was a snapshot of what St John needs to be achieving by the year 2020 to be satisfied that it is adequately fulfilling its purpose in Western Australia. While there are many elements to the vision it can be summarised very simply by saying:

- We will make first aid a part of everyone's life by teaching 450,000 people first aid including every West Australian school student every second year.
- We will provide a world class, cost-effective ambulance service that is a highly effective gateway into the health system for unscheduled care.
- We will maximise our connection to the community with the participation of 20,000 volunteers across the state providing both clinical and non-clinical services.

2014/15 saw excellent progress towards our 2020 vision. During the year, we trained more than 245,000 people in first aid, an 11 per cent increase from 2013/14. Since 2008/09, St

John has trained more than 1.25 million people in first aid, or approximately 48 per cent of the state's population. Community resilience and making first aid a part of everyone's life has been further enhanced by continuing to build the number of Community First Responder locations. There are now 970 locations across WA, including 549 in country areas.

Volunteers for St John's Event Health Services (EHS) are pre-positioned first aiders at community and local events who respond quickly and effectively to provide first aid. They are a key component of St John's integrated model and their ability to utilise the expertise and resources of the organisation's state ambulance service and coordinate those integrated services provides event organisers with a high quality emergency health service not seen elsewhere. During 2014/15, our 1,300 event volunteers contributed almost 70,000 hours of service at more than 3,000 events, 29 per cent growth over the previous 12 months.

The strongest aspect of St John's integrated model is the way volunteers work with, and learn from, career paramedics stationed either in the country areas, or across the metropolitan area. Volunteers work alongside career paramedics in 15 locations across the state, with all remaining country sub centres – which are staffed by volunteers – still being connected to paid paramedics through the Community Paramedic system. St John now employs 23 community paramedics to provide vital support to our volunteer sub centres. Altogether, Country Ambulance responded to more than 60,000 call outs in 2014/15.

In the metropolitan area, St John's paramedics responded to 212,502 cases, an increase from 199,294

the previous year. It is pleasing that St John again rated extremely highly in the 2015 Council of Ambulance Authorities Patient Satisfaction Survey – confirming that excellent care is given by paramedics from arrival on the scene, right through to handover.

One of many success stories for St John during the reporting period was in Patient Transfer Services which, like EHS, can leverage the expertise and resources of the ambulance service, and volunteers, to provide customer-focused non-urgent patient transport services. Our Patient Transfer Service is the market leader, achieving good year-on-year growth in the number of booked transfer cases.

It is important that St John minimises its costs to the WA community, and so it is pleasing that comparative data indicates that the organisation remains the lowest cost per-capita ambulance service in Australia. St John's integrated model, which includes the ability to connect to the community through volunteerism, helps deliver this cost benefit.

This year's annual report highlights many achievements which are a product of St John's integrated model and the dedication and commitment of thousands of staff and volunteers working in the service of our community.



**Tony Ahern**  
Chief Executive Officer

2014/15 was a year in which St John Ambulance Western Australia once again demonstrated the strengths of its integrated operating model.

Tony >  
Ahern



# KEY ACHIEVEMENTS

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## **EIGHT BABY PODS**

distributed throughout the Wheatbelt with support from Telethon



First Aid Focus program provided free first aid training for more than **120,000** school students



**4,852 volunteers** contributed more than 3.5 million hours



Trained **2,500** schoolchildren at the inaugural First Aid Challenge at Perth Convention and Exhibition Centre



Maintained our place as the state's premier event health provider at almost **3,000** events in 2014/15, a 29 per cent increase over 2013/14



Delivered first aid training to more than **245,000** West Australians



Responded to more than **272,000** ambulance cases across WA



Increased Community First Responder locations by nearly 30 per cent from 751 to **970** with automated external defibrillators registered throughout the state

# AWARDS

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During 2014/15 St John was recognised with several prestigious awards for outstanding achievement across a number of business areas, including customer service, reporting, and for our first aid advertising campaign Break the Barrier.



High commendation for customer service at the annual Customer Service Council Awards



Australasian Reporting Awards prize for the 2013/14 annual report



Silver Award in the 2015 APAC Effie Awards



2015 Cannes Lions Film Craft finalist



Three major prizes at the 2015 Campaign Brief Awards

# COMMUNITY CONTRIBUTION

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## YOUTH ENGAGEMENT INITIATIVE

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St John has expanded its Youth Engagement Initiative to include a range of programs for school students of all ages. These include First Aid Focus, First Aid Club, Youth Challenge, and the Cadetship Program.

In 2014/15 the number of students trained by our range of youth programs was more than 130,000.

2014/15 also marked a significant milestone for our First Aid Focus program. Since 2006, the program has trained more than 500,000 WA school students for free, making it a vital component of our aim to make first aid a part of everyone's life.



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## VOLUNTEER CONTRIBUTION

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St John has more than 4,800 volunteers who contribute more than 3.5 million volunteer hours every 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 the equivalent of \$200 million worth of work through the volunteer network, helping strengthen our vision "for the service of humanity".



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## OPHTHALMIC BRANCH

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

An annual donation to St John Ambulance WA from the Perth Eye Surgery Foundation and a levy on St John's annual dinner dance tickets combine to fund three nursing positions at the St John Eye Hospital in Jerusalem.

St John is a charitable, not-for-profit organisation, whose vision and purpose is “for the service of humanity”.

For many years, St John has prided itself on its humanitarian work, which has its foundations in

the Middle Ages with the Knights Hospitaller, which later became the Order of St John.

In modern times, St John fulfils its humanitarian objectives through a range of different community contributions.



## HUMANITARIAN MISSIONS

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

In 2014/15 a St John delegation travelled to Vietnam to meet with health and government officials.

The purpose of the trip was to explore the possibility of working with the Vietnamese government to develop ambulance and first aid services. Work on this important project will continue in 2015/16.

St John also sent staff to Klang in Selangor, Malaysia to work with the local organisation of St John to help develop ambulance services.

One of our paramedics will start a year of medical volunteer work in Vanuatu through the Medical Equality through Development (MED) Project. The MED Project focuses on staff training and developing systems already in place. Our paramedic will work to develop the Northern Provincial Hospital's ambulance service, currently a four-wheel-drive vehicle driven by staff without medical training.



## ABORIGINAL AMBULANCE PROJECT

With support from Royalties for Regions, we launched a new project to improve our engagement with Aboriginal communities in the Kimberley, Pilbara, Mid West and Goldfields regions started in 2014/15.

This year we provided first aid training to more than 500 people in remote Aboriginal communities at Kalumburu, Kiwirrkurra, Warakurna and Yalgoo, and supported the training with culturally appropriate communications and CPR manikins.

We are also providing career placements at St John through the indigenous cadetship support program, which includes roles as ambulance officers and first aid trainers.



## FIRST AID AWARENESS


St John launched a new project to help make first aid a part of everyone's life.

The First Aid Awareness initiative is delivered by our Event Health Services team, and allows volunteers to teach first aid training at public events.

The program delivered training to nearly 6,000 community members in the first few months of operation.



 **Free first aid**  
taught to 120,000+  
school students  
each year

 **3.5 million**  
volunteer hours  
each year



**Training**

**Assisting in developing ambulance and first aid services**  
Malaysia, Vietnam

**Free first aid training taught to more than 120,000 school students each year**  
Western Australia

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

**Free online training to more than 65,000 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





**Ophthalmic  
Care and  
Procedures**

**Funding nursing positions  
at St John Eye Hospital**  
Jerusalem

**Delivering eye care and surgery  
to impoverished people**  
East Timor

**Caring for patients after  
cataract surgery**  
East Timor



**Ambulance  
and Equipment  
Donations**

**Donated ambulances**  
Uganda, East Timor

**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,  
East Timor, Nepal, Malawi, Kenya



**Volunteers**

**More than 4,800 volunteers donate  
3.5 million hours of their time  
every year**

Western Australia

**Delivering medical care and  
supplies to isolated villages**  
Cambodia

**Eye procedures for local villagers**  
East Timor

# STATEWIDE RESOURCES

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



**Ambulance vehicles**

Metropolitan  
**134**

Country Career Sub Centres  
**59**

Country Volunteer Sub Centres  
**293**

Event Health Services  
**38**

**Total**  
**524**



**Other vehicles**

Metropolitan  
**109**

Country Career Sub Centres  
**22**

Country Volunteer Sub Centres  
**24**

**Total**  
**155**



**Paid staff (FTE)**

Metropolitan  
**1,161**

Country Career Sub Centres  
**129**

Country Volunteer Sub Centres  
**44**

**Total**  
**1,334**



### Volunteers

Patient Transfer Service

89

Event Health Services

1,357

Administration

11

Commandery

341

Community First Responder

86

Country Volunteers

2,968

Total

**4,852**



### Patients/Customers

Metropolitan

212,502

Country Career Sub Centres

39,453

Country Volunteer Sub Centres

20,930

Helicopter Retrievals

484

Event Health Services

17,494

Total

**290,863**



### Number of people trained in first aid

Metropolitan

177,386

Country Career Sub Centres

28,047

Country Volunteer Sub Centres

15,573

External Trainers

6,253

Event Health Services

17,932

Total

**245,191**





# AMBULANCE SERVICE

Our ambulance service provides coverage to 160 locations across Western Australia – making us the largest land mass covered by a single ambulance service in the world. We are extremely proud of our achievements in 2014/15 and it affirms our status as a world class cost-effective service.

# METROPOLITAN AMBULANCE SERVICE

## METROPOLITAN AMBULANCE CASES

2013/14

199,294

2014/15

212,502

+6.6%

The Metropolitan Ambulance Service continued its strong performance in 2014/15 meeting all of its contracted time response targets despite increases in demand.

Even though ambulance cases increased by nearly seven per cent from 199,294 in 2013/14 to 212,502 in 2014/15, on average 92.6 per cent of Priority One incidents were responded to within the 15 minute target.

For Priority Two incidents, 91.6 per cent of callouts were within the 25 minute time target and our Priority Three callouts achieved a 96 per cent attendance rate within 60 minutes.

Emergency ambulance services were provided from 29 metropolitan ambulance stations, including the new Shenton Park facility.

Our on-road capability ranged from 26 day vehicles operating between 7am and midnight and 36 ambulances operating 24 hours a day.

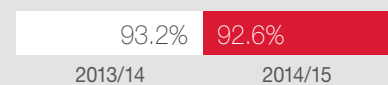
St John played an important role in the opening of the new Fiona Stanley Hospital. We transported more than 200 patients from four hospitals to Fiona Stanley Hospital, integrating ambulance and patient transfer services effectively. The transfers were executed expertly by all staff.

## Proportion of metropolitan ambulance call-outs meeting response time targets.

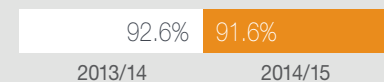
Our response time targets **90 per cent** across all incidents.



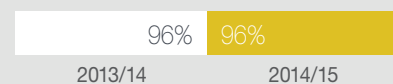
### WITHIN 15 MINUTES



### WITHIN 25 MINUTES



### WITHIN 60 MINUTES





The year also saw some new initiatives that continue to enhance St John's reputation as a world class ambulance service.

**These included:**

- Introducing inflatable patient lift devices, which help reduce injury risks to paramedics.
- Using our data to provide daily reports to metropolitan hospital emergency departments to reduce triage and patient handover times.
- Continuing the development of alternative health care pathways for patients, including a GP service pilot.

Improvements to information technology have also helped our paramedics.

Paramedics' tablet devices were upgraded to integrate the use of secure video conferencing to improve communication between on-road personnel and the State Operations Centre.

An investment into our ambulances also delivered a vehicle ventilation/air extraction system that will be rolled out across the whole ambulance fleet over the next three years.

The Career Education team worked in collaboration with Curtin University to further the undergraduate degree program for Ambulance Officers and to further develop e-learning materials. Exploration of augmented reality in education programs also progressed well.

**2015 Patient Satisfaction Survey**

As part of a national survey we sought feedback from 1,300 patients transported by ambulance under emergency and urgent categories during the past year.

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

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



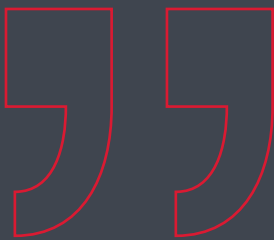
Source: Council of Ambulance Authorities National Patient Satisfaction Survey 2015

# SIMON KLASS

## METROPOLITAN AMBULANCE AREA MANAGER



After volunteering  
with the sub centre,  
I knew that I had  
found my calling.



**Area Manager Simon Klass found his way into the Metropolitan Ambulance Service after volunteering with Country Ambulance. This pathway to becoming a paramedic highlights the success of St John's integrated service model and the opportunities it gives those dedicated to the service of humanity.**

I spent eight years as a school teacher in country towns across the South West and Wheatbelt. It was in Wyalkatchem that a member of the sub centre asked if I was interested in helping out the volunteer ambulance officers.

I was still enjoying teaching but looking for a career that threw different challenges at me every day. After volunteering with the sub centre, I knew that I had found my calling.

The support of the sub centre in Wyalkatchem put me on the pathway towards paramedicine and I haven't looked back. I entered as a student ambulance officer in 2004 and moved back to Perth to start university and my new career.

Having a background in education naturally steered me back to the College of Pre-hospital Care as a secondment trainer and I feel privileged to have mentored some of St John's finest paramedics. In my 10 years here I've had opportunities to operate in different roles including on board the water ambulance, as a complex patient transport vehicle operator and as a station manager.

Now, as an Area Manager and Ambulance Commander, every day is different and I enjoy discovering what challenges it throws my way.

The role is diverse; it can change from being a single operator, to emergency management, then facilitation of crew support in a matter of minutes. I enjoy backing up the crews and being able to follow up with their welfare after having been at the same emergency. I used to only look after patients, now I also look after my fellow paramedics.





# METROPOLITAN AMBULANCE SERVICE

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## EMERGENCY RESCUE HELICOPTER

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St John's 10 critical care paramedics completed 484 missions in 2014/15.

St John successfully tendered for the contract to continue providing paramedics for the Perth helicopter until 2018 and will also provide paramedics to work on the second helicopter when it comes into service in the South West in 2016.

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



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## EMERGENCY MANAGEMENT UNIT

St John is well placed to respond to major incidents. Our ongoing program of emergency management capability building saw a range of new initiatives introduced. This includes the commissioning of additional mass casualty equipment in country areas and the introduction of protocols for its use.

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### Key achievements include:

- Commissioning and placing an Emergency Support Vehicle at the East Bunbury Depot. This is part of our program to place mobile units in significant population areas across WA.
- Delivering a new emergency trailer to streamline our emergency management logistics in the metropolitan area and enable a more robust response to large incidents.
- Deploying staff and volunteers to summer bushfires at Northcliffe and Boddington. Urban Search and Rescue (USAR) teams undertook rapid damage assessments and critical infrastructure mapping. A USAR paramedic was awarded a bravery award for his work during this deployment.
- An ongoing significant training program including the development of command packs for Community Paramedics and Station Managers in country areas. The command packs contain important resources to assist Ambulance Commanders during major incidents.
- A bronze Commanders course was delivered to Community Paramedics and country career staff.
- Participating in interagency emergency management exercises.
- Streamlining call out procedures for the paramedic Special Operations group and for emergency incidents at Perth Airport.
- Providing several sub centres with mass casualty kits to build patient management capacity.



# COUNTRY AMBULANCE SERVICE

## COUNTRY AMBULANCE CASES

2013/14

55,376

2014/15

60,383

+9%

The Country Ambulance Service completed its regionalisation of management and support services in 2014/15.

This has allowed St John to strengthen the strategic planning for its 160 country locations as well enhance the activities that support volunteer recruitment and training.

Ambulance response times in sub centres with paramedics have improved over the past year.

The opening of the East Bunbury paramedic sub centre in February 2015 helped reduce response times in Bunbury and surrounding areas. More than 40 volunteers support our paramedics, which is testament to the effectiveness of our paramedic/volunteer ambulance officer model.

The regional Patient Transfer Service based in Albany, Katanning, Bunbury, Busselton, Northam and Geraldton has provided support to surrounding sub centres and ensured high levels of service delivery to the WA Country Health Service.

### Key achievements included:

- Meeting a 9 per cent increase in cases from 55,376 in 2013/14 to more than 60,000 in 2014/15.
- Delivering eight baby pods to Wheatbelt sub centres through a Channel 7 Telethon Trust grant.

- Increasing first aid training across regional WA by one per cent despite a slowdown in the mining and construction sectors, bringing the total number of regional people trained in first aid to 43,620.

- Providing two additional Community Paramedics, one each in the Wheatbelt and Great Southern regions, to provide additional support for volunteer sub centres.

- Supplying new emergency service vehicles to Port Hedland and Bunbury.

- Reopening the Sandstone Sub Centre.

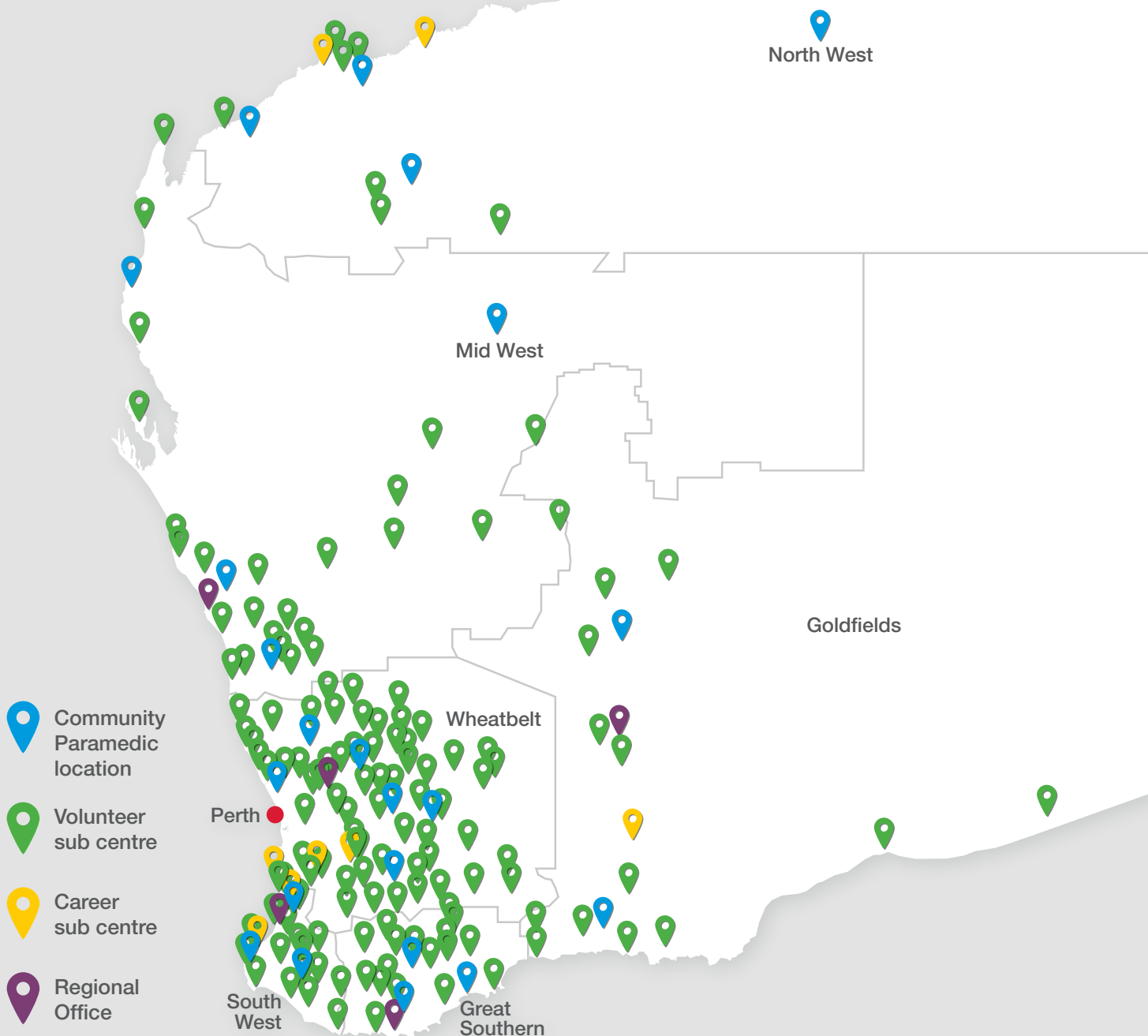
St John also improved its data and networking capabilities by installing Wi-Fi devices in more than 101 volunteer ambulances.

A further 20 Lotterywest funded mobile data terminals were purchased and distributed to country volunteer ambulances. There are now 274 volunteer ambulances fitted with mobile data terminals allowing the State Operations Centre to deliver patient and job details direct to those vehicles, improving efficiencies in case management.



# OUR LOCATIONS

There are 160 St John locations across regional Western Australia, in addition to 29 metropolitan depots. St John sub centres are responsible for the delivery of ambulance services in their community. Many of our locations rely on the services of volunteers, while some use a mix of career paramedics and volunteers. In the regions, our Community Paramedics provide training, clinical and operational support to our volunteer ambulance officers.



# KYLIE ROTHNIE

## VOLUNTEER AMBULANCE OFFICER

“

I truly think if I had not completed the basics of first aid I would have frozen that day and been useless.

”

A vital component in St John's integrated service model is the more than 3,000 country volunteers who turn out day and night to ensure an ambulance is never far away when an emergency occurs in their communities. The dedication and skills of these volunteers can mean the difference between life and death. In many instances our volunteers and career paramedics work side by side to help save lives.

A grey, murky and overcast Thursday morning in the spring of 2014 at a remote beach near Esperance was the setting for an amazing tale of survival. Albany Volunteer Ambulance Officer Kylie Rothnie played a pivotal role as the event unfolded.

Never in a million years did I ever expect that I would need my first aid training so soon after finishing my six month probation to become a St John volunteer ambulance officer.

On 2 October 2014 at Wylie Bay near Esperance that is exactly what happened when my fellow beachgoers and I were faced with Sean Pollard's horrific shark attack.

I remember running up the beach with the first aid kit thinking he may have a few cuts here and there but what confronted me was much worse.

I truly think if I had not completed the basics of first aid I would have frozen that day and been useless.

Sean remained conscious as I set about stemming the bleeding by wrapping beach towels around his arm, hand and leg wounds.

Esperance community paramedic Paul Gaughan then arrived on the scene and used his advanced skills to stabilise Sean for transport to hospital.

I am awed at the amazing work paramedics do day in and day out and, despite the fact that this is their chosen profession, what I saw that day will stay with me forever. These remarkable people do it all too often and I commend all those paramedics and ambulance volunteers who choose to give their time to assist where they can.

If you have ever thought about becoming a volunteer, or just questioned whether you should complete your basic first aid training, please do it.

You never know when you might be faced with a life and death situation or even a basic broken arm but first aid training will most certainly give you the confidence to do the best you can and it might help you save a life.

I thank St John for all the support it gave not only me but also to my family after this tragic event, which could have had a much worse outcome. A special mention to everyone in the Albany ambulance depot for their continued support.

**Kylie was awarded the St John Ambulance WA Community Hero Award in 2014 for her efforts in keeping Sean alive. Kylie's husband Peter received a similar award.**



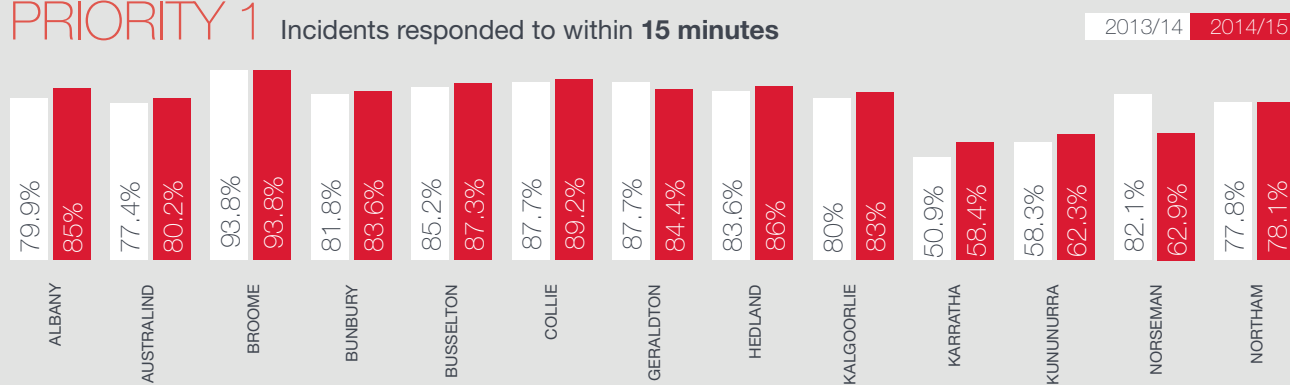
ST JOHN AMBULANCE  
KYLIE

LEVEL 2 OFFICER

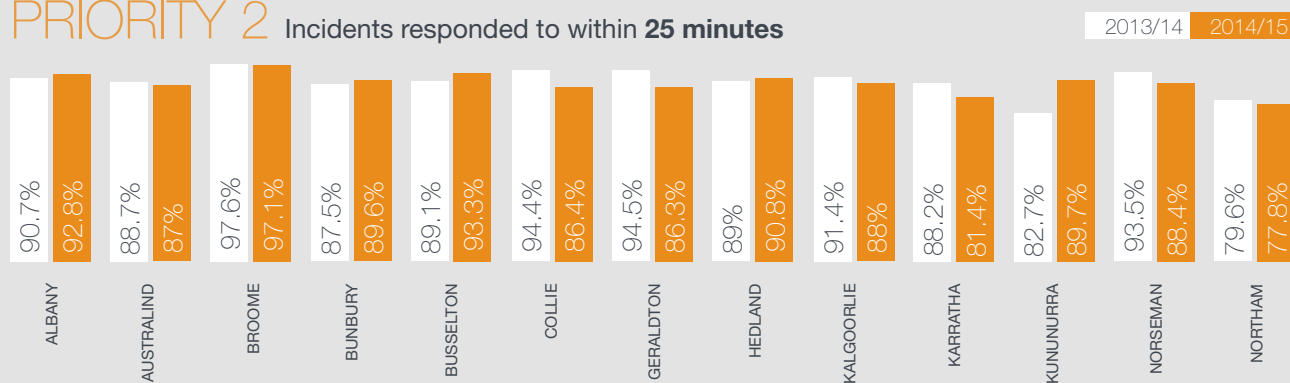
# COUNTRY AMBULANCE SERVICE

## CAREER SUB CENTRE RESPONSE TIMES

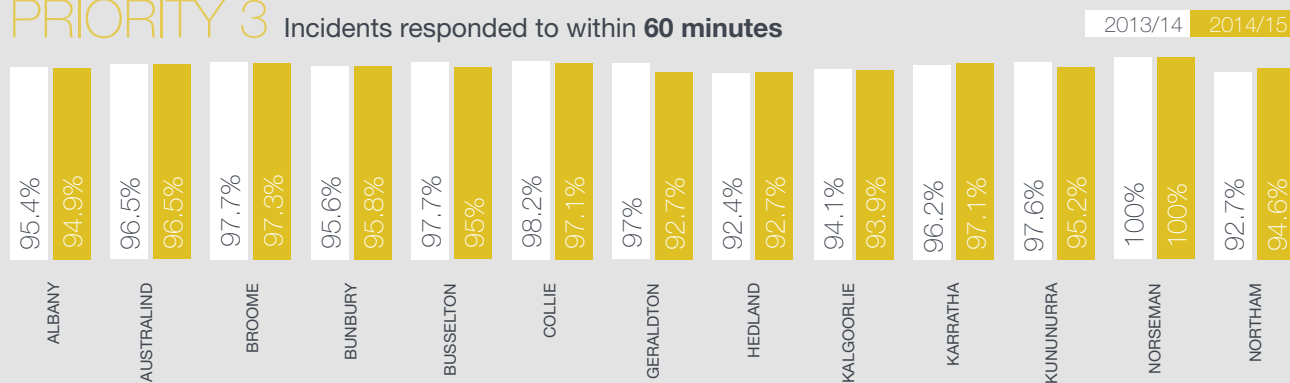
### PRIORITY 1 Incidents responded to within 15 minutes



### PRIORITY 2 Incidents responded to within 25 minutes



### PRIORITY 3 Incidents responded to within 60 minutes



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





# PATIENT TRANSFER SERVICE

The Patient Transfer Service enjoyed a very successful year, while broadening the range of services offered.

The Patient Transfer Service is now available to anyone seeking non-urgent patient transport – no matter when or where in the state.

The expansion in regional WA has been very successful with teams now stationed in Bunbury, Busselton, Albany, Katanning, Northam and Geraldton, and plans are underway to establish new services and teams in other centres.

The Patient Transfer Service maintains the high quality patient care St John is renowned for.

## St John's Patient Transfer Service achievements include:

- Regularly achieving its 85 per cent target to arrive within 15 minutes of the booking time and complete the job on time.
- Partnering with the Metropolitan Ambulance Service to ensure more than 200 patients were transported to the new Fiona Stanley Hospital safely and efficiently.
- Working with Career Education to roll out new education programs for Transport Officers and dispatchers.



# STATE OPERATIONS CENTRE

Our State Operations Centre receives all emergency triple zero calls for ambulance attendance and is responsible for dispatching responses to all ambulance incidents in WA. It operates 24 hours a day, seven days a week and in 2014/15 handled 513,112 calls. Of these calls, 194,287 were emergency calls, an increase of nine per cent over last year.

## Key achievements included:

- Continued robust auditing of our call-taking system. Performance has been excellent, with more than 300 cases per month audited indicating 97 per cent compliance.
- Integrating a new telephone system with computer aided dispatch to allow communications officers to make calls directly from dispatch. This has eliminated delays and allowed for one-touch calling of crews or depots in metropolitan and country areas.
- Updating the computer aided dispatch and mapping systems to facilitate more efficient and accurate dispatch. St John was one of the nation's first emergency services to integrate Mobile Line Identification into its dispatch system.
- Updating the computer aided dispatch system, including integration of the interactive intelligence telephone system and caller line identification.
- Improving computer aided dispatch database resiliency, robustness and performance through adoption of the latest data extraction software.

## CALL NUMBERS

Total Calls



Emergency Calls (000)



# JUSTIN BRENNAN

## COMMUNICATIONS OFFICER



**I started with St John in November 2012 and, since leaving the army, it was the first time I felt I had a real career.**



Having to abandon plans for a military career for medical reasons left Justin Brennan feeling like a ship without a rudder. That was until he started serving as one of the people that form the human interface between those in the community in need of emergency medical help and St John. Justin's story is an inspiration for anyone, young or old, looking for a new career in a field that really matters.

When I left school I went straight into the Australian Army, but was medically discharged after only a short time in the service. On returning to Perth I worked in a few fields; from sales, to becoming a bicycle mechanic, a croupier and working in telematics.

I started with St John in November 2012 and, since leaving the army, it was the first time I felt I had a real career.

Being a Communications Officer with St John is very fulfilling. We work long hours, but I get to go home knowing that I have made some difference to the lives of our callers, and our patients. My job gives me a different perspective on stress.

The role is not without its challenges. We are equipped only with our voice and our ears, and trying to cut through the stress and panic on the other end of the line can be difficult.

But the satisfaction when you can finally reach the call determinant and you see the right ambulance crew reach the patient and convey them safely to further care makes it all worthwhile.

Working on shift is like having another family, and the support I get from my Duty Manager and my other team members is what keeps me coming back to work, often with a smile.

I would readily recommend St John to anyone wanting to pursue a career in a truly worthwhile field.





# CLINICAL GOVERNANCE

**St John's focus on delivering world class and cost-effective ambulance services shows we put a very high value on our clinical knowledge and skills, in order to deliver the best outcomes for our patients.**

**Our commitment to maintain a strong clinical governance framework saw more than 5,000 comprehensive clinical audits conducted along with 29 updates to our clinical practice guidelines.**

St John continues to collaborate with other Australasian ambulance service partners through various clinical and research forums.

We are committed to ongoing research including through the Australian Resuscitation Outcomes Consortium Epistry and the Prehospital, Resuscitation & Emergency Care Research Unit at Curtin University.

The four year RINSE trial was completed during the year. This trial was undertaken to determine how effective the combination of CPR and cooling a patient is after a cardiac arrest in a pre-hospital setting.

Education is a key pillar in the organisation's approach to clinical governance. This year regional professional development seminars were held with more than 700 attendees.

We had 153 clinical incident reports. Paramedics are encouraged to lodge clinical incidents as a part of our continuous improvement approach to clinical practices. Outcomes from investigations are used to modify and improve our practices.





# MEDICAL SERVICES

**Our Medical Services department specialises in providing highly qualified, experienced staff to look after the daily health and emergency medical needs of remote and offshore workers. As well as providing exceptional medical staff, Medical Services works with each client to design a complete health care package for their work site.**

In the Medical Services area in 2014/15 we introduced medics, emergency services officers and drug and alcohol screening for mine site workers.

During the year we made our first appointment of industrial paramedics to the exploration field, utilising them on short term contracts.

St John currently provides 20 paramedics, two emergency services officers and two medics to industry.



# EVENT HEALTH SERVICES

**Our 1,300 event volunteers provided medical services to the West Australian public during the year at events ranging from school sports carnivals to the Perth International Arts Festival. Highly trained and skilled volunteers supported the delivery of professional event services to both community-based and commercial events across the state.**

**Our volunteers contributed more than 70,000 hours of community service at almost 3,000 different events.**

We treated 17,500 people during the year, an increase of 28 per cent over the previous year which is reflective of the 29 per cent growth in events attended.

2014/15 saw the launch of the First Aid Awareness initiative. This program offers free first aid training by St John volunteers for people at events. First Aid Awareness supports our objective to make first aid a part of everyone's life and delivered training to nearly 6,000 people in the first months of operation.

#### **Key achievements included:**

- Implementation of an events operations centre. The centre provides after-hours logistics and

a coordination support service to the hundreds of volunteers at weekend events.

- Providing event cover for the 1.2 million people who visited Perth in February 2015 to watch The Giants, a Perth International Arts Festival performance.
- Commissioning a state-of-the-art Mobile Command Centre. This resource is an essential part of operations at all major events as well as summer bushfires. During the bushfires, the command centre was integral in the coordination of our event volunteers and ambulance operations.



# COMMUNITY FIRST RESPONDER SYSTEM

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

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

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

Our focus on expanding and refining of the system continued during 2014/15 with a 29 per cent increase in the number of locations to 970 across the state.

There are now 421 defibrillators located in the metropolitan area and 549 in regional WA. During the year there were more than 3,000 activations of the system by the State Operations Centre in direct

response to patients in need. In 2014/15 the Community First Responder program expanded to even more remote and regional communities, including Halls Creek, Fitzroy Crossing, and Derby.

The opportunity to become a St John Ambulance volunteer was also extended to individuals associated with the first responder locations.





# HAJ RAHIM

## EVENT HEALTH SERVICES VOLUNTEER



I am proud of the uniform I wear, the organisation I serve and the work I do.



**St John volunteer Haj Rahim epitomises the volunteer spirit. He has contributed more than 4,000 hours in three years in several areas of St John. Haj's service across Event Health Services, Country Ambulance and Patient Transfer Community Services is testament to the unique way the organisation operates in the state. This is his story.**

In my youth I was a member of the St John Ambulance Brigade in Singapore so, when I retired from full time employment in 2012, I decided to devote my time and continue my passion for service with St John.

I joined with the sincere intention to help those in need and to serve the organisation with no expectations of rewards or personal glory. I love volunteering so much that I do it six days a week. I am proud of the uniform I wear, the organisation I serve and the work I do.

Being able to help, comfort and reassure patients, especially the elderly and critically injured, gaining their trust and confidence and seeing their smiles is very rewarding.

Last year I had an elderly patient suffering from heat exhaustion at one of our events but I was unable to stabilise her due to pre-existing medical conditions. Initially she refused to go to hospital by ambulance but after much convincing she finally agreed.

A month or so later, at a different event, this same elderly patient came up to me and hugged me. She thanked me for all I had done for her and I was touched by her gratitude.

Moments like these give me the strength and motivation to do this good work. I will continue to do this work for as long as I am able to do it competently.



St. John Ambulance  
Level 3 Officer

LEVEL 3 OFFICER

Event



# FIRST AID SERVICES AND TRAINING

During 2014/15, St John provided first aid training to 9.4 per cent of the West Australian population. Through a range of programs delivered across the state, we trained a record 245,000 students, an increase of 11 per cent on the previous year.

Our first aid training builds community confidence to respond to emergency situations. This is an important component of our integrated model of pre-hospital care.

Each year, we measure the propensity of the community to take action based on confidence to deliver first aid, and recency of training. This research conducted by Roy Morgan shows that 260 people out of 1000 are confident and prepared to take action.

In total, we trained 121,406 school students through the charitable First Aid Focus program at no cost to students or schools. During the year, St John passed the 500,000 mark for the total number of students having completed this program since its inception.

This year our contact centre was honoured with a high commendation for customer service at the annual Customer Service Council Awards.





	2013/14	2014/15	VARIANCE
<b>Total metro students</b>			
		195,318	+14%
	171,845		
<b>Total regional students</b>			
	43,620		+1%
	43,173		
<b>Total first aid students</b>			
		245,191	+11%
		220,748	
<b>Total First Aid Focus students</b>			
		121,406	+16%
	104,919		

# GRAHAM McDONNELL

## MARTIAL ARTIST SAVES SON WITH CPR

“

Although the villa pool was fenced off, Cruz had got past the gate and was silently drowning.

”

**A parent's worst nightmare is realised on a family holiday in Bali when the owner of a Perth martial arts business has to provide life-saving CPR to his 18 month old son. Father-of-three Graham McDonnell talks about the ordeal.**

I was sitting facing the pool and I remembered I had a tiny bit of work to finish. I checked the kids were there, sent an email, and when I looked up I saw Cruz face down in the pool.

Although the villa pool was fenced off, Cruz had got past the gate and was silently drowning.

I plunged into the water knowing that even if Cruz survived the chance of permanent brain injury increased with every minute that elapsed.

He was blue from head to toe. In every practical sense he was dead.

After putting him on his side and clearing his airway I quickly got him onto his back and gave him two breaths and started doing chest compressions.

Between compressions, I screamed out to my eldest son to “Get mum, now”.

My wife Dee was hysterical. She was screaming like I hope to never hear again. She kept yelling, “He’s not breathing, he’s not breathing”.

After a few cycles of breaths and compressions Cruz threw up and he then let out a dull murmur. He was taken to Bali Hospital by car and was placed in the intensive care unit for two days where he made a full recovery.

I can't stress enough how important first aid training is. I had only finished my training three weeks prior to this happening. If you have never done a first aid course or need to refresh it do it now.

I hope that no parent ever has to resuscitate their kid or anyone else, but knowing first aid is a vital skill everyone should know.



# YOUTH ENGAGEMENT

St John extended its youth engagement program during the year with a number of initiatives.

In August 2014 a Youth Challenge was held where more than 2,500 schoolchildren enhanced their understanding of first aid through 13 highly interactive and hands-on learning zones.

A mix of new programs allowed St John to grow the total number of school students it trains each year, with 11,000 young people being taught during the year.

The programs to debut in 2014/15 were:

- The ambulance visits program, which aims to engage younger children in first aid by allowing them to see how an ambulance works and learning early first aid skills.
- First Aid Club, a new 10-week school based first aid program for primary school students, started in early 2015 and almost 800 students from 20 schools completed the program.
- The Cadetship Program, which allows 16 and 17 year olds to take part in St John operations at public events, has enrolled more than 70 cadets.





# PROPERTY AND DEVELOPMENT

St John continued to invest in its property portfolio with the aim of meeting current operational needs across metropolitan and country regions.

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

- Shenton Park Depot.
- East Bunbury Depot.
- Karratha patient transfer facility.
- Busselton Sub Centre improvements.

Land was also purchased in Belmont to be used for Fleet and Radio, Supply and Distribution, Event Health Services, volunteer education and the central north ambulance hub.

Additionally, further sites were secured for a new Busselton Sub Centre and an ambulance depot at Fiona Stanley Hospital.

Construction on a new ambulance hub commenced in Wangara and funding was secured for new depots in Carnarvon and Boyanup.

Our property team also started using new facilities management software, that will enhance the management of more than 260 properties across the state.



# FIRST AID FOCUS - HALF A MILLION AND COUNTING

**St John is dedicated to building a resilient West Australian community. By training 245,000 people in first aid as we did in 2014/15 we have more people on the 'frontline' when a medical emergency occurs. Applying those skills before an ambulance arrives can be critical. At St John we believe no one is too young or too old to learn first aid and our free school-based program is testament to this.**

St John's commitment to making first aid a part of everyone's life resulted in a major milestone for the organisation last year - with the number of school students trained through St John's free First Aid Focus program eclipsing 500,000.

First Aid Focus is Australia's leading schools-based first aid program, bringing a youthful, vibrant flavour to first aid training. We are now teaching more than 120,000 school students each year at no cost to schools or parents.

The program, launched in 2009 and aimed at school students from Kindergarten to Year 12, has been taken up by hundreds of WA metropolitan and country schools.

St John Deputy CEO Anthony Smith said First Aid Focus was specially designed for young people so that they could learn age appropriate life-saving skills.

"Remarkably we have found that young people, even as young as four, have been able to recall the lessons learnt and dial triple zero for an ambulance.

"We are delighted that so many young West Australians have done this course.

"To reach half a million students is a brilliant achievement and we have a more resilient community as a result."

St John celebrated reaching the 500,000 mark with an event at Carramar Primary School attended by about 400 students and their families. The event was reported by Ten Eyewitness News.

This commitment to young people and training also resulted in the inaugural St John Youth Challenge in August 2014, which involved 2,500 primary school students visiting the Perth Convention and Exhibition Centre for a hands-on, fun and engaging experience while learning about first aid.

Students learned life-saving skills through a variety of interactive learning zones including the DRSABCD (danger, response, send for help, airway, breathing, CPR, defibrillation) action plan, management of bleeding, and treating burns, bites and stings.

*First Aid Focus trainer Stacie  
with some of the 120,000  
students trained in 2014/15.*







**D** DANGER THE SCENE  
**R** RESPONSE THE PERSON  
**S** SEND CALL 000  
**A** AIRWAY THE AIRWAY  
**B** BREATHING THE BREATH

RECOVERY POSITION

# COMMUNITY SERVICES

**St John could not achieve the success and results it does without the commitment and support from our dedicated volunteers working for the service of humanity.**

The Community Services Directorate was established this year to support our commitment to the vision of having 20,000 volunteers by 2020.

The Community Services Directorate is focused on building an even stronger volunteer experience for St John volunteers, creating a broader range of new

volunteering opportunities and building a deeper connection between the wider WA community and our vision and purpose.

In its first year, the directorate created the foundations and a five-year plan to provide greater support to the parts of the organisation that provide volunteering opportunities.





# VOLUNTEER MEMBER SERVICES

**St John volunteers are a vital part of our integrated model, contributing significantly to the services delivered to the West Australian community.**

**This includes country ambulance, Event Health Services, Community First Responder and patient transfer.**

The Volunteer Member Services team assists with effective volunteer recruitment and retention, helping to maintain and recognise the valuable contribution of our volunteers.

Through St John, the community enjoys the support of 4,852 volunteers.

Our volunteer database has been extended to include Commandery, Community First Responder members and new roles created in 2014/15.

**Some highlights for the year included:**

- New community volunteer roles for the Patient Transfer Service.
- Video and appreciation events for National Volunteer Week.
- Large increases in uptake of reward and recognition across the organisation.



# OUR PEOPLE

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Additional staff were added across St John in 2014/15 including 129 new administration/support and management roles (11 country sub centre administration roles), 25 First Aid Trainers and Community Education Officers.

Thirty Student Ambulance Officers commenced study at Curtin University in the Bachelor of Health Science degree in semester 1, 2015.

Thirty-seven Student Ambulance Officers commenced employment with St John in February 2015 and 51 Transport Officers were recruited in casual and full-time positions.

In 2014/15 St John continued to invest in Wellbeing and Support services. The Wellbeing and Support team grew to eight members, who in partnership with a network of external providers support our 6,000 people.

The extra staff has allowed the Wellbeing and Support team to be in more places at more times including visiting 140 sub centres and providing a stronger metropolitan on-road presence.

In 2014/15 Wellbeing and Support received more than 300 direct requests for follow-up and support each month. In addition, about 150 career staff and volunteers accessed external support services provided by St John.

The two continuing education program modules have been positively received by staff and volunteers in all areas of St John in both metropolitan and country locations.

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## THE FABRIC PROGRAM

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St John places a great emphasis on professional development and connecting staff and volunteers to the rich national and international history of the St John organisation.

To this effect, a range of professional and personal development opportunities were offered under The Fabric program in 2014/15.

### **Staff and volunteer participants attended events that included:**

- The Resuscitation Council of Australia conference.
- The Australasian Council of Ambulance Authorities conference.
- The Ambulance Leadership Forum in the UK.

Delegates also visited St John Malta to learn about the history of the Order of St John, and those who visited St John's Gate in London learned about St John's beginnings, growth, impact and legacy.

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## CORPORATE EVENTS

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St John's corporate events program plays a big part in recognising, rewarding and engaging staff and volunteers. In the past year we hosted 34 corporate events, which welcomed almost 7,000 guests.

### Highlights for 2014/15 included:

- The State Conference – almost 900 people attended each day of the two day conference and enjoyed an informative and fun program while networking with colleagues and other St John people from across Australia.
- The Annual Investiture – 29 admissions and 13 promotions to the Order of St John were made, as well as nine Commandery Commendations awarded.
- The Annual Christmas Awards event was held at Government House, where Her Excellency the Honourable Kerry Sanderson AO, Governor of Western Australia, presented 26 National Medals and Bars and 24 Community Hero Awards. The first aid heroes included two school boys who prevented an adult choking and an Albany St John volunteer who helped save the life of a man attacked by a shark in Esperance (see page 32).

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## ST JOHN FELLOWSHIP GROUP

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

The Fellowship group held a number of successful fundraising events over the year.

Funds were donated to the St John Eye Hospital in Jerusalem and the St John Museum and Heritage Centre in Belmont.

Members of the Fellowship also attended the Annual Investiture and the St John's Day celebration.

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## FRIENDS OF ST JOHN

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

Various events were held for the Friends of St John with approximately 80-100 attending each time. In October we invited our Friends to the "Grandkids First Aid Day" where they bought their grandkids along to learn first aid. In March, the Friends of St John toured the State Office and met other volunteers and staff.



St John recognises the commitment, capabilities and skills of our people and they are central to achieving our goals. We strive to build and maintain a capable, informed and adaptive workforce, and we embrace the diversity of our staff's abilities, cultures and experiences.



# A PROUD HISTORY OF SERVICE

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## HISTORY, HERITAGE AND MUSEUM

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Museum volunteers and staff worked hard in 2014/15 to preserve the history of St John in WA.

### **Aside from opening the museum to visitors during the year, our historians:**

- Created a video of our history for use in St John staff and volunteer induction.
- Published Dr Harry Oxe's book *Any attempt is better than nothing: Australian Resuscitation Council - the first twenty five years* in November 2014.
- Compiled St John Ambulance Association Council reports into digital and hard copy format.
- Provided material for St John displays at events including the State Conference and the St John's Day church service.



## WAR AND ST JOHN

In 2015, Australia commemorated the 100th anniversary of ANZAC troops landing at Gallipoli, a timely reminder that one of St John's earliest objectives was to provide medical reserves in times of war.

After the onset of the Boer War (1899-1902) the British military realised their medical corps could not cope with the number of casualties. Volunteers from St John were requested to serve for six month tours and about 1,800 men from Britain and her colonies answered the call. WA had no ambulance service, but some members of the fledgling organisation, notably co-founder of St John in WA Dr George McWilliams, did enlist.

When World War I broke out in 1914, St John was able to provide 12,000 trained men and women within six months. St John and the Red Cross formed a partnership and made an enormous effort in the care and welfare of the sick and wounded.



St John also stepped up to handle other contingencies such as gas attacks. For the first time we also became involved in air raid precautions, a role that developed dramatically in World War II.

World War II triggered an unprecedented public demand for first aid and home nursing training. St John's 1940 annual report observed that, prior to the year under review, the greatest number of classes instructed in any year in WA was 143. In 1940 the number was 301 and in 1942, 636 classes were required.

St John also made a notable contribution to the war through members who joined the armed services. St John men made up nearly all of the 7th Field Ambulance Unit and then served afterwards for three more years in the Civilian Military Force. In Western Australia some 275 St John Ambulance and Brigade members joined.

Some of the St John personnel who enlisted were captured and put into prisoner of war camps. Dr Arthur Home from Albany was in Singapore's Changi prison and ran first aid classes for fellow prisoners. Dr Alan King was in a German prison camp and treated fellow inmates. Both men returned home at the end of the war and continued their medical practices and St John work.

Australia's commemoration of the Gallipoli landings centenary was an opportunity to recognise the contribution of these men and women and note their impact, not only on their fellows in arms but also on St John and the WA community.



1874

Order of St John established the St John Ambulance Department to promote its humanitarian work.

1877

Order of St John inaugurated the St John Ambulance Association to train men and women for the benefit of the sick and wounded and as a civilian reserve for the Army Medical Department.

1882

Ophthalmic Hospital opened in Jerusalem by the Order of St John.

1888

Queen Victoria granted the Order a Royal Charter in recognition of the excellent work performed by members of the Order of St John, especially the St John ambulance Association, making it an official British Order of Chivalry with the Queen as its Sovereign Head. Lions and unicorns were added to the St John Cross.

1892

Inaugural first aid classes commenced in Perth and Fremantle and the first public meeting of St John in WA elected a committee.

1899

First Country Sub Centre established at Cue.

1904

A men's division of St John Ambulance Brigade formed in Perth with Dr George McWilliams as Assistant Commissioner.

1908

The Railways Ambulance Corp. affiliated with St John as a District Association Centre with men and equipment at Perth, Northam, Bunbury, Geraldton, Albany and Kalgoorlie.

1913

First women's nursing division was founded.

1921

Perth Central Ambulance depot opened in Murray Street.



St John's Gate



Murray St depot



First women's division



# IMPORTANT MILESTONES IN



New building in Wellington St



A first aid class, Perth 1968

Geraldton Sub Centre ambulance transport commenced.

St John Cadets formed in Fremantle.

New building in Wellington Street finished and opened for both the Association and the Brigade.

The Association taught 1,871 first aid students and almost 12,000 patients were transported by the Ambulance Service. There were 72 sub centres throughout the state.

Ford ambulances in service.

1922      1923      1928      1929      1934      1936      1937      1940      1954      1959      1965      1975

1,873 patients were transported in 3 ambulances by 4 paid officers.

Bunbury Sub Centre and Fremantle established ambulance transport services.

Austin Ambulances purchased.

A Collie SJAA First Aid Team travelled to London for the Brigade's Jubilee celebrations. They were awarded the Lady Durcan Cup for their competition efforts.

Albany is the first country sub centre to have paid Ambulance Officers.

"Ambulance Officer" replaces "Driver" and "Attendant".

Career ambulance staff changed uniform. Khaki replaced by blue trousers, white smocks and blue zip-up jackets.

St John took over the ambulance service from Metropolitan Fire Brigade. The fleet was made up of 2 Ford, 1 Scat and 1 Jackson vans.



Model-T Ford ambulance



Austin ambulances



Collie first aid team



New uniforms

# THE SERVICE OF HUMANITY



Heart monitors in ambulances

Life Pak 5 heart monitor units in ambulances.

Air Ambulance Service commenced throughout the south west of the state.



Community Care Branch

Industrial Health Services commence - Collie is the first venue.

Community Care Branch was established in Western Australia. This branch provides friendly support to the lonely, frail, aged and disabled.

Patient Transport Service starts.

College of Pre-Hospital Care formed.

More than 500 career and 2,000 volunteer ambulance personnel transported 136,000 patients. The ambulance service fleet was made up of 340 Ambulance vans and new Mercedes ambulances began to replace old Ford vehicles. First Aid trained 51,952 students in WA.

Community First Responder System introduced.



Save A Life

Wellington building.

Emergency Helicopter starts with Care Par

1977

1979

1985

1986

1992

1994

1995

1997

1999

2001

2000

2002

St John in WA moved to new premises in Belmont. Brigade remains at Wellington Street. St John was operating from 116 sub centres around WA.

Female Ambulance Officers commenced.



Graduating officers

Centennial of St John in WA.

Green uniform introduced.



Ambulance Service Medal in WA - 3 per year awarded.

St John in WA celebrates 110 years of service to the community teaching first aid, and 80 years of the Ambulance Service.



Belmont premises



Mercedes ambulances





Life Day

on Street  
sold.

cy Rescue  
er Service  
th Critical  
amedics.

First Aid Focus  
commences – free  
first aid training for  
school children.

“Save A Life Day”  
3,907 students  
from Perth and  
regional WA broke  
the Guinness World  
Record for the  
largest number of  
students trained  
simultaneously in  
CPR.

2,000,000 first aid  
students taught  
since 1892.



New corporate  
branding and logo

2003 2006 2007 2008 2009 2012 2013 2014 2015

parated

New building at  
Belmont opened.

Friends of St  
John formed. A  
new collegiate  
structure of several  
former volunteers  
and retired staff  
coming together  
maintaining social  
contact and interest  
in St John work.



Complex Patient  
Ambulance Transport  
Vehicle in service.



New Belmont building

Fabric of St John  
Scholarship introduced  
and St John became a  
company limited by a  
guarantee.

Half a million students  
total trained through  
First Aid Focus.



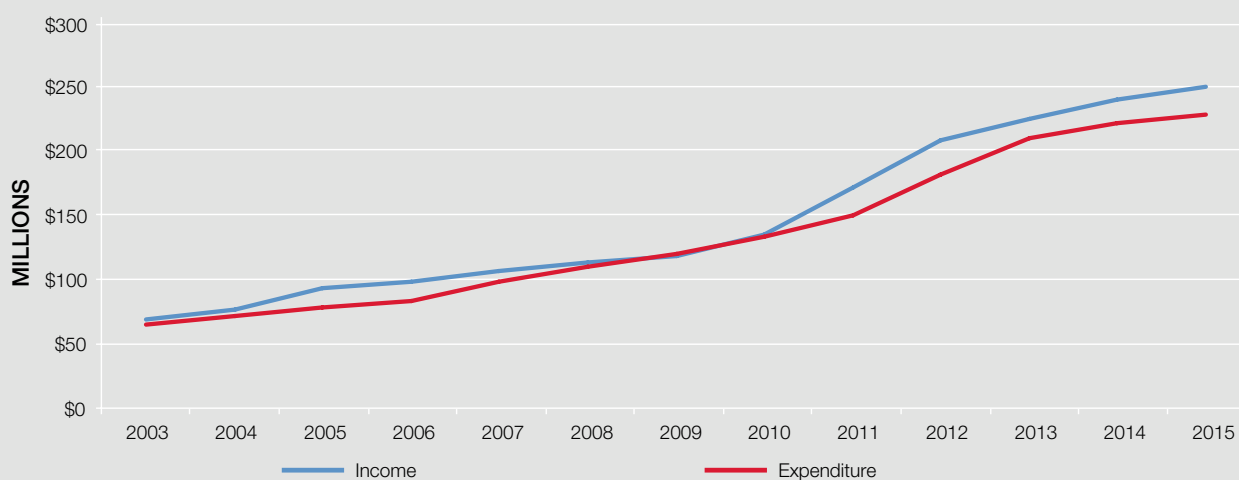
First Aid Focus

# ANNUAL REPORT SUMMARY

## ORGANISATION

Year	Income	Expenditure	Surplus/(Deficit)
2003	70,168,000	66,080,000	4,088,000
2004	77,716,000	72,632,000	5,084,000
2005	93,745,000	79,951,000	13,794,000
2006	99,487,000	83,848,000	15,639,000
2007	107,269,000	99,466,000	7,803,000
2008	113,876,000	110,437,000	3,439,000
2009	119,704,000	121,733,000	(2,029,000)
2010	135,624,000	134,568,000	1,056,000
2011	173,370,000	151,317,000	22,053,000
2012	209,298,000	183,168,000	26,130,000
2013	226,646,000	210,640,000	16,006,000
2014	240,981,000	222,345,000	18,636,000
2015	251,461,000	229,956,000	21,505,000

## INCOME AND EXPENDITURE



METROPOLITAN  
INCOME SOURCES  
(\$,000)

	\$	% of total
Ambulance Services	100,505	49%
Department of Health	80,967	40%
First Aid Training	8,449	4%
Medical Services	8,977	4%
Other	5,912	3%
<b>TOTAL</b>	<b>204,810</b>	<b>100%</b>

METROPOLITAN  
OPERATING  
EXPENDITURE (\$,000)

	\$	% of total
Personnel	139,377	75%
Property and Vehicles	17,097	9%
Bad Debts	14,010	8%
Medical and First Aid	2,260	1%
Other	13,589	7%
<b>TOTAL</b>	<b>186,333</b>	<b>100%</b>

COUNTRY INCOME  
SOURCES (\$,000)

	\$	% of total
Ambulance Services	29,801	64%
Department of Health	7,492	16%
First Aid Training	3,908	8%
Benefit Fund	2,436	5%
Other	3,014	7%
<b>TOTAL</b>	<b>46,651</b>	<b>100%</b>

COUNTRY  
OPERATING  
EXPENDITURE (\$,000)

	\$	% of total
Personnel	21,888	50%
Property and Vehicles	8,915	20%
Bad Debts	6,689	15%
Medical and First Aid	3,187	8%
Other	2,944	7%
<b>TOTAL</b>	<b>43,623</b>	<b>100%</b>

INCOME (\$,000)

	\$
Metropolitan	204,810
Country	46,651
<b>TOTAL</b>	<b>251,461</b>

EXPENDITURE (\$,000)

	\$
Metropolitan	186,333
Country	43,623
<b>TOTAL</b>	<b>229,956</b>

LOTTERYWEST

	\$
Ambulances	710,000
Buildings	170,238
Equipment	75,989
<b>TOTAL</b>	<b>956,227</b>

# OUR EXECUTIVE TEAM

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## TONY AHERN

Chief Executive Officer

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

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## ANTHONY SMITH

Deputy Chief  
Executive Officer

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Anthony was appointed Deputy CEO at St John in 2012 after joining the organisation in 2007 and having held the positions of Business Services Director and Finance and Administration Director. Anthony's broad executive experience spans corporate, not-for-profit and government organisations with particular expertise in financial management, corporate governance, business law and strategic planning. Anthony completed the Advanced Management Program at Harvard Business School in 2011. He holds a Bachelor of Commerce, Graduate Certificate in Public Sector Management and Diploma in Local Government. Anthony is a Fellow of Leadership WA, a member of the Australian Institute of Company Directors.

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## ANTONY SMITHSON

Finance and  
Administration Director

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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.

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## IAIN LANGRIDGE

Ambulance Service  
Director

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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.



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## DR PAUL BAILEY

Clinical Services Director

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

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## DEBBIE JACKSON

Community Services  
Director

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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 Community Services division in 2014. 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 has expertise in human resources, industrial relations, occupational health and safety, and staff planning. In 2015, Debbie was awarded the Ambulance Service Medal.

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## ASHLEY MORRIS

Technical Services  
Director

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Ashley joined St John in 1991 as a programmer and system administrator after graduating from Curtin University with a Bachelor of Applied Science in Computer Technology. 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 and electronic patient care records. In 2014, Ashley was awarded the Ambulance Service Medal.

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## IWONA NIEMASIK

Human Resources  
Director

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Iwona joined St John in 2005 as a management support analyst looking at how best to utilise our workforce and how tasks are performed. Before joining St John Iwona worked in retail operations and managed projects in mining and construction. At St John, Iwona has played a key role in Enterprise Agreement negotiations. In 2011 Iwona was promoted to Workforce Planning Manager. Iwona took on the role of Human Resources Director in 2014 and is currently responsible for workforce services, occupational safety and health, staff deployment, workforce planning, employee relations and payroll.

# ROLL OF ORDER MEMBERS

## 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 Comminos 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  
\*The Most Reverend Roger Herft  
Mr Ronald Neville Jesson  
Mr John Charles Jones  
Dr Edith Khangure  
Mr Shayne Graham Leslie  
Dr Kenneth Ross 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 Scheffhout  
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  
Mrs Elizabeth Anne Dyer  
Miss Marie Elizabeth (Betty) Dyke  
Mrs Ethel Grace Farley  
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 Phillip 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 Michael James Robertson  
Mrs Carmel Jean Honarah Sands  
Mr David James Saunders  
Miss Margaret Evelyn Savage  
Mr Brian James Savory  
\*Mr Allan Keith Shawyer

Mrs Irene Simpson  
Dr Peter James Strickland  
Mr Dirk Christopher Sunley  
Mr Ronald Gus Swansen  
Mr Antony Afric Tanner  
Mr Alexander Edward Taylor  
Mr Paul Stylianos Vassis  
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 John Edwin Austin  
\*Mrs Aileen Joyce Austin  
\*Ms Persine Ayensberg  
Mr Gavin Bagley  
\*Mr Ewen Gilchrist Bain  
Mr Gregory Robin Baird  
Mrs Doris Ball  
Mrs Michelle Bamesse  
Mr Joshua Richard Bamford  
Mr Alexander John Barclay  
Mrs Judith Margaret Barker  
Mr Colin Peter Barron  
Mr Troy Andrew Bates  
Mr Darryl Wayne Beaton  
Mr Paul James Beech  
Mrs Susan Joy Beech  
\*Mr Keith Billingham  
\*Ms Dawn Anne Bishop  
\*Mrs Venita Merle Bodle  
\*Mr Arnold Bogaers  
Mr Keith Douglas Bolitho  
Mr Sergio (Sarge) Bottacin  
Mr James Edwin Boyd  
Ms Isabel Blanche Bradbury  
Mrs Evelyn Ronaldine Brady  
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

\*Mrs Valmea Wendy Brown  
Rev Bernard Russell Buckland  
\*Mrs Christine Johanna Bull  
Mrs Dorothy Burgess  
\*Mrs Ellen Merle Burrows  
Mr Bradley Carle  
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 Jacqueline 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 Lancelot Norman George Davis  
\*Mrs Kerry Dianne Davis  
Mr Aaron Clifford Del Pino Martin  
Mrs Gail Patricia Dennert  
Mr Ian Digweed  
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 Edward Elphick  
Miss Gail Patricia Elson  
Mr Aaron Peter Endersby  
Ms Julie Kay Ettridge  
\*Mr John Richard Evans  
\*Mrs Lynette Mae Evans  
\*Mr Glen Exelby  
Mr Cornelis Anthonie (Kees) Faas  
\*Mr Alan Thomas Fairall  
Mr James Farnworth  
Mr Eric Campbell Farrell  
Mr Mark James Felstead  
\*Mr Peter Wiltshire Felton  
Mr Nelson John Fewster  
Mrs Linda Field  
\*Mr Clifford Fishlock  
Dr John Graham Francis  
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  
 \*Mrs Patricia Ruth Griffith  
 Mr David Jon Grimmond  
 Ms Jill Grist  
 Mr Philip Keith Groom  
 Mr Gary Guelfi  
 Mr David Gulland  
 \*Mrs Margaret Josephine Haddon  
 Mr Arthur Robert Hall  
 \*Mr Glen Lindsay Hall  
 Mr Douglas Kemble Hancock  
 Mr Mervyn Desmond Hansen  
 Mr John Victor Hards  
 Mrs Pauline June Harris  
 \*Mr John Harrison-Brown  
 Mrs Patricia Hatch  
 Mrs Beth Hayward  
 \*Mr John William Hemsley  
 Mr Desmond Robert Henderson  
 \*Miss Doreen Grace Higgins  
 Mrs Beth Hobley  
 Mr Christopher Edward Hodgson  
 Mrs Carol Ann Hope  
 Mr Robert George Horton  
 Mr Patrick Hourigan  
 Mr Robert James Howard  
 Mr Antony George Howe  
 \*Mr Clifford Morrison Howe  
 \*Mrs Audrey Yvonne Hoyle  
 Mrs Betty Valma Hudson  
 Mrs Vicki Raye Humphry  
 Mrs Doris Marilyn Hunter  
 Mr Robert Frederick Ingpen  
 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 Ian Lionel Jones

Mr Bauke Theodore Jongeling  
 Mrs Kathleen Kane  
 Mrs Lara Suzette Karatzis  
 Mrs Valerie June Kelly  
 Mrs 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  
 Mrs Helen Margaret Laycock  
 Mrs Daphne Joan Lee  
 Mr Leonard Allan Leeder  
 \*Mrs Mary Patricia Leeson  
 Mr Kelvin Allen Lemke  
 \*Mr Robert Ian MacDonald  
 Mr Kenneth Sydney MacKenzie  
 Mr Leonard Reginald Martin  
 Mrs Maxine June Martin  
 \*Mr Milton William Marwick  
 Mr Peter Maughan  
 Mrs Jennifer Rose Maughan  
 Mrs Ethel Elizabeth Mayers  
 \*Mrs Susan Mary McCreery  
 Mrs Joyce McCubbing  
 Mr James Eric McGlinn  
 Mr Vince McKenney  
 Mr Allan Arthur McSwain  
 Mr Paul Peter Monger  
 Mrs Dorothy Faye Morgan  
 Mrs Ilse Adelheid Mueller  
 Mrs Margaret Patricia Murdoch  
 \*Mr Colin James Murphy  
 Mrs Audrey Veronica Murphy  
 \*Mr George Ian Murray  
 \*Mrs Jan Kerry Murray  
 Mr Peter Leonard Nicholls  
 Mrs Dianne Leslie Nicholls  
 Ms Hilary Jeanne Nind  
 Miss Melissa Northcott  
 Mrs Christine Nye  
 Mrs Jennifer Lee Oliver  
 Mr David Ovans  
 Mr Kenneth W Parker  
 \*Mr Edwin Harold Parry  
 Ms Anne Louise Parsons  
 Mr Lance Murray Paterson  
 \*Ms Sharon Leanne Patterson  
 \*Mr Brian John Payne  
 Mrs Kelly Ann Pearce  
 Mr Anthony Colin Pegram  
 Mr Ross Walter Perry

Mr Jeremy Peterson  
 \*Mr John Piggott  
 Mr David Charles Plenty  
 \*Mr Clarence Richard Plummer  
 Mr Barry Daniel Price  
 Mr Trevor Walter Prout  
 Mr Arthur Arnold Putland  
 Dr Richard Frederick Reynolds  
 Mr David Rhodes  
 Mrs Janet Mary Rhodes  
 \*Miss Evelyn Faye Ridley  
 Mr Leonard (John) Riley  
 Mr Robert John Rimmer  
 Mr Alan Rimmer  
 Mrs Mary Bridget Ripper  
 Mr Geoffery Roberts  
 Mr Garth Alan Roberts  
 \*Mr Anthony John Rose  
 \*Mrs Dulcie June Rule  
 \*Mr Christopher Paul Sabourne  
 Mrs Joyce Sangston  
 Ms Kaitlin Scott  
 \*Mr Keith Raymond Scoullar  
 \*Mr Christopher Leonard Searle  
 \*Dr Brendan John Selby  
 Mr Kenneth Henry Simmons  
 Mr Robert Maxwell Simper  
 Mr Kevin Francis Simpson  
 Mr Ian Mark Sinclair  
 \*Ms Vanessa Elouise Skinner  
 Mr Brendan Warwick Sloggett  
 \*Mrs Elaine Smallwood  
 \*Mr Graham Smeed  
 Mr David Smeeton  
 Mr Graham Leslie Smith  
 Mr Anthony Thomas Joseph Smith  
 Mr Ian Andrew Smith  
 Mr Anthony Bowyer Smith  
 Mr Julian John Smith  
 \*Mr Thomas Smith  
 \*Mr Allan Smith  
 Mrs Janet Ellen Smith  
 Mrs Sandra Gwen Smith  
 Ms Jae Nicole Smith  
 Mrs Lynette Elizabeth Somers  
 Mr Darren Glen Spouse  
 Mr Mathew Luke Squires  
 \*Ms Julie Starceвич  
 \*Mr Matthew David Staunton  
 Mr Neville Bruce Steicke  
 \*Mr David George Stevens  
 Mrs Dorothy Lenise Stevenson  
 Ms Lorna Elaine Stewart  
 \*Mrs Katrina Elizabeth Stewart

Mr Arnold Mervyn Stokes  
 \*Mrs Dorothy Stokes  
 \*Mr Errol Dale Stone  
 Mrs Lorraine Elsie Stone  
 \*Mrs Mary Strickland  
 Mrs Judith Anne Summers  
 Mr John Kinnaird Swan  
 \*Mr Terrence Sweeney  
 Mrs Sharon Tracey Teale  
 Mr George William James Thompson  
 \*Ms Robyn Olivia Thompson  
 Mr Maurice Tomlin  
 Ms Christine Lindsay Trappitt  
 Mr George William Helen Tulloch  
 Mrs Judith Pamela Tyler  
 Mrs Pamela Margaret Usher  
 Mr Raul Valenzuela  
 Mr Hans Vandenberg  
 Mr John Hartley Vaux  
 Ms Sarah Louise Vivian  
 Mr Richard Charles Walker  
 Mrs Maxine Janice Walker  
 Mrs Leonie Walker OAM  
 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  
 Dr Garry John Wilkes  
 Mr Roy Edward Wilkinson  
 Mr Glenn Matthew Willan  
 \*Mrs Jennifer Willgoss  
 Mrs Shirley Elizabeth Williams  
 Miss Christine Ann Williams  
 Mrs Judith Jean Williams  
 Mr Ian Brownlie Wilson  
 \*Mrs Marylyn Joy Wilson  
 \*Miss Renee Joy Wirth  
 Mr Philip Joseph Wishart  
 Mrs Fay Margaret Wolfenden  
 Mr Kevin Wood  
 Mr James Alan Wright

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

# HONOURS AND AWARDS

## PROMOTION TO KNIGHT OF ST JOHN

Anthony John Ahern	Belmont
Peter Wood	Wyalkatchem

## PROMOTION TO COMMANDER

Richard Lugg	Belmont
Shayne Leslie	Belmont
Brendan John Sinclair	Dianella
Rex Dyer	Margaret River

## PROMOTION/ADMISSION TO OFFICER

Ian Jacobs	Belmont
Phil Martin	Belmont
Ashley Morris	Belmont
Brian Keding	Gairdner /Jerramungup
Lynne Hunt	Geraldton
Patricia Jaskolski	Mundaring
Johannes Veraart	Pinjarra

## COMMANDERY COMMENDATIONS TO BE PRESENTED IN 2015

Amanda Clarke	Morley
Alexander Gibson	Morley
Nicola Gibson	Morley
Brenton Hannan	Coral Bay
Maurice Inwood	Augusta
Gabrielle Kordics	Morley
Ruth Lee	Cue
Andrew Moffat	Morley
Tracey Sariago	Morley

## ADMISSION AS MEMBER

Anthony Smith	Belmont
Debbie Jackson	Belmont
Julian Smith	Belmont
Matthew Staunton	Belmont
Jae Smith	Belmont
Persine Ayensberg	Broome
Gary Davies	Broome
Margaret Josephine Haddon	Busselton
Dorothy Stokes	Chapman Valley
Julie Ettridge	Cranbrook
Vanessa Skinner	EHS
Gail Patricia Elson	EHS
Phillip Groom	EHS
Robert Howard	EHS
Gavin Bagley	EHS
Christine Johanna Bull	Esperance
Anthony Rose	Esperance
Dawn Chadwick	Gairdner /Jerramungup
Beth Hayward	Geraldton
Michael Jack	Geraldton
John Darcey	Irwin Districts
Ellen Burrows (Merle)	Kalbarri
Aaron Peter Endersby	Northam
Natasha Clements	Northam
Michelle Bamess	Nyabing
Rosemary Waud	Rocky Gully
Fay Castling	Shark Bay
Sandra Gwen Smith	Toodyay
Raul Valenzuela	Yalgoo



# MARK OF RESPECT

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## The following confreres deceased during 2014/15

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Leslie George Clothier	OStJ	July 2014
Stephen Kargotich	MStJ	August 2014
David Lawrence Powell	OStJ	September 2014
Raymond Milne Head	MStJ	October 2014
Norman Maxwell Dixon	MStJ	October 2014
Ian Jacobs	OStJ	October 2014
Edgar George Winner	OStJ	October 2014
Graham Trevor Wilkinson	MStJ	October 2014
Ruth Gwendoline Donaldson	DStJ	December 2014
William Richard Archer	MStJ	January 2015
Barrie Neil Ellison	MStJ	January 2015
Edna Brown	OStJ	March 2015
Edward James Barbour	MStJ	March 2015
Lynn Richardson	OStJ	June 2015

Great care has been taken in compiling the foregoing nominal roll of members of the Order.

It is possible, however, that mistakes have occurred.

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



# FINANCIAL REPORT FOR THE FINANCIAL YEAR ENDED 30 JUNE 2015

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# DIRECTORS' REPORT

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The Board of the Commandery of St John Ambulance Western Australia Limited ("the Company") submit herewith the Directors' Report for the financial year ended 30 June 2015 in accordance with the Corporations Act 2001.

# 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 2015 are:

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## MR GERARD KING

Chairman

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

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## MR SHAYNE LESLIE

Deputy Chairman

---



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

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## MR ANDREW CHUK

Non-executive Director

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



# DIRECTORS' REPORT

## Information about the Directors (continued)

### MS SALLY CARBON

Non-executive Director



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

### MRS SALLY GIFFORD

Non-executive Director

*Appointed 27 Oct 2014*



Sally Gifford became a member of the Board in 2014, and has a strong history in volunteer and community engagement, as well as 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 Service 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.

### DR RICHARD LUGG

Non-executive Director

*Resigned 27 Oct 2014*



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

# DIRECTORS' REPORT

## Information about the Directors (continued)

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### MR IAN KAYE-EDDIE

Non-executive Director

---



Ian Kaye-Eddie has been contributing to ambulance services throughout Australia for more than 37 years. He was Chief Executive Officer of St John Ambulance Western Australia from 1978 to 2006. Mr Kaye-Eddie has degrees in commerce, finance and the arts and has studied at universities in South Africa, the USA and Australia. He is a non-executive director of the Eye Surgery Foundation in Perth and retired from his position as Examining Chaplain for the Anglican Diocese of Perth.

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

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### MRS MERLE ISBISTER

Non-executive Director

*Resigned 27 Oct 2014*

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

# DIRECTORS' REPORT

## Company Secretary

Mr Tony Ahern held the position of Company Secretary at 30 June 2015. 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.

## 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 2015 and the number of meetings attended by each Director (while they were a Director or Committee member). During the year ended 30 June 2015, 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	2	1	1
Mr Shayne Leslie	11	10	2	2	1	1
Mr Andrew Chuk	11	5	-	-	-	-
Ms Sally Carbon	11	10	-	-	-	-
Mrs Sally Gifford (Appointed 27 Oct, 2014)	11	7	-	-	-	-
Dr Richard Lugg (Resigned 27 Oct, 2014)	11	1	-	-	-	-
Mr Ian Kaye-Eddie	11	10	2	1	1	1
Professor Ian Rogers	11	10	-	-	-	-
Mrs Merle Isbister (Resigned 27 Oct, 2014)	11	4	-	-	-	-

## Principal Activities

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

## Objectives

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

We will achieve our purpose when we:-

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

We are able to 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 alternative providers would deliver to 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.

# DIRECTORS' REPORT

## 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. Increase in net assets of at least 11% per annum.
- IV. Revenue growth in our commercial activities.

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

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

## Financial Results

The net surplus for the year ended 30 June 2015 was \$21.5 million (\$18.6 million in 2014).

Highlights of the current financial result include:

- The purchase of premises at Cowcher Place, Belmont. This property will house warehouse and fleet operations currently located within leased premises and will also provide for a future ambulance central hub.
- Increase in ambulance transport revenue and a return to growth in first aid training revenue of 11% and 5% respectively from the previous year.
- Continued support from Lotterywest, the Department of Regional Development as well as other corporate partners including Woodside and Channel 7 Telethon.

The surplus facilitates the ongoing capital investment requirements of the Company to meet the growing demand for the ambulance service across the state. During the past year, St John has invested \$30.1 million in its capital works program, including:

- Property: \$14.7 million
- Fleet: \$10 million
- Plant and Equipment: \$2.7 million



# DIRECTORS' REPORT

## Review of Operations

2014/15 has been another year of significant growth. Ambulance activity grew by nearly seven 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 testament to the dedication of all our operational staff. We have again seen very strong results with our patient satisfaction survey, showing that the vast majority of people using our ambulance services are satisfied with all facets of the service.

During 2014/15 our total number of first aid students grew by 11 per cent to more than 245,000 people. This included more than 120,000 students trained at no cost by our First Aid Focus program, which is just one of the ways St John gives back to the West Australian community.

The St John model of service delivery in the West Australian community is one that has a strong emphasis on volunteering. During the year our Volunteer Member Services team further developed their training capacity for our volunteers, and added several new roles supporting our Patient Transfer Service.

To continue to grow and meet the demands for our services, St John must deliver a sound financial performance. This was the case with the Company achieving the surplus required to ensure the full funding of our \$30.1 million capital works program, which was completed during the year. Our cash and investments are sound, giving us great confidence in our ability to continue to make the investments necessary to meet the demands of this rapidly growing state.

The contract for the provision of health services with the State of Western Australia was signed on 29 June 2015. The contract is for the period 1 July 2015 to 30 June 2018. This follows the expiration of the previous contract, which was for the period 1 July 2010 to 30 June 2015.

## Changes in the State of Affairs

There was no significant change in the state of affairs of the Company during the financial year.

## Subsequent Events

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

# DIRECTORS' REPORT

## Indemnification of Officers and Auditors

During the financial year, the Company paid a premium in respect of a contract insuring the Directors of the Company (on page 71), the Company Secretary and all Executive Officers of the Company and of any related body corporate against a liability incurred as such a Director, Secretary or Executive Officer to the extent permitted by the Corporations Act 2001. The contract of insurance prohibits disclosure of the nature of the liability and the amount of the premium.

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

## Future developments

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

## Proceedings on behalf of the company

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

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

## Environmental Regulation

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

## Auditor's Independence Declaration

The auditor's independence declaration has been given to the directors in accordance with section 307C of the Corporations Act 2001 is on page 78.

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: 22 September 2015



Deloitte Touche Tohmatsu  
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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

22 September 2015

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 2015, I declare that to the best of my knowledge and belief, there have been no contraventions of:

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

Yours sincerely

*Deloitte Touche Tohmatsu*

**DELOITTE TOUCHE TOHMATSU**

**Leanne Karamfiles**  
Partner  
Chartered Accountant

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



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

We have audited the accompanying financial report of St John Ambulance Western Australia Limited, which comprises the statement of financial position as at 30 June 2015, 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 as set out on pages 81 to 107.

### *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. In Note 3, the directors also state, in accordance with Accounting Standard AASB 101 *Presentation of Financial Statements*, that the financial statements comply with International Financial Reporting Standards.

### *Auditor's Responsibility*

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

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

Liability limited by a scheme approved under Professional Standards Legislation.

Member of Deloitte Touche Tohmatsu Limited



# Deloitte.

## *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 Limited, would be in the same terms if given to the directors as at the time of this auditor's report.

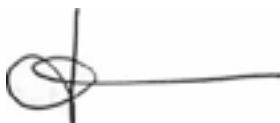
## *Opinion*

In our opinion:

- (a) the financial report of St John Ambulance Western Australia Limited is in accordance with the Corporations Act 2001, including:
  - (i) giving a true and fair view of the company's financial position as at 30 June 2015 and of its performance for the year ended on that date; and
  - (ii) complying with Australian Accounting Standards and the *Corporations Regulations 2001*; and
- (b) the financial statements also comply with International Financial Reporting Standards as disclosed in Note 3.

Deloitte Touche Tohmatsu

**DELOITTE TOUCHE TOHMATSU**



**Leanne Karamfiles**

Partner

Chartered Accountants

Perth, 22 September 2015

Directors' declaration

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

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

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

The Board declares that:

- (a) In the opinion of the Board, the attached financial statements are in compliance with International Financial Reporting Standards, as stated in Note 3 to the financial statements.
- (b) 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 Company; 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: 22 September 2015

# STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2015

	Note	2015 \$	2014 \$
Revenue	5	251,460,724	240,981,047
Administration Expense		6,872,459	6,479,182
Ambulance Operating Expense		5,476,187	5,278,559
Bad and Doubtful Debts		20,699,146	18,761,291
Depreciation		13,573,578	13,215,519
Amortisation		758,597	758,597
Financial Charges		1,003,874	1,014,255
Marketing Expense		4,426,463	3,260,325
Professional Fees		1,953,478	3,150,938
Property and Equipment Expense		11,679,825	11,723,049
Staff Expense		161,263,891	156,301,906
Training Materials		2,247,911	2,400,941
<b>Surplus for the year</b>	<b>6</b>	<b>21,505,315</b>	<b>18,636,485</b>
<b>Other Comprehensive Income</b>		<b>-</b>	<b>-</b>
<b>Total Comprehensive Income for the Year</b>		<b>21,505,315</b>	<b>18,636,485</b>

Notes to the financial statements are included on pages 86-107.

# STATEMENT OF FINANCIAL POSITION

## AS AT 30 JUNE 2015

	Note	2015 \$	2014 \$
<b>Current Assets</b>			
Cash and Cash Equivalents	17	81,482,510	68,906,249
Restricted Cash	7, 17	2,566,772	2,629,195
Inventories	8	1,149,824	1,288,261
Trade and Other Receivables	9	14,716,825	14,243,949
Other Current Assets	10	5,309,331	3,967,033
<b>Total Current Assets</b>		<b>105,225,262</b>	<b>91,034,687</b>
<b>Non Current Assets</b>			
Property, Plant and Equipment	11	144,077,017	128,353,654
Intangibles	12	-	758,597
<b>Total Non Current Assets</b>		<b>144,077,017</b>	<b>129,112,251</b>
<b>Total Assets</b>		<b>249,302,279</b>	<b>220,146,938</b>
<b>Current Liabilities</b>			
Trade and Other Payables	13	2,491,673	721,718
Provisions	14	28,192,594	27,747,007
Other Current Liabilities	15	12,864,939	8,794,170
<b>Total Current Liabilities</b>		<b>43,549,206</b>	<b>37,262,895</b>
<b>Non Current Liabilities</b>			
Provisions	14	8,162,196	6,798,481
<b>Total Non Current Liabilities</b>		<b>8,162,196</b>	<b>6,798,481</b>
<b>Total Liabilities</b>		<b>51,711,402</b>	<b>44,061,376</b>
<b>Net Assets</b>		<b>197,590,877</b>	<b>176,085,562</b>
<b>Equity</b>			
Retained Surpluses		197,590,877	176,085,562
<b>Total Equity</b>		<b>197,590,877</b>	<b>176,085,562</b>

Notes to the financial statements are included on pages 86-107.

# STATEMENT OF CHANGES IN EQUITY

## FOR THE FINANCIAL YEAR ENDED 30 JUNE 2015

	Note	2015 \$	2014 \$
<b>RETAINED SURPLUSES</b>			
<b>Retained Surpluses</b>			
Balance at start of year		176,085,562	157,449,077
Surplus for the year		21,505,315	18,636,485
Other comprehensive income for the year		-	-
<b>Total comprehensive income for the year</b>		<b>21,505,315</b>	<b>18,636,485</b>
Balance at the end of year		197,590,877	176,085,562
<b>Total Retained Surpluses</b>		<b>197,590,877</b>	<b>176,085,562</b>
<b>Total Equity</b>		<b>197,590,877</b>	<b>176,085,562</b>

Notes to the financial statements are included on pages 86-107.





# STATEMENT OF CASH FLOWS

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2015

	Note	2015 \$	2014 \$
<b>Cash Flows From Operating Activities</b>			
Receipts from Operating Activities		144,152,791	137,672,802
Health Department Contract for Services		88,458,649	83,798,798
Payments for Operating Activities		(194,518,854)	(193,725,148)
<b>Net cash provided by operating activities</b>	<b>17b</b>	<b>38,092,586</b>	<b>27,746,452</b>
<b>Cash Flows From Investing Activities</b>			
Proceeds from the Sale of Property, Plant and Equipment		976,172	1,063,295
Payments for Property, Plant and Equipment		(29,091,187)	(23,590,437)
Interest Income		2,536,267	2,324,150
<b>Net cash used in investing activities</b>		<b>(25,578,748)</b>	<b>(20,202,992)</b>
<b>Net Movement in Cash and Cash Equivalents</b>		<b>12,513,838</b>	<b>7,543,460</b>
<b>Cash and Cash Equivalents at the Beginning of the Financial Year</b>		<b>71,535,444</b>	<b>63,991,984</b>
<b>Cash and Cash Equivalents at the End of the Financial Year</b>	<b>17a</b>	<b>84,049,282</b>	<b>71,535,444</b>

Notes to the financial statements are included on pages 86-107.

# NOTES TO THE FINANCIAL STATEMENTS

## FOR THE FINANCIAL YEAR ENDED 30 JUNE 2015

<b>Note</b>	<b>Contents</b>
1	General information
2	Application of new and revised Accounting Standards
3	Significant accounting policies
4	Critical accounting judgements and key sources of estimation uncertainty
5	Revenue
6	Surplus for the year
7	Restricted cash
8	Inventory
9	Trade and other receivables
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11	Property, plant and equipment
12	Intangibles
13	Trade and other payables
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15	Other current liabilities
16	Commitments for expenditure
17	Notes to the statement of cash flows
18	Financial instruments
19	Key management personnel
20	Remuneration of auditors
21	Related party transactions
22	Subsequent events
23	Contingent liabilities
24	Country sub centres

# NOTES TO THE FINANCIAL STATEMENTS

## 1. General information

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

209 Great Eastern Highway, Belmont, Western Australia, 6104

Phone: (08) 9334 1222

Web Site: [www.stjohnambulance.com.au](http://www.stjohnambulance.com.au)

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

## 2. Application of new and revised Accounting Standards

### (a) New Standards and Interpretations adopted

The Company has adopted all of the new and revised Standards and Interpretations issued by the Australian Accounting Standards Board that are relevant to their operations and are effective for the current financial reporting period beginning 1 July 2014. The adoption of these standards and interpretations did not have a material impact on the Company.

# NOTES TO THE FINANCIAL STATEMENTS

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

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

The following Australian Accounting Standards and Interpretations have recently been issued or amended but are not yet effective and have not been adopted by the Company for the year ended 30 June 2015:

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 2017	30 June 2018
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 2015-3 'Amendments to Australian Accounting Standards arising from the Withdrawal of AASB 1031 Materiality'	1 July 2015	30 June 2017
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 2014-1 'Amendments to Australian Accounting Standards' - Part A: 'Annual Improvements 2010–2012 and 2011–2013 Cycles' - Part B: 'Defined Benefit Plans: Employee Contributions (Amendments to AASB 119)' - Part C: 'Materiality'	1 July 2014	30 June 2016

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

# NOTES TO THE FINANCIAL STATEMENTS

## 3. Significant accounting policies

### Statement of compliance

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

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

These financial statements reflect the financial position of the Company. The combined financial position of Metropolitan and Country operations constitutes the financial position of the Company. Country operations include the amalgamated financial position of 100 country sub centres staffed by volunteers, 15 country sub centres predominantly staffed by a mixture of volunteers and paid staff and two regional support funds (refer note 24).

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

The financial statements were authorised for issue by the Directors on 22 September 2015.

### Basis of preparation

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

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

### (a) Acquisition of assets

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

### (b) Cash and cash equivalents

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

### (c) Employee benefits

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

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

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

### Defined contribution plans

Contributions to defined contribution superannuation plans are expensed when incurred.

### (d) Financial assets

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

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

### Effective interest method

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



# NOTES TO THE FINANCIAL STATEMENTS

## 3. Significant accounting policies (continued)

### (d) Financial assets (continued)

Financial assets at fair value through profit or loss

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

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

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

#### *Loans and receivables*

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

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

#### *Impairment of financial assets*

Financial assets are assessed for indicators of impairment at the end

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

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

### (e) Grants

Government and Other Grants:

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

Grants whose primary condition is that the Company should purchase,

construct or otherwise acquire long-term assets are recognised as revenue in the period in which the funds are received.

### (f) Impairment of tangible and intangible assets

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

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

If the recoverable amount of an asset (or cash-generating unit) is estimated to be less than its carrying amount, the carrying amount of the asset (or cash-generating unit) is reduced to its recoverable amount.

# NOTES TO THE FINANCIAL STATEMENTS

## 3. Significant accounting policies (continued)

### f) Impairment of tangible and intangible assets (continued)

An impairment loss is recognised immediately in profit or loss, unless the relevant asset is carried at a revalued amount, in which case the impairment loss is treated as a revaluation decrease.

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

### (g) Income tax

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

### (h) Inventories

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

### (i) Leased assets

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

#### *Company as lessee*

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

### (j) Property, plant and equipment

Land is measured at cost.

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

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

Buildings and Leasehold Improvements - 2.5% 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

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

### (k) Intangibles

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

### (l) Provisions

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

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

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

# NOTES TO THE FINANCIAL STATEMENTS

## (m) Revenue

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

### Sale of Goods and Disposal of Assets:

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

### Rendering of Services:

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

Other Revenue is recognised as services are provided to customers.

### Services to the Health Department of Western Australia:

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

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

Government revenue whose primary condition is that the Company should purchase, construct or otherwise acquire long-term assets 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.

## (n) Goods and Services Tax

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

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

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

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

## (o) Pensioner Concessions

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

## (p) Trade and Other Payables

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

## 4. Critical accounting judgements and key sources of estimation uncertainty

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

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

# NOTES TO THE FINANCIAL STATEMENTS

## **4. Critical accounting judgements and key sources of estimation uncertainty (continued)**

### **Key sources of estimation uncertainty**

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

#### *Impairment of Receivables*

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

#### *Useful lives of property, plant and equipment*

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

#### *Annual Leave and Long Service Leave Provisions*

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

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

# NOTES TO THE FINANCIAL STATEMENTS

	2015 \$	2014 \$
<b>5. Revenue</b>		
<b>Revenue (net of direct costs)</b>		
Ambulance Transport Fees <sup>(i)</sup>	132,741,626	119,574,742
DFES Helicopter Fees	1,383,568	1,698,948
Other Income	1,240,826	4,205,512
Donations & Bequests <sup>(ii)</sup>	793,951	1,033,968
First Aid Training and Services Income	12,356,903	11,925,818
Gain on Sales of Property, Plant & Equipment	222,875	485,298
Industrial Paramedical Services	8,976,699	12,831,918
Interest Income	2,536,267	2,324,150
Health Department Contract for Services	88,458,649	83,798,798
Lotterywest Grants	893,988	1,274,706
Volunteer First Aid Service	1,855,372	1,827,189
<b>Total</b>	<b>251,460,724</b>	<b>240,981,047</b>

(i) An amount of \$32,303,118 was paid to the Company in 2015 by the Health Department of Western Australia (2014: \$28,903,472) to fund transports for patients aged over 65 years of age.

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





# NOTES TO THE FINANCIAL STATEMENTS

	2015 \$	2014 \$
<b>6. Surplus for the Year</b>		
The surplus from ordinary activities includes the following items of expenditure:		
Marketing	4,426,463	3,260,325
Lease expense	646,913	825,101
Personnel salaries and wages	135,175,792	128,755,928
Defined contribution plan	12,470,300	11,588,134
<b>Total employee benefit expense</b>	<b>147,646,092</b>	<b>140,344,062</b>

	2015 \$	2014 \$
<b>7. Restricted Cash</b>		
Student Fees Received in Advance	595,000	595,000
Property Retention	38,422	114,892
The Bertie & Olga Cohen Charitable Trust	1,933,350	1,919,303
<b>Total</b>	<b>2,566,772</b>	<b>2,629,195</b>

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

	2015 \$	2014 \$
<b>8. Inventory</b>		
Inventories at Cost	1,149,824	1,288,261
<b>Total</b>	<b>1,149,824</b>	<b>1,288,261</b>

# NOTES TO THE FINANCIAL STATEMENTS

	2015 \$	2014 \$
<b>9. Trade and other receivables</b>		
Ambulance Transport Receivables <sup>(i)</sup>	17,158,452	15,497,089
Allowance for Doubtful Debts	(5,727,629)	(5,486,792)
	11,430,823	10,010,297
Sundry Receivables <sup>(i)</sup>	3,507,351	4,201,487
Allowance for Doubtful Debts	(461,380)	(115,867)
	3,045,971	4,085,620
Net Goods and Services Tax	240,031	148,032
<b>Total Current Receivables</b>	<b>14,716,825</b>	<b>14,243,949</b>

(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.

	2015 \$	2014 \$
<b>Movement in the allowance for doubtful debts</b>		
Balance at the start of the year	5,602,659	4,091,303
Impairment losses provided for / (released)	586,350	1,511,356
<b>Balance at the end of the year</b>	<b>6,189,009</b>	<b>5,602,659</b>

	2015 \$	2014 \$
<b>10. Other current assets</b>		
Prepayments	2,633,127	1,457,083
Accrued Income	2,676,204	2,509,950
<b>Total Other Current Assets</b>	<b>5,309,331</b>	<b>3,967,033</b>

# NOTES TO THE FINANCIAL STATEMENTS

	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 \$
<b>11. Property, plant and equipment</b>						
<b>Gross Carrying Amount</b>						
Balance at 01 July 2013	17,350,057	60,222,785	40,463,604	81,206,130	8,985,176	208,227,752
Additions	1,872,693	11,738,743	4,613,128	11,132,088	(5,766,215)	23,590,437
Disposal	-	(487,326)	(453,130)	(7,944,939)	-	(8,885,395)
<b>Balance at 30 June 2014</b>	<b>19,222,750</b>	<b>71,474,202</b>	<b>44,623,602</b>	<b>84,393,279</b>	<b>3,218,961</b>	<b>222,932,794</b>
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)
<b>Balance at 30 June 2015</b>	<b>26,568,477</b>	<b>78,850,086</b>	<b>43,912,329</b>	<b>80,064,934</b>	<b>5,812,985</b>	<b>235,208,811</b>
<b>Accumulated Depreciation</b>						
Balance at 01 July 2013	-	12,205,044	21,855,787	55,610,188	-	89,671,019
Disposal	-	(460,041)	(434,697)	(7,412,660)	-	(8,307,398)
Depreciation Expense	-	2,584,039	4,671,803	5,959,677	-	13,215,519
<b>Balance at 30 June 2014</b>	<b>-</b>	<b>14,329,042</b>	<b>26,092,893</b>	<b>54,157,205</b>	<b>-</b>	<b>94,579,140</b>
Disposal	-	-	(3,434,154)	(13,586,770)	-	(17,020,924)
Depreciation Expense	-	2,503,514	4,152,136	6,917,928	-	13,573,578
<b>Balance at 30 June 2015</b>	<b>-</b>	<b>16,832,556</b>	<b>26,810,875</b>	<b>47,488,363</b>	<b>-</b>	<b>91,131,794</b>
<b>Net Book Value</b>						
as at 30 June 2014	19,222,750	57,145,160	18,530,709	30,236,074	3,218,961	128,353,654
<b>as at 30 June 2015</b>	<b>26,568,477</b>	<b>62,017,530</b>	<b>17,101,454</b>	<b>32,576,571</b>	<b>5,812,985</b>	<b>144,077,017</b>

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

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

# NOTES TO THE FINANCIAL STATEMENTS

	2015 \$	2014 \$
<b>12. Intangibles</b>		
Licences – Cost		
Balance at 01 July 2014	2,275,791	2,275,791
Additions	-	-
<b>Balance at 30 June 2015</b>	<b>2,275,791</b>	<b>2,275,791</b>
Licences – Accumulated Amortisation		
Balance at 01 July 2014	(1,517,194)	(758,597)
Amortisation Expense	(758,597)	(758,597)
<b>Balance at 30 June 2015</b>	<b>(2,275,791)</b>	<b>(1,517,194)</b>
<b>Written Down Value at 30 June 2015</b>	<b>-</b>	<b>758,597</b>

Licences are amortised over 3 years.

	2015 \$	2014 \$
<b>13. Trade and other payables</b>		
Trade Payables	2,485,351	394,720
Other Payables	6,322	326,998
<b>Total Current Payables</b>	<b>2,491,673</b>	<b>721,718</b>

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.

# NOTES TO THE FINANCIAL STATEMENTS

	2015 \$	2014 \$
<b>14. Provisions</b>		
Current		
Provision for Annual Leave	19,313,791	19,549,410
Provision for Long Service Leave	8,878,803	8,197,597
<b>Total Current Provisions</b>	<b>28,192,594</b>	<b>27,747,007</b>
Non Current		
Provision for Long Service Leave	8,162,196	6,798,481
<b>Total Non-Current Provisions</b>	<b>8,162,196</b>	<b>6,798,481</b>

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

	2015 \$	2014 \$
<b>15. Other current liabilities</b>		
Accrued Expenses - Property, Plant and Equipment	959,051	-
Accrued Expenses	7,278,658	5,839,031
Unearned Revenue - First Aid Training	739,862	544,047
Unearned Revenue - Health Department Grant	1,654,721	846,400
Unearned Revenue - Benefit Fund	1,340,217	1,182,149
Unearned Revenue - Other	892,430	382,543
<b>Total Other Current Liabilities</b>	<b>12,864,939</b>	<b>8,794,170</b>



# NOTES TO THE FINANCIAL STATEMENTS

	2015 \$	2014 \$
<b>16. Commitments for expenditure</b>		
<b>Capital expenditure commitments</b>		
<b>Plant and equipment</b>		
Not longer than 1 year	-	-
Longer than 1 year and not longer than 5 years	-	-
Longer than 5 years	-	-
	-	-
<b>Vehicles</b>		
Not longer than 1 year	11,754,694	10,045,885
Longer than 1 year and not longer than 5 years	-	-
Longer than 5 years	-	-
	<b>11,754,694</b>	<b>10,045,885</b>
<b>Land and buildings</b>		
Not longer than 1 year	2,965,714	1,502,186
Longer than 1 year and not longer than 5 years	-	-
Longer than 5 years	-	-
	<b>2,965,714</b>	<b>1,502,186</b>
<b>Total Commitments for Capital Expenditure</b>	<b>14,720,408</b>	<b>11,548,071</b>

# NOTES TO THE FINANCIAL STATEMENTS

## 16. Commitments for expenditure (continued)

	2015 \$	2014 \$
<b>Operating lease commitments</b>		
<b>Radio sites</b>		
Not longer than 1 year	160,000	157,917
Longer than 1 year and not longer than 5 years	169,007	167,936
Longer than 5 years	17,644	17,383
	<b>346,651</b>	<b>343,236</b>
<b>Residential properties</b>		
Not longer than 1 year	129,783	107,615
Longer than 1 year and not longer than 5 years	73,903	-
Longer than 5 years	-	-
	<b>203,686</b>	<b>107,615</b>
<b>Commercial properties</b>		
Not longer than 1 year	500,622	484,889
Longer than 1 year and not longer than 5 years	414,038	555,726
Longer than 5 years	93,023	1,508
	<b>1,007,683</b>	<b>1,042,123</b>
<b>Total Commitments for Operating Lease Expenditure</b>	<b>1,558,020</b>	<b>1,492,974</b>

# NOTES TO THE FINANCIAL STATEMENTS

## 17. Notes to the Statement Of Cash Flows

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

	2015 \$	2014 \$
<b>a) Reconciliation of Cash and Cash Equivalents -</b>		
Cash	23,672,173	17,813,672
Term Deposit Investments (Short Term)	57,810,337	51,092,577
Restricted Cash	2,566,772	2,629,195
<b>Total Cash and Cash Equivalents</b>	<b>84,049,282</b>	<b>71,535,444</b>
<b>b) Reconciliation of Surplus to Net Cash Flow -</b>		
Surplus	21,505,315	18,636,485
Depreciation Expense	13,573,578	13,215,519
Amortisation Expense	758,597	758,597
Gain on Sale of Property, Plant and Equipment	(222,875)	(485,298)
Interest Received	(2,536,267)	(2,324,150)
Decrease/(Increase) in Assets:		
Inventories	138,437	318,952
Accrued Income	(166,254)	266,837
Receivables	(472,876)	(2,138,727)
Prepaid Expenses	(1,176,044)	(487,788)
Increase/(Decrease) in Liabilities:		
Leave Provisions	1,809,302	4,600,440
Unearned Revenue	1,672,091	547,726
Payables	1,769,955	(2,912,735)
Accrued Expenses	1,439,627	(2,249,406)
<b>Net Cash from Operating Activities</b>	<b>38,092,586</b>	<b>27,746,452</b>

## c) Financing facilities

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

# NOTES TO THE FINANCIAL STATEMENTS

## 18. Financial instruments

### (a) Financial risk management

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

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

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

### (b) Capital risk management

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

The Company's overall strategy remains unchanged from 2014. The capital structure of the Company consists of cash and cash equivalents and retained surpluses.

The Company is not subject to externally imposed capital requirements.

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

### (c) Significant accounting policies

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

### (d) Interest rate risk management

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

### (e) Liquidity risk management

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

### (f) Credit risk management

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

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

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

# NOTES TO THE FINANCIAL STATEMENTS

## 18. Financial Instruments (continued)

### (g) Maturity profile of financial instruments

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

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

Fixed Maturity Dates					
2015	Interest Rate	Variable Interest Rates (at call) \$	Less than 1 Year \$	1-2 Years \$	Total \$
<b>Financial Assets</b>					
Non-Interest Bearing	-	-	20,026,156	-	20,026,156
Cash and Cash Equivalents	2.18%	23,672,173	60,377,109	-	84,049,282
	-	<b>23,672,173</b>	<b>80,403,265</b>	-	<b>104,075,438</b>
<b>Financial Liabilities</b>					
Non-Interest Bearing	-	-	2,491,673	-	2,491,673
	-	-	<b>2,491,673</b>	-	<b>2,491,673</b>

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

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



# NOTES TO THE FINANCIAL STATEMENTS

## 18. Financial Instruments (continued)

### (h) Fair value of financial instruments

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

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

	2015		2014	
	Carrying Amount \$	Fair Value \$	Carrying Amount \$	Fair Value \$
<b>Financial Assets</b>				
Non-Interest Bearing	20,026,156	20,026,156	18,210,982	18,210,982
Cash and Cash Equivalents	84,049,282	84,049,282	71,535,444	71,535,444
<b>Total Financial Assets</b>	<b>104,075,438</b>	<b>104,075,438</b>	<b>89,746,426</b>	<b>89,746,426</b>
<b>Financial Liabilities</b>				
Non-Interest Bearing	2,491,673	2,491,673	721,718	721,718
<b>Total Financial Liabilities</b>	<b>2,491,673</b>	<b>2,491,673</b>	<b>721,718</b>	<b>721,718</b>

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

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

	Fair Value Hierarchy as at 30 June 2015			
	Level 1 \$	Level 2 \$	Level 3 \$	Total \$
<b>Financial Assets</b>				
Non-Interest Bearing	-	20,026,156	-	20,026,156
Cash and Cash Equivalents	84,049,282	-	-	84,049,282
<b>Total Financial Assets</b>	<b>84,049,282</b>	<b>20,026,156</b>	<b>-</b>	<b>104,075,438</b>
<b>Financial Liabilities</b>				
Non-Interest Bearing	-	2,491,673	-	2,491,673
<b>Total Financial Liabilities</b>	<b>-</b>	<b>2,492,673</b>	<b>-</b>	<b>2,491,673</b>

# NOTES TO THE FINANCIAL STATEMENTS

## 19. Key Management Personnel

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

	2015 \$	2014 \$
Short-term employee benefits	2,695,186	2,179,860
Post-employment benefits	234,891	213,999
Other long-term benefits	-	-
Termination benefits	-	-
	<b>2,930,077</b>	<b>2,393,859</b>

## 20. Remuneration of Auditors

	2015 \$	2014 \$
Audit of the financial report	112,875	110,116
	<b>112,875</b>	<b>110,116</b>

The auditors for the Company are Deloitte Touche Tohmatsu.

## 21. Related party transactions

During the financial year:

The Company obtained legal services to the value of \$85,366 (2014: \$27,837) from Wilson and Atkinson, a firm in which a Board Member is a Principal.

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

## 22. Subsequent events

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

## 23. Contingent liability

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

During the financial year the Company has received \$7.0m (Life to Date 2015: \$35.0m) in real property and other capital funding. This amount has been recognised as income. The Company continues to provide the State-wide emergency road ambulance service.

# NOTES TO THE FINANCIAL STATEMENTS

## 24. Country sub centres

The following sub centre locations 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	Roebourne
Capel	Lake King	Sandstone
Carnarvon	Lancelin	Shark Bay
Chapman Valley	Laverton	Southern Cross
Chittering	Leeman	Tambellup
Christmas Island	Leinster	Tom Price
Coolgardie	Leonora	Toodyay
Corrigin	Manjimup	Varley
Cranbrook	Margaret River	Victoria Plains
Cue	Meekatharra	Wagin
Cunderdin	Menzies	Walpole
Dalwallinu	Merredin	Waroona
Dandaragan	Moora	Wickepin
Darkan	Morawa	Wickham
Denmark	Mt Barker	Williams
Donnybrook	Mt Magnet	Wiluna
Dowerin	Mullewa	Wongan Hills
Dumbleyung	Nannup	Wundowie
Dunsborough	Narembeen	Wyalkatchem
Esperance	Narrogin	Wyndham
Exmouth	Newdegate	Yalgoo
Gnowangerup	Newman	York
Goomalling	Northampton	Great Southern Support Fund
Harvey	Northcliffe	Mid West Support Fund
Irwin Districts	North Midlands	
Jerramungup	Nyabing	
Jurien Bay	Onslow	

### Sub centres with paid staff:

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

# ANNUAL RETURN SUMMARY

## 2014/2015

Location	Ambulances	Patient Cases	Transport Distance	Staff Paid (FTE)	Volunteer (Head Count)	First Aid Students	Benefit Fund Members	Income	Expenditure	Net Assets
<b>METRO TOTAL</b>	<b>134</b>	<b>212,502</b>	<b>5,343,671</b>	<b>1,161.0</b>	<b>100</b>	<b>177,386</b>	<b>0</b>	<b>204,809,748</b>	<b>186,744,596</b>	<b>118,959,784</b>
<b>VOLUNTEER SUB CENTRES</b>										
Augusta	3	247	15,477	0.0	26	353	213	247,743	123,469	1,231,665
Beverley	2	189	17,375	0.0	24	15	267	155,299	101,344	828,854
Boddington	4	139	11,445	0.0	27	0	117	181,247	127,376	753,440
Boyup Brook	2	146	11,388	0.2	28	0	16	143,639	92,454	605,297
Bridgetown	3	461	40,156	0.6	37	928	501	440,350	293,766	1,467,742
Brookton	2	201	13,771	1.0	36	18	229	116,944	90,544	428,368
Bruce Rock	2	120	5,708	0.0	17	25	190	125,005	42,592	356,630
Brunswick	2	167	10,516	0.0	17	119	126	205,740	110,632	1,085,128
Bullsbrook	3	202	6,409	0.0	0	843	17	232,930	108,598	306,400
Capel	5	154	6,480	0.0	39	104	239	260,893	165,497	673,132
Carnarvon	3	746	16,186	3.0	27	303	197	435,254	297,388	913,667
Chapman Valley	1	18	1,335	0.0	8	59	20	27,582	26,891	102,176
Chittering	4	312	36,382	0.4	43	598	390	239,322	182,449	1,402,452
Christmas Island	3	0	0	0.0	19	0	0	122,499	55,876	193,151
Coolgardie	2	125	4,487	0.0	8	0	51	130,394	90,199	392,438
Corrigin	2	95	3,536	0.0	11	89	297	77,422	76,796	413,433
Cranbrook	4	49	1,372	0.0	14	23	202	47,399	50,600	292,236
Cue	2	35	980	0.0	4	49	26	29,996	33,106	118,042
Cunderdin	2	133	11,531	0.0	11	178	144	86,318	90,240	362,298
Dalwallinu	3	113	5,854	0.0	26	0	286	108,398	110,328	471,560
Dandaragan	2	59	8,217	0.0	18	0	116	60,456	64,007	470,495
Darkan	1	26	3,169	0.0	15	10	291	46,084	39,457	249,754
Denmark	4	406	14,787	1.4	37	204	310	225,792	269,479	868,566
Donnybrook	2	485	12,686	1.8	23	178	351	232,520	181,223	757,031
Dowerin	1	45	1,260	0.0	7	36	174	59,895	42,202	275,215
Dumbleyung	3	41	2,174	0.0	32	35	136	52,166	50,384	169,548
Dunsborough	5	461	17,033	0.5	36	213	223	311,158	291,471	822,775
Esperance	7	1,157	31,058	2.9	77	1,834	787	564,973	508,964	1,379,172
Exmouth	3	263	14,154	0.7	51	255	109	232,782	254,697	966,115
Gnowangerup	4	94	2,632	0.0	28	17	204	103,193	78,808	700,258
Goomalling	2	86	6,976	0.3	8	14	158	94,859	91,664	669,533
Harvey	3	742	32,372	0.8	35	174	444	383,490	301,099	1,580,911
Irwin Districts	4	470	37,822	1.5	44	90	432	327,786	254,176	1,098,031
Jerramungup	5	133	24,046	1.0	35	207	339	241,613	129,207	564,285
Jurien Bay	4	352	45,904	0.2	26	117	266	352,478	256,080	1,493,518
Kalbarri	3	159	13,182	0.6	22	394	169	200,814	193,276	1,478,631
Kambalda	2	110	3,216	0.5	13	233	138	116,629	143,343	244,947

Location	Ambulances	Patient Cases	Transport Distance	Staff Paid (FTE)	Volunteer (Head Count)	First Aid Students	Benefit Fund Members	Income	Expenditure	Net Assets
Katanning	4	619	36,733	1.4	26	312	468	562,065	325,789	1,607,278
Kellerberrin	4	220	11,399	0.0	19	12	188	143,286	85,366	360,091
Kojonup	3	158	10,115	0.3	20	289	505	164,941	144,139	781,062
Kondinin	4	106	2,968	0.0	43	6	228	112,113	79,566	382,355
Kulin	1	33	924	0.0	13	12	176	33,890	38,347	273,879
Kununoppin	16	184	5,152	0.0	38	0	441	284,536	137,846	397,792
Lake Grace	3	71	7,214	1.0	19	170	221	87,534	42,537	355,541
Lake King	1	12	336	0.0	12	0	6	3,065	12,875	60,396
Lancelin	5	458	71,218	1.7	52	44	241	376,516	320,486	1,467,970
Laverton	3	258	7,224	0.0	11	63	129	94,176	115,278	282,898
Leeman	2	65	2,870	0.0	13	48	97	67,394	45,686	327,983
Leinster	1	16	448	0.0	9	334	7	12,679	20,358	59,303
Leonora	2	121	3,656	0.0	4	63	11	38,272	50,785	247,726
Manjimup	3	490	20,610	1.4	18	188	717	305,472	210,689	908,105
Margaret River	5	889	47,006	2.0	40	1,047	621	592,861	444,332	2,509,148
Meekatharra	3	180	5,101	1.3	19	44	34	66,624	90,414	302,477
Menzies	2	28	784	0.0	7	0	97	17,723	46,211	126,485
Merredin	5	410	10,376	1.0	39	370	370	211,712	125,039	694,588
Moora	5	247	26,148	0.2	41	106	310	250,296	189,287	1,164,420
Morawa	3	91	13,141	0.3	19	216	161	118,661	118,448	411,484
Mt Barker	4	528	23,816	0.4	21	438	566	346,184	232,009	1,358,877
Mt Magnet	2	147	4,116	0.0	13	0	46	57,651	57,183	288,225
Mullewa	2	106	10,193	0.0	12	142	32	111,815	54,506	391,696
Nannup	2	122	6,154	0.0	19	130	164	94,312	100,759	483,724
Narembeen	2	40	1,535	0.0	15	0	235	40,120	34,037	242,313
Narrogin	3	946	22,207	2.0	44	275	731	378,306	336,002	1,094,860
Newdegate	1	13	364	0.0	12	10	143	30,460	34,296	194,741
Newman	4	842	13,146	3.6	34	674	78	466,643	760,262	695,219
Northampton	3	135	10,582	1.6	24	102	166	160,289	166,238	639,932
Northcliffe	2	30	840	0.0	12	0	53	30,547	48,668	207,776
North Midlands	6	93	10,475	0.0	17	134	234	143,334	141,309	660,127
Nyabing	1	10	280	0.0	19	30	137	25,109	15,110	126,612
Onslow	2	146	4,291	0.0	12	39	3	73,142	82,754	446,145
Pemberton	3	165	15,346	0.0	24	14	145	147,835	121,254	736,795
Perenjori	2	10	280	0.0	12	73	91	39,236	54,049	314,720
Pingelly	2	237	15,007	0.0	24	206	185	151,931	66,663	646,829
Pingrup	3	4	112	0.0	8	54	98	17,496	19,105	128,062
Port Gregory	1	9	252	0.0	6	0	5	9,776	10,770	28,231
Quairading	3	144	11,222	0.0	32	137	145	132,048	97,826	887,398
Ravensthorpe	4	150	4,200	0.0	24	141	281	106,612	98,165	568,575
Rocky Gully	1	17	476	0.0	8	0	66	14,499	18,967	93,941



# ANNUAL RETURN SUMMARY

## 2014/2015

Location	Ambulances	Patient Cases	Transport Distance	Staff Paid (FTE)	Volunteer (Head Count)	First Aid Students	Benefit Fund Members	Income	Expenditure	Net Assets
Roebourne	1	246	10,420	0.0	6	0	0	-5,642	34,829	622,655
Sandstone	1	2	56	0.0	9	0	6	6,621	11,722	38,452
Shark Bay	2	95	2,776	0.2	18	139	60	63,985	66,914	503,317
Southern Cross	4	147	6,161	0.0	10	108	203	104,125	79,333	613,456
Tambellup	1	45	1,260	0.0	15	0	220	54,035	50,160	331,432
Tom Price	5	356	27,977	1.0	39	390	34	265,517	273,161	641,096
Toodyay	6	344	22,204	1.8	50	50	477	260,782	289,865	1,179,158
Varley	2	2	56	0.0	9	0	35	9,606	14,527	114,429
Victoria Plains	2	39	1,092	0.0	15	48	162	48,056	33,658	215,697
Wagin	2	172	10,459	0.1	21	49	239	181,423	90,544	489,880
Walpole	3	87	9,646	0.0	9	165	90	199,351	63,035	438,046
Waroona	2	354	26,602	0.3	17	410	353	262,076	147,915	624,133
Wickepin	3	35	2,648	0.0	24	11	257	48,445	59,022	234,576
Wickham	4	390	15,772	2.0	19	0	33	464,685	270,824	1,110,121
Williams	2	104	7,802	0.0	12	285	177	73,671	77,281	731,425
Wiluna	1	22	616	0.0	9	0	0	328	1,957	6,668
Wongan Hills	3	156	25,799	0.3	18	27	262	200,516	109,848	816,212
Wundowie	2	252	26,443	0.4	35	31	52	252,698	153,196	922,687
Wyalkatchem	4	125	14,939	0.3	19	89	259	131,448	137,765	694,403
Wyndham	2	183	8,512	2.0	11	14	16	177,550	162,465	667,509
Yalgoo	1	23	644	0.0	4	16	5	20,889	19,565	88,753
York	3	460	17,053	0.4	18	103	413	222,707	201,614	1,038,301
Great Southern Regional Support Fund	0	0	0	0.0	0	0	0	99,777	45,727	54,050
Mid West Regional Support Fund	0	0	0	0.0	0	0	0	57,925	10,365	94,519
<b>SUB TOTAL</b>	<b>293</b>	<b>20,930</b>	<b>1,168,330</b>	<b>44.3</b>	<b>2,170</b>	<b>15,573</b>	<b>20,160</b>	<b>16,342,794</b>	<b>13,018,388</b>	<b>61,413,647</b>

Location	Ambulances	Patient Cases	Transport Distance	Staff Paid (FTE)	Volunteer (Head Count)	First Aid Students	Benefit Fund Members	Income	Expenditure	Net Assets
<b>COUNTRY SUB CENTRES WITH PAID PARAMEDICS</b>										
Albany	4	3,873	87,594	11.6	62	3,340	2,348	2,336,591	2,223,759	1,313,588
Australind *	2	1,508	37,384	6.0	39	140	0	0	0	0
Broome	5	3,861	35,082	8.6	71	1,386	489	3,612,285	3,888,298	3,832,204
Bunbury	4	5,692	202,018	18.5	44	7,214	3,231	6,468,092	6,343,378	238,493
Busselton	4	3,615	133,124	11.0	55	710	1,083	2,278,702	1,939,383	2,376,247
Collie *	3	955	40,111	5.0	38	163	0	0	0	0
Dawesville *	2	1,985	44,174	4.0	57	0	0	0	0	0
Geraldton	5	4,922	78,226	19.2	59	5,395	1,963	2,913,067	3,193,016	330,537
Hedland	4	2,636	45,877	10.0	60	1,408	200	3,215,847	3,167,359	186,357
Kalgoorlie	6	3,754	52,140	14.2	51	4,091	1,017	3,614,344	3,670,907	3,474,749
Karratha	4	1,409	25,933	3.0	68	1,814	258	1,666,738	1,609,857	2,252,662
Kununurra	3	1,397	23,830	4.0	31	342	320	1,561,828	1,544,423	621,777
Norseman	5	165	12,156	2.0	17	26	9	544,809	558,525	-454
Northam	4	2,075	136,985	6.0	100	853	519	1,480,205	1,453,339	1,125,945
Pinjarra	4	1,606	50,986	5.9	46	1,165	498	1,027,274	1,011,779	1,465,341
<b>SUB TOTAL</b>	<b>59</b>	<b>39,453</b>	<b>1,005,620</b>	<b>129.1</b>	<b>798</b>	<b>28,047</b>	<b>11,935</b>	<b>30,719,781</b>	<b>30,604,023</b>	<b>17,217,446</b>
<b>COUNTRY TOTAL</b>	<b>352</b>	<b>60,383</b>	<b>2,173,950</b>	<b>173.4</b>	<b>2,968</b>	<b>43,620</b>	<b>32,095</b>	<b>47,062,575</b>	<b>43,622,412</b>	<b>78,631,093</b>

**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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