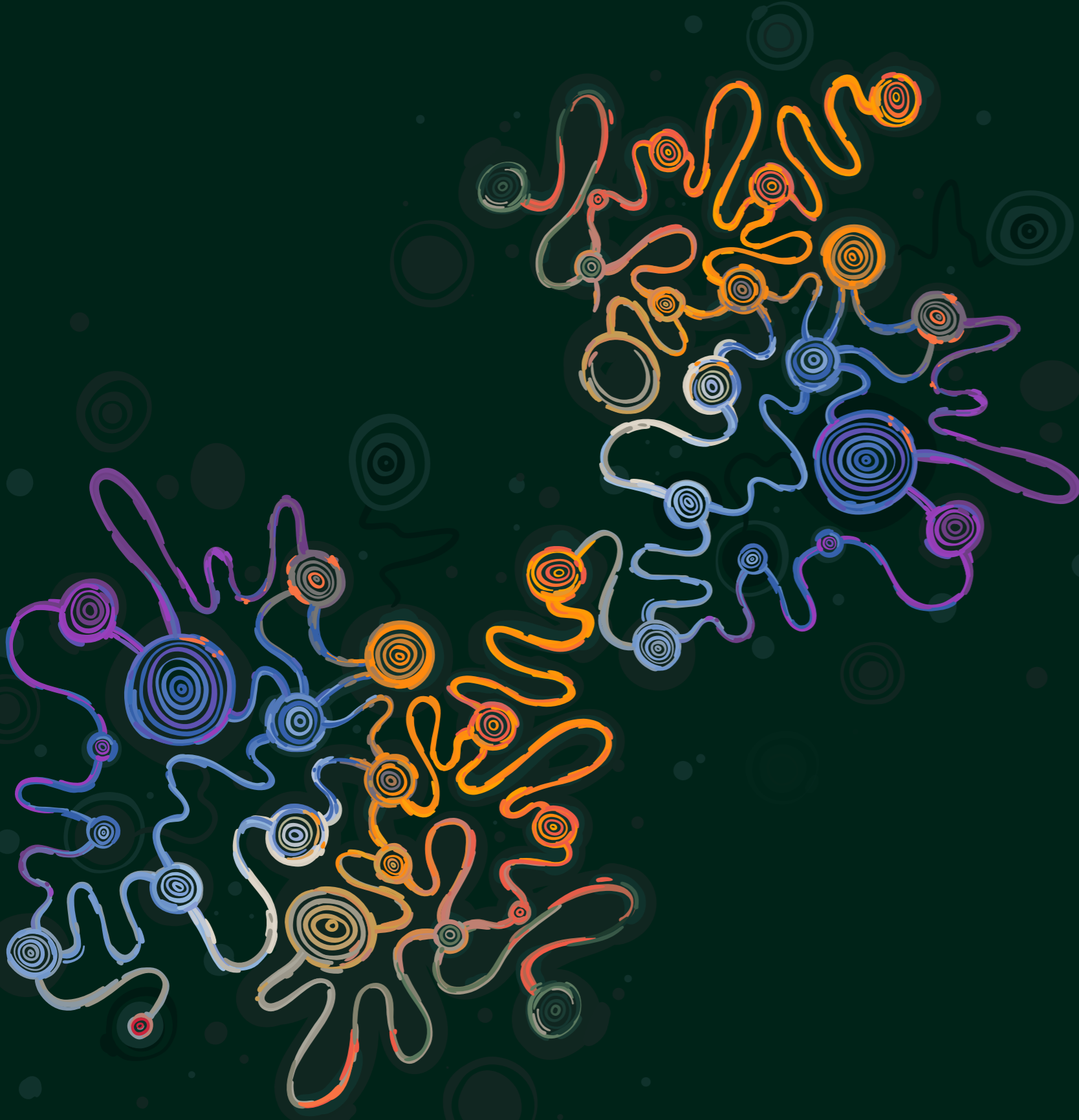




Impact Report
FY22/23





Acknowledgement of Country

St John WA acknowledges the First Nations peoples of the many Traditional land and language groups across Western Australia as the Traditional Custodians of the Country. We pay our respects to their Ancestors and Elders, past and present.

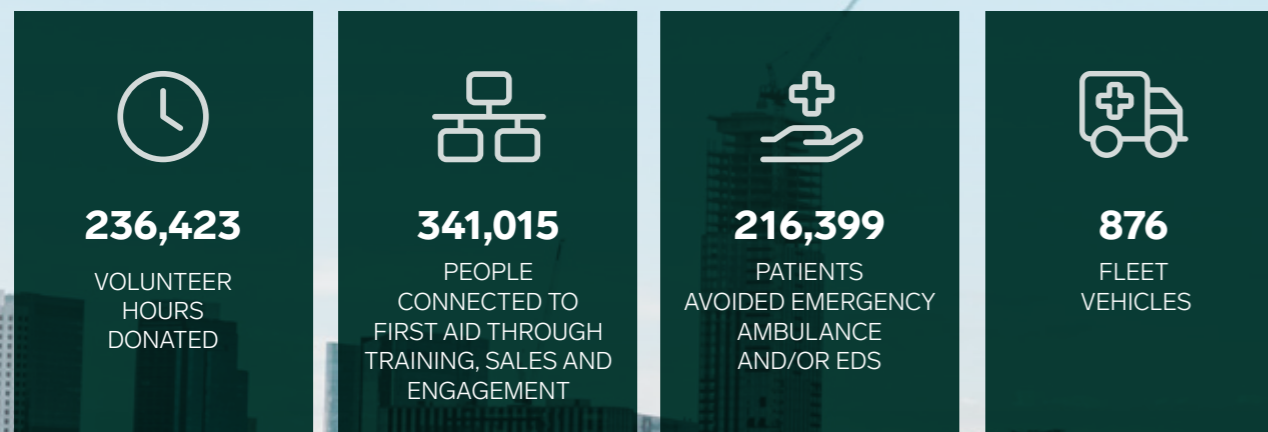
SJWA is committed to honouring the unique cultural and spiritual relationships to the land, sea and waterways and the rich continuing contribution Aboriginal and Torres Strait Islander peoples make to our society.

The St John WA *story*

1.2 million connections with community through delivering or participating in **education, training and care**

341,015 people connected to first aid training, education and engagement

771,719 people received care and support from St John WA



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About St John WA

St John WA (SJWA) is a charitable organisation which provides preventative, community and emergency services to build strong, resilient communities across the length and breadth of WA – and has done so for more than a century.



In FY22-23 the SJWA team of 64,454 people – including volunteers, paid team members and spontaneous first responders – provided first aid training, sales and engagement activities to 341,015 people and supported 771,719 people to access care when they needed it most.

The organisation's commitment to building resilient communities and alleviating sickness and distress extends to connecting vulnerable people with health care through: a network of 7555 Automated External Defibrillators which can be activated

by the State Operations Centre to potentially save a life; 44,850 registered First Responders who have the skills and knowledge to respond if called upon in an emergency; and community transport providing affordable, safe transport for people needing access to care.

SJWA covers the biggest geographical footprint of any single ambulance service in the world, a feat made possible by the 236,423 hours of time donated by thousands of volunteers who turns up every day for the service of humanity.

Group Chief Executive Foreword

Karja noonakoort.

It is a great privilege to draft the opening remarks on a report which documents the exceptional work undertaken by the St John WA team in the past financial year.

The organisation launched into a post-COVID era with a refreshed approach to linking with key stakeholders, supporting team members to remain safe and well at work, and aligning the business in a way that makes sense and improves clarity and service delivery both for team members and the Western Australian community.

On a personal level, getting to know team members across the length and breadth of WA means I have learned the organisation comprises a team with remarkable mettle: Unwavering in their service to humanity, respectful of the deep connection to community, and willing to act without hesitation

Investing in pathways allowing patients to avoid public Emergency Departments (EDs) when appropriate was a priority. In total, 216,399 patients were able to access care without requiring transport by emergency

ambulance, and in many cases without attending ED thanks to St John WA programs, including:

- Almost 134,000 patients attended one of St John WA's six premium Urgent Care locations rather than attending a public ED;
- A record of 30.65 per cent of all Triple Zero (000) ambulance incidents resulted in a patient avoiding transport by emergency ambulance to a public ED via diversion to programs like the St John WA Secondary Triage Team, Virtual Emergency Medicine, Healthdirect, low acuity crews or transporting patients to a non-ED location.

Improved service to community was also demonstrated in the State Operations Centre where 93 per cent of Triple Zero (000) calls were answered within 10 seconds, up from

87.7 per cent the previous year. As the financial year ended, this remarkable team achieved rates as high as 99.5 per cent, in the face of a 1.2 per cent annual increase in Triple Zero (000) calls to 287,130.

An entirely refreshed Ambulance Services Agreement signed with the WA Department of Health in December marked the start of a new era for St John WA from January 1, and delivered on strategic goals including a five-year contract and boost to country services.

Importantly, the Agreement provides a pathway for change to facilitate innovation in partnership with the Department of Health. The improved emergency response performance of 6.2 per cent in the first six months operating under the Agreement compared to the same period the previous year is reflective of the new focus and capability it supported.



Looking ahead

The organisation is well placed to build on its charitable contribution to the Western Australian way of life. In the past year, volunteers dedicated 236,423 hours to community, including providing potentially life-saving Triple Zero (000) ambulance response in Country Ambulance, enabling vulnerable people to access health care through Community Transport Services and ensuring living and celebrating the WA way of life is safe and supported through Event Health Services.

At the end of the financial year, work to align St John WA into five distinct streams aimed at providing clarity and focus to improve services for team members and the community was nearing completion.

The service framework covers Preventative, Community and Emergency streams – allowing team

members to focus on developing services which meet the specific needs of the customers, community and patients they are serving – with two support streams: People, Culture and Development; and Finance.

With a fresh leadership team, St John WA has a new operating model, performance indicators, financial discipline and investment, and culture development, improving accountability across the organisation. The transformation has only been made possible thanks to the collaboration across the organisation from passionate, committed team members.

Everyone should expect to go home to their partner, family and friends with the same level of mental and physical health with which they came to work. It is with cautious optimism I report a 21.3 per cent decrease in the organisation's Lost Time Injury Frequency Rate but at 19.9 per cent it remains far higher than

would be considered acceptable in most workplaces.

Being willing to respond to calls from community when it is needed most should not come at such a high toll, and I have committed to take a strategic long-term approach to address this.

Commitment to culture

In February the first St John WA Reconciliation Action Plan was endorsed, marking another step on the journey to better serve the WA community. All team members were also enrolled in First Nations and Diversity and Inclusion training to be completed over the next year – a program compulsory for the frontline team which contributes to their Continuous Education Program. This work ensures St John WA is reflective of the community it services and is inclusive of different cultures, abilities, gender and race.

In addition to physical health, the organisation has invested heavily in its Wellbeing and Support offering, which now provides sector-leading support for the St John WA team. There were 10,000 contacts to team members during the year, as well as eligible family members and bystanders. Mental Health and Wellbeing Education was delivered to 2500 team members across WA, including at 78 regional sub centres.

As a leader I am awake to the pressures under which first responders work, which is why the organisation will continue to offer 24/7 access to the Wellbeing and Support team, a wide network of mental health professionals for specialised support and normalise accessing these services. Last year

they delivered 3545 counselling sessions. Thank you to the team for the focus on this area.

Shoulders upon which we stand

Change is, as always, an ever constant and perhaps this is most evident in renewed leadership. During the year, St John WA welcomed a new Board Chair in Sally Carbon OAM and three new board members: Elisa Fear, and casual board appointments in Amanda Healy and Craig Heatley.

I would like to pay tribute to outgoing Chair Shayne Leslie, whose guidance and dedication under which St John WA came of age. I also acknowledge outgoing board members Andrew Chuk and Dr Ian Rogers for their

contributions. At an executive level, Antony Smithson took the helm for six months as Acting Chief Executive Officer and he, along with many others, are deserving of thanks.

I would also like to take a moment to reflect on some of the team members lost during the year. St John WA remembers paramedic Fiona Lavell who died in February in a hiking mishap, and she remains much missed by her friends and colleagues. On behalf of the whole organisation, I extended our condolences to our NSW Ambulance colleagues on the tragic death of paramedic Steven Tougher killed while on duty – his legacy lives on with St John WA launching a program to trial protective equipment for the frontline team.

And I had the sad task of writing to Police Commissioner Col Blanch to pay tribute to Constable Anthony Woods, killed in the line of duty. I know I was not alone in my deep sadness at the news, and many of the St John WA team attended his public tribute.

Gratitude and thanks must also be paid to our funders and partners: The Department of Health and its Health Services and hospital teams, WA Police Force, Department of Fire and Emergency Services, Department of Communities, the Australian Government's Department of Health and Aged Care, and the many funders and supporters who have contributed to the charitable works of St John WA, often from their own pockets.

I look forward to continuing to work alongside you as St John WA enters its next chapter.



Kevin Brown
BEng(Hons), MBA, MSc, CEng, FIET, FAIM, GAICD
Group Chief Executive Officer

Megan O'Donnell | BCom, GAICD
Chief Preventative Officer

Darren Webb
Chief Community Officer

Brendon Brodie-Hall | B.Eng, MBA
Chief Emergency Officer

Tamsyn Howard | BA(Hons) FloL, MAHRI
Chief People, Culture and Development Officer

Martyn Jenkins | FCCA
Chief Finance Officer



Preventative

Bridging the health inequity gap through *'whole of life'* preventative programs

105,455 first aid trained in-person, online and up **10%** on the previous year.

Advocacy pays dividends with skills boost for schools

First aid capability in WA schools was strengthened during the year with the State Government taking a fresh approach to providing training to both teachers and pupils.

The commitment delivered on a long-term St John WA goal to formalise inclusion of first aid in the WA school curriculum.

The WA Health and Physical Education Curriculum for pre-primary to Year 10s at public schools from 2024 is set to include teaching principles of first aid, and about 3000 school staff are expected

to be trained in first aid, dependent on the population of students and layout of schools.

In working towards the change, St John WA (SJWA) partnered with advocate and father Peter Lade who called for all WA teachers to be armed with first aid skills after he saved the life of his daughter Mahalia following a near-drowning incident.

In addition to in-school changes, Peter joined with SJWA and the Fathering Project to advocate for parents to have the tools, time and knowledge to potentially save a life, with SJWA offering a discount for the month of September on popular first aid courses.

↓ St John WA teamed up with father and advocate Peter Lade and the Fathering Project to offer discounted First Aid training.



84,104 WA school children trained in first aid via First Aid Focus Program, up **2.6%** on the previous year.

Free First Aid Focus delivered to **17,550** students in disadvantaged schools. As well as **364** students in Education Support Centres, homeschooling groups and School of the Air.

151,456 young people engaged in First Aid awareness activities.

First Aid on show for WA kids

This year SJWA delivered free in-class training to 84,104 WA school children through the First Aid Focus program, which offers fun, engaging and age-appropriate classes for all students ranging from kindy to year 10.

The program is part of SJWA's goal to ensure every school-aged child receives age-appropriate first aid training every year to ensure they have the time, tools and knowledge to act in a health emergency, as well as familiarisation ambulance tours to reduce anxiety in children needing an ambulance in the future.

The Youth and Community Engagement (YCE) team delivered its free First Aid Focus program to 17,550 students in disadvantaged schools (ICSEA score of less than 1000), as well as 364 students in Education Support Centres, homeschooling groups and School of the Air.

In addition to formal in-school training, the YCE team won a top gong for "best in show" at the Perth Royal Show for its popular engagement activities.

Thousands of families flocked to the activation, where children had the opportunity to have a picture in an ambulance, engage in a live first aid demonstration, or take a tour of the specially-designed Wiggles Ambulance.



Community First Responder Automated External Defibrillator (AED) network: **44,850** registered First Responder App users; **7555** registered AEDs; **771** new AED locations

An AED shock delivered before ambulance arrival can increase the rate of out-of-hospital cardiac arrest (OHCA) survival by **35.9%**.

OHCA survival boosted with AED network

The SJWA Community First Responder (CFR) network sailed past 7000 registered Automated External Defibrillators in December with a device registered at popular Alkimos eatery Oceans 27, and a total 771 new locations added during the year.

Among the influx were:

- 23 installed across SJWA sites including Health Centres in Joondalup and Cockburn, ambulance stations and the organisation's Belmont hub on Great Eastern Highway,
- Three donated by the Waroona sub centre to local police, where one was installed on the outside of the local station to allow easy access to community members,
- 10 installed by the City of Bunbury, strategically located across the city to maximise chances of survival in the event of out-of-hospital cardiac arrest (OHCA).

Established in 2011, the CFR program is a free service which aims to get defibrillators to cardiac arrest patients in the vital minutes before an ambulance arrives.

Community access to a nearby defibrillator has proven to be lifesaving, with patients who received a shock from an AED prior to an ambulance arrival having a 46.4 per cent survival rate (to 30 days post event), compared to 10.5 per cent for all patients treated for OHCA.

↑ Oceans 27 owner George Bartell (right) doesn't skip a beat with his AED.

↓ Taking charge: Waroona Sub Centre Chair Jenny McNamara and Waroona officer-in-charge Sergeant Keith Tarver.

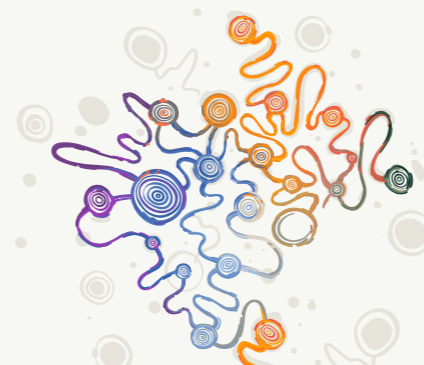


New skills for Koordak crew

Free First Aid training for a non-profit community group

A free first aid course for leaders at Koordak, a non-profit organisation helping to improve the lives of the Aboriginal community in Ellenbrook and surrounds, as part of the SJWA commitment to sharing first aid skills and training.

Koordak provides a wide range of services to the community, including cultural learning, playgroup, dance and more, making SJWA's 'HLTAID012 Provide First Aid in an Education or Care Setting' course a perfect fit for the organisation.



Free persona-based online skills refresher launched

1641 First Aid for Me course completions

Launched on World First Aid Day in September, First Aid for Me comprises free short online courses which offer a quick refresher or introduction to basic first aid with relevant, targeted information.

The first tranche of courses delivered first aid for teachers, new parents, sports people and festival-goers, followed by the second tranche catering to hikers, cooks, beach-goers and office workers.

The curriculum targeting office workers includes stress management techniques taken from SJWA's unique First Aid for Mental Health course.

Students receive an electronic non-accredited certificate on completion and can do as many courses as they wish to build their first aid knowledge.

First aid tick for METRONET construction

326 St John Safe assessments

Construction workers on METRONET projects tested their ability to respond to an emergency through first aid drills run by SJWA as part of its work with Evolve Bayswater and NE West alliances. Workers took part in the drills which ran from November to January and tested a range of skills including cardiopulmonary resuscitation (CPR) in a cardiac arrest situation.

Mental Health First Aid demand continues

3472 people trained in Mental Health First Aid; 36.1% increase from last year

Classes for Mental Health First Aid were close to 90 per cent capacity for FY22-23 with renewed focus on workplace health in the wake of COVID-19.



7560 Click to Save courses completed

8000 students attended RAC bstreetsmart

Driver safety focus for teen education

Teenagers going through the process of learning to drive were supported during the year to access specialised online training targeting new drivers, and engage with SJWA to learn first-hand the skills needed to respond in the instance of a road accident.

A nationally-backed program aligned to the SJWA Click to Save course, which provides free online first aid training for learner and P-Plate drivers, was launched by Senior Australian of the Year and St John ACT volunteer Val Dempsey (pictured).

Val told her very personal story of a road crash which had sparked her crusade to make first aid a part of learning to drive for every Australian,

and said she was proud WA had offered the service for more than 10 years – training 152,000 since its launch in 2012 including 7560 last year.

In addition, teens across the state engaged with SJWA team members during simulation exercises.

In Perth, about 8000 secondary students attended the RAC bstreetsmart event, which SJWA has been part of alongside the WA Police Force and the Department of Fire and Emergency Services since RAC began hosting it in 2012.

And in the Goldfields the SJWA team joined an annual exercise which gave students in years 10-12 the opportunity to test the skills learned during a HLTAID011 Provide First Aid course, completed prior to the event.

Partnerships and grants

To improve equitable access to healthcare for every West Australian and build stronger, more resilient communities, SJWA's charitable corporate partners also play a vital role in the long-term sustainability of life-saving medical services across the state.

Thanks to grant funding from Bendigo Bank, Stan Peron Foundation, Aurizon, and Telethon, SJWA's Youth and Community Engagement (YCE) team delivers the free First Aid Focus (FAF) awareness program to schools within a designated area, directly empowering students to become first responders.

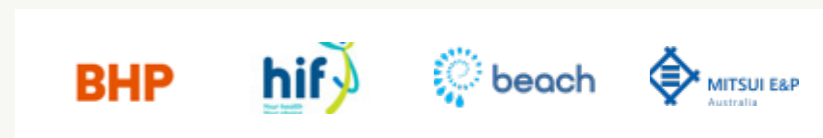
Additional supporters include joint-venture partners Mitsui and Beach Energy, BHP, HIF and Abermarle, which contributed to improving services by helping fund equipment, facilities and even vehicles across the biggest landmass of any single ambulance service in the world.

For every \$1 spent on ambulance services, SJWA returns \$1.80 to community, resulting in a net benefit of \$209 million to the WA economy.

SJWA's charitable arm, St John Giving, advocates through charitable partnerships for a variety of healthcare needs for vulnerable, disadvantaged and at-risk Western Australians in rural and remote areas.

First Aid Focus grant funders	
Aurizon	\$10,000 (1 year)
Bendigo Bank – Brookton & Pingelly	\$3600 each year (3 years)
Bendigo Bank – Collie	\$20,000 (1 year)
Bendigo Bank - Gingin	\$1866.90 (1 year)
Perpetual IMPACT philanthropy application program (IPAP)	\$68,000
Stan Perron	\$30,000 each year (3 years)
Telethon	\$37,000

Additional partnerships	
Albemarle	\$48,000
BHP	\$104,000
HIF	\$60,000
Mitsui E&P/Beach	\$117,000
Richardson Foundation	\$10,000
Stan Perron	\$30,000 each year (3 years)
Telethon	\$37,000



Community

Enabling the Western Australian community to access health care close to where they *work. live and play*



Event Health Services in the front row

65,790 volunteer hours delivered to support vibrant community events.

21,508 patients provided with on-demand care **3534** events supported, including **87** as a charitable contribution.

Some of Perth's biggest events were supported by St John WA (SJWA) clinicians and volunteers in green. Event Health Services (EHS) team members have been responsible for assisting anyone in need of medical attention while reserving possibly one of the best seats in the house at:

- Concerts: Harry Styles, Ed Sheeran, Red Hot Chilli Peppers
- Optus Stadium sporting games
- Perth Royal Show
- Rottneest Channel Swim
- Kings Park Lightscape
- Perth Racing seasons at Ascot and Belmont racecourses

Appreciation for EHS/ YCE volllies

36 volunteers from EHS and YCE were recognised for outstanding contributions in 2022, and **52** in 2021.

Three volunteers each delivered more than **1000** hours of service, including one who exceeded **1700** hours in 2021.

EHS/Youth and Community Engagement (YCE) Volunteer Appreciation Ceremonies celebrate significant milestones of service to the community, including five years of service and yearly contribution pins of 250, 500, 750 & 1000+ hours.

Three volunteers each delivered more than 1000 hours of service, including Keita Morimoto who achieved 1726 hours in 2021 – almost the equivalent of a full-time job – while studying and working.

Keita volunteers for EHS and YCE and has been recognised for exceeding 1000 volunteer hours for five consecutive years.

GCEO Kevin Brown joined the EHS team in November 2022.

YCE strives to make first aid part of everyone's life by teaching the basics to students from kindy through high school, as well as demonstrating first aid skills at community events to help build stronger communities.

Volunteering	
1000+ hours	750+ hours
Keita Morimoto, 2022 & 2021 Darren Vranjican, 2021 Wallace Cheung, 2021	Ray Duncan, 2022 & 2021 Iain Hamilton, 2022 Toni Keding, 2021 Bron Stevens, 2021 Georgia Waldock, 2021



7 St John Health Centre nurses voted 'Nurse of the Year' in a first for organisation.

Urgent Care nurse Kirsty Kefford awarded WA Nursing Service Medal.

Twin stars shine at nursing awards

Urgent Care nurse Kirsty Kefford celebrated a career milestone by receiving the WA Nursing Service Medal for serving more than 10 years as a nurse.

Making this moment even more special was the fact she received the medal alongside her twin sister, making them the first twin pair to be presented on the same day.

The purpose of the award is to show that nurses deserve to be recognised for their commitment and service to their communities.

Unlike other public officers, nurses are not automatically granted the recognition for their years of service and must be nominated.

To mark International Nurse's Day in May, each SJWA Health Centre voted

for its first-ever 'Nurse of the Year' awards:

- Armadale: Ralph Querubin
- Cannington: Pallavi Sharma
- Cockburn: Colleen Henderson
- Joondalup: Jenna Lord
- Midland: Elaine Ashford
- Osborne Park: Amanda Rick
- Casual Nurse: Alex Dickinson

↑ SJWA Urgent Care Nurse Kirsty Kefford was awarded the WA Nurses Service Medal for her 10-years of service.

↓ Kirsty Kefford, right, and her twin sister



Minister for Health Amber-Jade Sanderson visits Midland Urgent Care, alongside (from left) SJWA's Medical Director Urgent Care Dr Jamie Stewart, GCEO Kevin Brown and Head of Medical Centre Operations Shaun Preston.

Skills boost for St John Health team

- Urgent Care and health clinic staff training:
- 21** Advanced Life Support (ALS) certified
 - 19** ASCIA-trained in anaphylaxis
 - 61** in wound management
 - 57** in X-ray (NIX) protocols
 - 107** in plaster cast application

A team of 21 practitioners who had all completed Advanced Life Support training and represented all six of the St John Health Centres this year capitalised on their experience by leading scenario-based training with colleagues.

The team of ALS-1 certified nurses, doctors and nurse practitioners delivered education tailored to emergency conditions such as myocardial ischemia, shock, sepsis, STEMI and anaphylaxis – all of which may be experienced by patients presenting at Urgent Care centres.

Additional training included a SJWA-hosted study day for Chronic Disease Management nurses featuring guests from Asthma WA, the Heart Foundation and Diabetes WA, and another two Cockburn nurses attended a workshop to develop new tools and processes based on best-practice approaches.

Urgent Care growth continues

- Primary health patients:
- 133,512** Urgent Care
 - 176,903** General Practice
 - 30,351** Dental

Urgent Care patient numbers jumped almost 6 per cent in the past financial year, demonstrating St John WA 's (SJWA's) premium single-location service for unplanned care addresses an unmet community need.

Urgent Care team members include General Practitioners (GPs) who have undergone additional urgent care specific training, working alongside nurse practitioners, nurses, radiographers and other allied health team members.

Emergency

Answering the call for help by providing trusted emergency health care *when it's needed most*

Metropolitan ambulance response performance	Metropolitan ambulance activity levels	113,227 Emergency	63,870 Urgent	33,639 Non-Urgent
	Response time target of 90% across all incidents in metropolitan Perth	Priority 1 15 minutes	Priority 2 25 minutes	Priority 3 60 minutes
	FY22-23 performance and prior year comparison	83% up 4.8%	75.9% up 8.1%	73.7% up 5%

Country Ambulance	Priority 1	Priority 2	Priority 3	Priority 4 Planned transport
	28,469 up 2.2%	16,393 down 5.2%	9,756 up 2.5%	26,232 up 4.3%



Highlights

- 287,130** calls made to Triple Zero (000)
- 1.2%** increase on the previous year
- 93%** of calls answered within **10** seconds
- 6%** improvement on the previous year

St John WA's overall performance against targets improved in FY22-23 compared to the previous year, supported by a growing frontline team and expansion of the Clinical Hub which enabled people who call Triple Zero (000) to access care and transport options most suited to their individual circumstances.

The emergency ambulance team added 67 full time equivalent (FTE) members during the year, an increase of 7 per cent to 1078 compared to 1011 in FY21-22.

The on-road performance was also supported by the Secondary Triage Team (STT) which stood 7393 cases and diverted 2770 patients to unplanned care pathways, reducing demand for emergency ambulance by 10,163 and returning about 20,000 hours of capacity to respond to Triple Zero (000) calls in community.

Pictured: Clinical Hub team members.



2 SJWA initiatives won Council of Ambulance Authorities Awards for Excellence and another was shortlisted.

Winning team

Excellence in staff development and clinical practice at SJWA were recognised by the Council of Ambulance Authorities (CAA) with two initiatives taking out the coveted annual CAA Awards for Excellence (pictured above).

The Critical Care Paramedic internship program, led by Medical Director Dr Gayle Christie, was awarded for staff development noting the robust and comprehensive program was grounded in best practice and provided opportunities for team members to become involved in audit, research and education.

The Take Home Naloxone (THN) initiative, led by Head of Clinical Services Rudi Brits, Clinical Operations Manager Lauren Davids, and Clinical Quality Manager Curtis Naylor, was recognised for clinical practice.

The program was expanded from a regional pilot to a statewide initiative backed by the Mental Health



Commission during the year. Under the potentially life-saving program, SJWA is the only ambulance service in Australasia able to leave behind doses of naloxone for overdose patients who refuse transport, which reduces their likelihood of overdose in the future.

St John WA dispensed "Take Home Naloxone" in more than 200 instances and noted an 80 per cent increase in THN administration prior to ambulance arrival as a result of the trial.

Also shortlisted for the awards and accepted as a presentation by Resuscitation Improvement Specialist Jason Belcher (pictured inset) at the CAA Congress, was the Recognising and Responding to Acute Deterioration (RRAD) project.

RRAD implemented an observation-based Early Warning Score and associated clinical escalation pathway into frontline pre-hospital practice

for all clinicians. The escalation pathway gives defined considerations and actions to ensure consistency of care. The patient safety benefit is highlighted in the number of clinical incident notifications related to unrecognised patient acuity or unmanaged deterioration before and after the change.

In the three months leading to December 2021 there were 14 relevant notifications received by SJWA's Clinical Services department. After the implementation of the RRAD guideline in February 2022, for the same quarter in 2022 there were only five notifications – a reduction of 64 per cent.

Also submitted for the awards were:

Care Link

Connecting repeat callers to care in community, resulting in an up to 70 per cent reduction in moments of crisis experienced by participants.

Electronic Drug Register

A new system delivering a robust chain of custody from the distribution



warehouse to every SJWA service location. The WA system will be used across 235 metropolitan and regional ambulance locations with 315 medications storage facilities and 769 medications pouches.

Infection Prevention and Control Champion

A mentoring program to address rapid hospital-centric changes to the clinical environment as a result of COVID-19 deemed so successful in embedding best practice it will continue for the next five years.

↑ Integrated electronic drug register is being rolled out across the organisation. Middle: The PMO Medication Handling Program team checking out the distribution warehouse. Bottom: SJWA's Take Home Naloxone initiative won a national ambulance award.





6 midwives recruited to 24-hour State Obstetrics Referral Call (STORC) helpline

Call the midwife

Mother's Day marked the launch of a new 24-hour helpline for on-road crews attending a maternity emergency.

The State Obstetrics Referral Call (STORC) comprises six midwives who, on a roster basis, provide evidence-based best-practice support to ambulance crews responding to an obstetrics Triple Zero (000) all-out.

Midwife and paramedic Melissa Gardiner became the unintentional international star of the program when, during an ordinary shift as an Ambulance Paramedic just before the program's formal launch, she was called to attend soon-to-be mother Ashlee Wilson, who did not know at the time she was pregnant.

The rare case of cryptic pregnancy – when a pregnant person doesn't know



they're pregnant – made international headlines and the world witnessed Mel's emotional reunion with Ashlee and new healthy baby girl, Marley-Rae.

Maternity cases make up 1 per cent of the Triple Zero (000) calls received by SJWA.

↑ Top: STORC team, from left: Lauren Bell, Jen Cumpsty, Laura Robertson, Melissa Gardiner, Sara Morris and Rebecca Hayes.

↑ Inset: SJWA paramedic and midwife Melissa Gardiner with new mother Ashlee Wilson, partner Justin and baby Marley-Rae.

54% Trauma

13% Cardiac

8% Neurological

11% Drugs/Alcohol

15% All others



105 cases received Critical Care Paramedic (CCP) intervention from January to March.

Critical Care Paramedics join on-road response

In January a new Critical Care Paramedic (CCP) service launched on-road to deliver an advanced level of care to Perth's metropolitan community.

CCP crews primarily attend to critically ill or injured patients on the periphery of metropolitan Perth to help facilitate timely on-scene treatment and subsequent direct transport to definitive and/or specialist care.

CCPs can respond to major traumas, respiratory, neurological and cardiac incidents that require highly specialised skills such as pre-hospital anaesthesia, intubation and other advanced clinical interventions and medications for critically ill patients.

During the first three months of the pilot operation, CCP road crews responded to 143 cases and provided intervention in 105 of those cases.

Among those cases, 54 per cent were trauma related and 21 required Pre-Hospital Emergency Anaesthesia (Rapid Sequence Induction and Intubation).



↑ His Excellency the Honourable Chris Dawson AC APM, Governor of Western Australia and Knight of Grace in the Order of St John, and Mrs Darrilyn Dawson met with SJWA Group CEO Kevin Brown and spoke to Critical Care Paramedic Simon Jenkins.

6219 Virtual Emergency Medicine (VEM) consultations.

2204 patients accessed care away from a public hospital emergency department.

Virtual Emergency Medicine delivers for patients and hospitals

The award-winning Virtual Emergency Medicine (VEM) joint initiative with South Metropolitan Health Service and Fiona Stanley Hospital (FSH) celebrated 10,000 referrals over two years in December, marking a new milestone for the program.

VEM allows ambulance crews to communicate with the FSH command centre from the ambulance or while attending a patient, meaning the patients can be assessed and triaged before they arrive at the ED and potentially be cared for at home, or diverted to another suitable service.

The service particularly benefits older patients who may be at risk of harm from hospital-acquired infections

and falls from reduced muscle mass following lengthy periods spent in hospital beds, and it took another step forward with a pilot of new secure video teleconferencing technology launched in April.

On average, 35.4 per cent of VEM patients either remain in the community or receive alternative care without experiencing extended times at the ED, however this increased in the last three months of the reporting period when almost half the consultations undertaken resulted in a patient not being transported to ED by ambulance.



New safety trials launched for frontline teams

2292 personnel trained in de-escalation techniques, with **1480** still progressing.



A series of trial initiatives to address instances of violence and aggression against ambulance team members when going about their work was launched in response to a 14 per cent spike in the number of location warnings requiring police presence during ambulance response.

In addition, there were 303 violence and aggression incidents against ambulance crew members recorded during the year.

The initiatives will be overseen by a dedicated working group comprising of experienced frontline personnel facing

extreme frustration over behaviour towards emergency responders from members of the public.

St John WA has rolled out de-escalation training to 2292 personnel since 2021, with 1480 still progressing, to ensure they have the skills to keep safe. Body cameras are already in place in some eastern states' services and will be trialled with SJWA.

Six-month micro-trials announced for:

- Slash-proof personal protective clothing;
- Body-worn cameras;

- Situational awareness engagement with WA Police and other agencies
- Working group to address violence and aggression and actively pursue prosecutions.

↑ Clinical Support Paramedic Bianca Green at the media event launching the initiatives. Below: SJWA will pursue charges against a bystander who allegedly smashed the windscreen of an ambulance which resulted in the vehicle being taken off the road for repairs. Credit: The West Australian.



Family and Domestic Violence training for Triple Zero (000) responders

The entire Triple Zero (000) response team of about 4000 people is set to undergo training in 2024 to help identify and respond to incidents of Family and Domestic Violence (FDV),

thanks to a \$2 million injection in State Government funding.

Under the Department of Communities grant, Triple Zero (000) responders will learn to recognise and respond to the needs of patients who may be experiencing family, domestic or sexual violence with the aim of increasing the safety of patients, including children,

with estimates suggesting up to 6000 ambulance response call-outs each year in WA are related to FDV incidents.

↓ From left: SJWA board member Elisa Fear, then-Minister for Prevention of Family and Domestic Violence Simone McGurk, paramedic Jaquie Pack, Chief People and Culture Officer Tamsyn Howard and Chair Sally Carbon.



St John PNG team hits the road to build leadership

Six officers from St John Papua New Guinea (PNG) each undertook a month-long leadership program in Perth, funded by the Australian Government through the PNG-Australia Partnership.

The officers worked in pairs alongside team members from across the organisation including ambulance, SOC, St John Health Centres and accessed professional

development opportunities through the organisation's People Learning and Wellbeing and Support teams.

St John WA is a close collaborator with PNG and shares a locally developed clinical information portal which provides first responders with up-to-date information when practicing in remote areas.

Western Australia and PNG are two of four jurisdictions in the Pacific region where St John is the primary provider of emergency ambulance services, which also includes the Northern Territory and New Zealand.

↑ St John PNG Duty Operations Commanders Alexander Dimainand and Gothman Kimia,

↓ Left to Right: Head of Clinical Services Rudi Brits, Ambulance Executive Director Deon Brink, Alexander Dimainand and Gothman Kimia, program coordinator and Clinical Quality Manager Kelly Guest and Group CEO Kevin Brown.





44 team members joined **29** local, state and federal agencies responsible for emergency management of the Exmouth eclipse.

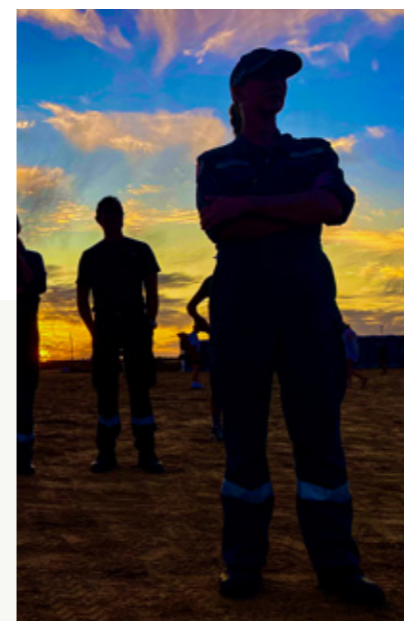
11 ambulance paramedics and almost **70** volunteers from across the state supported the WA Police Force at the 2022 School Leavers event.

Effective interagency operations and preparedness

Mass events - be it an annual event like School Leavers, or a one-in-100-year occurrence like the Mid-West solar eclipse - require a lot of forethought, co-ordination and preparation.

St John WA works closely with interagency partners to ensure community members are prepared and supported.

↑ SJWA was there when the sky turned dark for a minute at 11:29am on April 20, 2023.



Black the sun

As part of an interagency team effort alongside with the WA Police Force, Department of Health and other agencies, SJWA was at the forefront of delivering an emergency medical response to the area spanning Exmouth, Onslow, Coral Bay and Carnarvon when the sky turned dark for a minute at 11:29am on April 20, 2023.

SJWA was one of almost 30 state and federal agencies, private and local businesses to service up to 50,000 visitors, including NASA representatives, to the region for the experience.

In addition to local team members, 44 frontline personnel from across SJWA supported the event, including Ambulance Paramedics, Volunteer support, Patient Transport Officers, Special Operations Paramedics, Critical Care Paramedics and Event Health Officers.



Airport drill

St John WA undertook a three-phase major air crash exercise at Perth International Airport in November which simulated more than 90 casualties and took place over four hours.

The exercise involved working closely with the Department of Fire and Emergency Services, as well as WA and Federal Police, Australian Border Force, Airservices Australia and Perth Airport in preparing for any major incident should it occur at the airport.

The 20-year anniversary of the Bali Bombings in October was a timely reminder of how emergency services pull together in times of crisis and their single-minded focus on the arrival, survival and rehabilitation of every person to pass through their care.






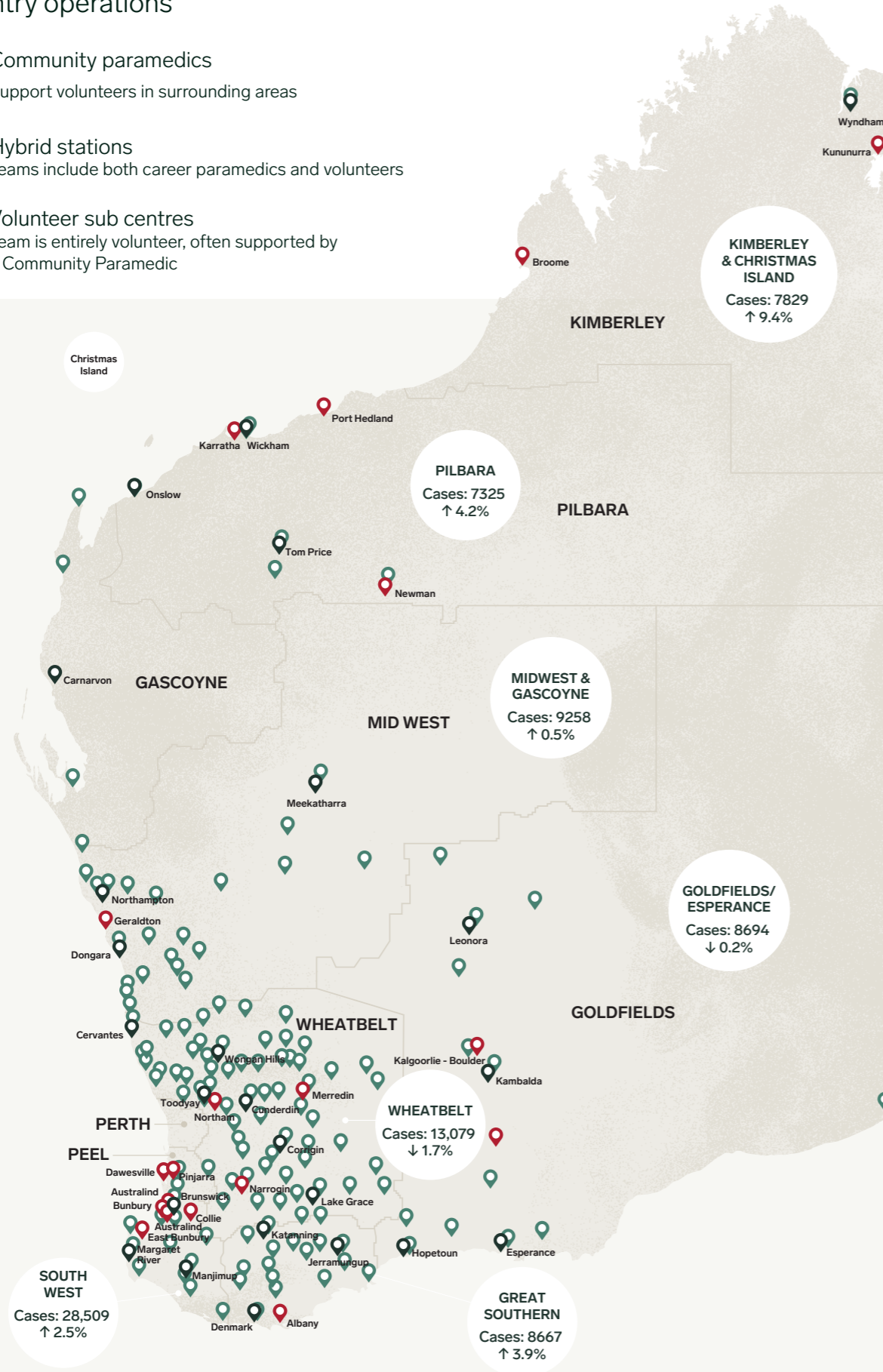
School's out

St John WA also worked closely with WA Police Force and the Road Safety Commission to encourage young people to stay safe on roads, as 10,000 high school graduates flooded into South West towns in November.

SJWA resourced School Leavers with 11 paramedics and almost 70 volunteers from across the state and various South West sub centres banding together to support police in ensuring the safety and wellbeing of those taking part in the four-night festival at the Dunsborough Leavers' Zone. Two Bunbury paramedics and nine Community Paramedics from as far north as Wyndham, east to Merredin and south to Hopetoun helped Margaret River, Dunsborough and Busselton volunteers cover the 1190 square kilometres between Margaret River, Dunsborough and Capel.

Country operations

-  **Community paramedics**
Support volunteers in surrounding areas
-  **Hybrid stations**
Teams include both career paramedics and volunteers
-  **Volunteer sub centres**
Team is entirely volunteer, often supported by a Community Paramedic



Remote patients benefit from around-the-clock APTC support

20,000+ patient transfers completed as part of Acute Patient Transfer Coordination (APTC).

The collaborative Acute Patient Transfer Coordination (APTC) stream moved to around-the-clock coverage in early 2023 following more than a year of successful operation during which it coordinated more than 20,000 Inter-Hospital Patient Transfers (IHPTs).

The APTC is led by WA Country Health Service which works alongside St John WA and the Royal Flying Doctor Service to coordinate options for patients in regional WA via a central command centre, which helps facilitate timely and direct transfers.

↑ The multi-disciplinary team at APTC



More paramedics in the regions

31 additional full-time equivalent (FTE) Ambulance Paramedics for the regions.

8 FTE included to provide relief in the community as Esperance, Harvey, Margaret River to transition to hybrid stations.

The capability to respond to Triple Zero (000) call-outs in Regional WA was bolstered during the year with a State Government commitment to add 31 full-time equivalent Ambulance Paramedics to work in regional WA.

The expanded team was announced as part of the new Ambulance Services

Agreement which came into effect on January 1 and will result in three locations – Esperance, Harvey and Margaret River – being supported by full time paid team members for the first time.

Teams in Geraldton, Northam, Busselton, Narrogin, Newman and East Bunbury were also set to receive new team members, and an additional roster was funded to provide relief team support. Volunteers are, and will continue to be, pivotal in delivering the state's ambulance service in these locations.

↑ Minister for Health Amber-Jade Sanderson MLA met with team members ahead of announcing the additional resources.

Equipment and facility upgrades across the State



New 4WD ambulances

St John WA's latest four-wheel drive (4WD) ambulance went on display at the 2022 Perth 4WD and Adventure Show in November.

The new model of Toyota HiAce Commuter with 4WD conversion is being kitted out to replicate the latest SJWA ambulance, MK 7, with three under construction and more on order.

These new HiAce Commuter 4WD ambulances will initially be rolled out to Coral Bay and Onslow with the intention to eventually replace all existing Toyota Landcruiser Troop Carriers in SJWA's fleet.



Pinjarra Sub Centre

2412 call-outs
1281 emergency responses
365 people trained in first aid

A new \$1 million upgraded sub centre opened in Pinjarra in May 2023, revitalising a 30-year old facility to attract and retain volunteers to the service. The new 80 square-metre building includes a modern training room for volunteer and first aid training, wheelchair access, improved office facilities, and an undercover alfresco area for functions, all of which support the team of about 70 volunteers.

Newman first aid donga

1003 call-outs
350 emergency responses

Funding from mining giant BHP enabled first aid training to continue in Newman thanks to a new donga designed to support team members when on shift. Training returned to the St John WA premises thanks to the donga which provides a safe, comfortable fatigue management and debriefing space.



Kondinin-Hyden Sub Centre

173 call-outs
44 emergency responses

Rebuilding St John WA's Kondinin-Hyden Sub Centre began in earnest in late 2022 as years of planning, approvals and fundraising came together to develop a new \$700,000 first-class facility for the local community. The facility enables the team to grow by providing local ambulance volunteers and those undertaking first aid courses a dedicated training and development area, as well as a customer service area for first aid kit sales and servicing.

The new sub centre was funded by donations from community members and businesses, including a donation from an anonymous local business of \$100,000; \$100,000 from the Kondinin-Hyden Sub Centre and \$240,000 from other sub centres, including \$20,000 from the Wheatbelt Volunteer Regional Support Fund; grants from grain grower co-operative CBH and Bendigo Bank; and \$150,000 from the Shire of Kondinin.



Mid West ambulance communication upgrades

9258 call-outs
3157 emergency responses

A new Ambulance Communications Upgrade Initiative between St John WA with Mitsui E&P Australia (MEPAU) and joint-venture partner Beach Energy launched during May 2023.

The \$117,000 initiative rolled out the latest 5G compatible smartphones and Wi-Fi technology to 18 ambulances in Geraldton and surrounding Mid West sub centres in preparation for Australia's 5G network to expand regionally.

As a not-for-profit organisation, SJWA relies on funding partners like MEPAU and Beach Energy to further build and strengthen its emergency service infrastructure for regional communities.

The Ambulance Communications Upgrade Initiative will ensure future-proofed state-of-the-art cellular telecommunication connections, ranging from 3G to 5G, in the Mid West.



Narrogin RFDS transfer facility

280 RFDS transfers
1273 call-outs
416 emergency responses

Hundreds of Wheatbelt patients needing to be flown to Perth for treatment will benefit from a new \$257,000 St John WA transfer facility at Narrogin Aerodrome.

The 270 square-metre purpose-built structure has improved facilities including a two-bay drive-through garage designed for ambulance access and a climate-controlled patient treatment room with two reverse-cycle air conditioning units.

Narrogin Sub Centre funded most of the \$257,000 build, with the help of a \$30,000 State Government contribution via the local Shire and thousands donated by community groups.



Resuscitation manikins simulate real thing for Australind volunteers

2065 call outs
1013 emergency responses

Two new state-of-the-art training manikins will improve volunteer training at the Australind Sub Centre thanks to a \$50,000 equipment donation from Albemarle through St John Giving.

The new equipment was specially fitted with advanced features such as airway devices and intravenous (IV) cannulas and will be used to train regional St John WA paramedics and volunteers in life-saving techniques.

Albemarle is mostly known for battery-grade lithium processing for electric vehicles, but the global company also produces speciality products used in life-saving devices such as pacemakers, glucose monitoring systems and portable defibrillators.

The manikins replicate a wide range of vital signs from palpable pulses to precise blood pressure measurements, accurate breathing rates and realistic chest sounds which enable scenario-based training for volunteers.



Scholarships boost confidence of vollies

6 volunteers awarded scholarships to study with the Australian Paramedical College.

Six St John WA country volunteers embarked on a 24-month program through the Australian Paramedical College to forge a pathway to paid work in the pre-hospital care sector and entry to Bachelor's degree programs in paramedicine across Australia.

The recipients who commenced their studies in January were:

Phillip Stewart: Williams Sub Centre	Jack Hanson: Carnarvon Sub Centre
Jodie Thomson: Northam Sub Centre	Claire Stringer: Kalbarri Sub Centre
Abbey Hay: Kalgoorlie-Boulder Sub Centre	Beth Trezona: Tambellup Sub Centre

↑ Scholarship recipients, Claire Stringer (circle) and Beth Trezona (above)

Legend2Legend volunteer recruitment campaign

503 completed volunteer lead forms. **55** new applications from lead forms.

Legend2Legend inaugural launch: **68** volunteers submitted an entry; **48** new applications approved

Legend2Legend was launched in November as an incentivised recruitment competition for St John WA country ambulance volunteers to help the overall state-wide 'Looking for Legends' campaign, which ran again as a targeted social media recruitment campaign in regional hot spots from April to July 2023.

The program provided a tangible 'thank you' to volunteers for attracting new recruits to regions. Referees were rewarded with a \$50 Visa gift card and went into a draw for the chance to win one of two 'Legendary Experiences' for two people, including a \$1000 gift card for two nights' accommodation. There were six experiences to choose from, including an Orca tour in Bremer Bay, a coastal scenic flight tour in Broome and hot air ballooning over the Avon Valley.

Volunteering top five callouts by region:

Goldfields	North West	Mid West
John McQueen: 1186 hours Courtney Holt: 1428 hours Jessica Le Billion: 965 hours Alice Napier: 570 hours Edwin Gilchrist: 323 hours	Linley Cilia: 1181 hours Paula Ellis: 1523 hours Karen Gray: 1657 hours Betty Rainbird: 1298 hours Ginette Brugmans: 963 hours	Simon Roberts: 1598 hours Rex Peters: 1138 hours Susan Strickland: 777 hours Peter Tupman: 768 hours Jack Hanson: 550 hours
Great Southern	South West	Wheatbelt
Lisa Kelder: 1883 hours Jim Hunter: 1562 hours Lynda Tyler: 704 hours Stuart Hoskins: 625 hours Brianna Jackson: 535 hours	Talia Swain: 2014 hours Carole Gale: 1830 hours Stacey Wickens: 1385 hours Arthur Hall: 1243 hours Graeme Barrett: 1190 hours	Kate Nevad: 1227 hours Jordan Collins: 1149 hours Robert Hodges: 697 hours Tonya Illman: 691 hours Lionel Rudd: 561 hours

Giving volunteers a hand

One of the many ways St John WA celebrated National Volunteer Week, May 15-19, was a personalised 'thank you' to every single volunteer by name in state-wide newspapers.

Volunteers have been at the heart of SJWA's establishment since 1870 and continue to support the Western Australian community through health emergencies, natural disasters, medical transport, event support and first aid education.

SJWA attests to the evidence that regional volunteering builds resilient and robust communities capable of effectively responding in times of crisis when people need it most.

→ After a request from SJWA, Prime Minister Anthony Albanese paid thanks to volunteers for National Volunteer Week.





St John Giving partnership with HIF delivered:
227 Community Transport Service (CTS) jobs in Bunbury
170 CTS jobs in Northam in the first three months

364 volunteers, three who have received higher clinical Training.

Much needed service expanded to Northam

A new Community Transport Service (CTS) launched in Northam during the year, supported by founding St John Giving partner, not-for-profit insurer HIF.

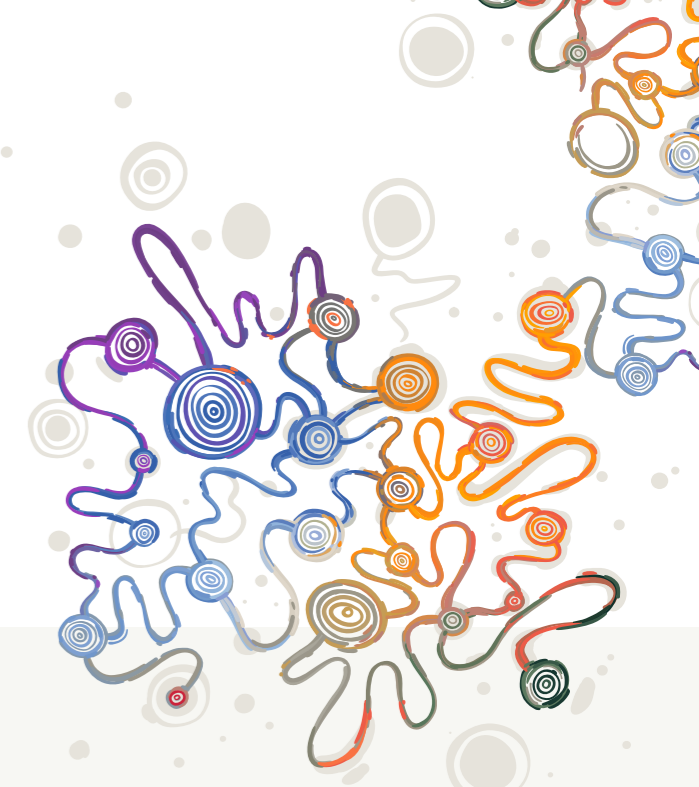
The HIF funding enabled a fully-equipped Kia Carnival – complete with Automated External Defibrillators and first aid kits – to hit the road, driven by SJWA volunteers trained to safely drive Northam residents to medical appointments not accessible in the community.

HIF's partnership with St John Giving began two years ago with the launch of the Bunbury CTS in mid-2021, which undertakes 30 to 50 jobs each month. CTS is enabled by a dedicated team of 364 volunteers and operates across Perth, Goldfields, Great Southern, Wheatbelt and South West regions.

By launching a dedicated service in Northam, with locally recruited volunteers, the lives of the elderly or residents living with a disability in and around Northam will be greatly improved by the safe, reliable, and affordable transport provided to them and their carers.

↑ SJWA GCEO Kevin Brown, CTS volunteers James Langley and Joan Hale, and HIF CEO Justin James in Northam for the launch.

↓ CTS driver Chuck Franz loves to bring a smile to clients' faces.



CTS delivers more than **5000** transportations:
4376 to Moorditj Koort
999 to Arche Health
45 to Nidjalla Waangan Mia

72,500 hours volunteered in CTS:
 Graham Locker delivered more than **2500** hours;
 John Molcher and Ron Clynk, more than **2000** hours.

CTS dedicates 5000 hours of service to First Nations community

The CTS team provided more than 5000 transportations to three First Nations health providers over the past 12 months – including more than 4000 to one of the biggest providers in WA, Moorditj Koort.

Moorditj Koort is a community controlled, not-for-profit organisation that supports the health and wellness of Aboriginal and Torres Strait Islander people living in WA. Moorditj Koort was established in partnership with the Aboriginal Community and the Rockingham Kwinana Divisions of General Practice (RKDGP) in 2010 as a holistic one-stop-shop for health and wellbeing support and offers a range of

programs designed to help Indigenous people in the community.

Moorditj Koort Program Manager Joanne Ryder thanked SJWA's Community Transport Service for "the wonderful support they provide our clients and for always trying to accommodate our transport needs".

CTS volunteers have been responsible for more than 72,500 hours of community service, the equivalent of eight years, in the past 12 months. Driver Graham Locker contributed an impressive 2500 hours alone, while drivers John Molcher and Ron Clynk contributed more than 2000 hours each.

"A big thank you to St John Community Transport Service for their wonderful support."

- Moorditj Koort Program, Manager Joanne Ryder

People, Culture and Development

Cultivating the growth of the St John WA team by delivering comprehensive *support services*



Experience 2022 returns to face to face

More than 3500 St John WA (SJWA) staff and volunteers from across WA attended the Experience at the Perth Convention and Exhibition Centre. It was a long-overdue opportunity to reconnect with peers, hear from speakers at the two-day conference, and recognise long-serving volunteers at the awards sundowner.

It was the first time in two years the Experience was held face-to-face after previous years were either cancelled or

pivoted to digital-only due to the risks posed by COVID-19.

SJWA Volunteer of the Year for Country Operations Michael Napier was recognised at the sundowner for his 19 years of selfless service and invaluable knowledge when welcoming members to the Tom Price-Paraburdoo Sub Centre in the Pilbara.

Of more than a dozen high profile speakers, a key stand-out was Senior Australian of the Year Val Dempsey, whose inspiring work as an ACT St John volunteer got her an audience with Queen Elizabeth II – and a

standing ovation from an enthusiastic SJWA audience.

But the tears and rousing applause were saved for a Collie crash trauma patient whose life was saved by the quick actions of the local SJWA volunteer service, her mother as an ED nurse, RAC Rescue Helicopter team and Royal Perth Hospital trauma surgeon, Dr Martin Jarmin. There was not a dry eye in Riverside Theatre when the patient embraced – for the first time – the RAC Rescue Critical Care Paramedic assigned that fateful night.

↑ RAC Rescue Critical Care Paramedic Madelyn Courtzen reunites with her patient.



New Volunteer Experience Business Partners appointed

Department Action Plans in development

122 priority initiatives underway

Listening to the team

At the end of the reporting period, SJWA was three-quarters of the way through an eight-stage Culture Survey Journey to build a respectful and inclusive workplace.

The sixth stage included release of an organisational action plan, and progress towards Department Action Plans. The Plans are set to deliver on a suite of priority initiatives collected from a series of 17 focus groups facilitated by Tamsyn Howard, Chief People, Culture and Development Officer in late 2022 and early 2023.

The program started in August 2022 with three immediate actions identified: Leadership connection; change management; and transparency on projects, processes and decisions with particular focus on the impact of projects in country WA.

Key outcomes included:

- Piloting a contemporary, shorter pulse check program to replace the longer and arduous annual culture survey. The Workday Peakon Employee Voice platform, re-named the “St John Engagement Platform”, was deployed for a six-week pilot ending in July. The pilot involved 800 team members who received weekly surveys requesting feedback on their workplace experience to measure culture satisfaction and team sentiment.
- Transitioning a Diversity and Inclusion Network to a 12-member Working Group in February which launched work on an Australian Workplace Equality Index and championed dates of significance.
- Appointing new Volunteer Experience Business Partners to ensure volunteers across the organisation are represented at every level.



Shine on at Pride

About 50 team members marched on November 26, including Chief People, Culture and Development Officer Tamsyn Howard, with the Perth Pride Parade returning to Northbridge for the first time in almost three years.

↑ Head of SOC Wil White (middle left), Head of Clinical Services Rudi Brits (middle right).

← Chief People, Culture and Development Officer Tamsyn Howard (centre) supporting colleagues in the Pride parade.

Bleeding green

409 donations, equalling more than **1200** lives saved; Australian Red Cross Emergency Services Blood Challenge winners since 2018.

More St John WA team members rolled up their sleeves to donate during the 2022 Australian Red Cross Lifeblood Emergency Services Blood Challenge, ensuring the “team in green” won the face-off for a fifth year.

Beginning in June and carrying through to August 31, the challenge invites emergency services teams to donate blood or plasma and help save lives.

← Corporate Communications Officer Lia Griffith has donated more than 25 times over the past five years.



Reflecting on reconciliation with RAP launch

Almost **50%** of the ‘Reflect’ Reconciliation Action Plan deliverables completed.

Jeremy Maitland-Smith, a Yamatji paramedic, appointed as First Nations Relations Specialist.

The St John WA “Reflect” Reconciliation Action Plan was launched in March in a celebration attended by more than 200 people in person, with people from 42 locations

across WA watching live online.

Based around the core pillars of relationships, respect and opportunities, the SJWA RAP provides tangible and substantive benefits for Aboriginal and Torres Strait Islander peoples, increasing economic equity and supporting First Nations self-determination.

Jeremy Maitland-Smith, a Yamatji paramedic, (pictured above) spoke of his journey with SJWA and his wish for more First Nations people to be trained as paramedics on country. He has been appointed to a new role as First Nations Relations Specialist to support the organisation’s reconciliation.

Since launch, the organisation has

delivered on almost 50 per cent of 70 listed deliverables with the final 34 due after the reporting period.

St John WA Group CEO Kevin Brown has confirmed his personal support for The Voice to Parliament and Uluru Statement from the Heart.

“Our shared vision for reconciliation is to ensure SJWA’s network of services reflect a culture of deeper understanding and respect for First Nations peoples, their histories and cultures, while fostering better healthcare opportunities and building relationships based on inherent mutual trust.”

↑ A smoking ceremony held at St John WA’s state office for the launch of its RAP.

Awards and recognition



Volunteer of the Year for Country Operations, Michael 'Tiny' Napier.



Volunteer of the Year for Metro Operations, Dr Andrew Moffat.



Sub Centre of the Year went to Onslow.

Of the Year Awards

Each year St John WA recognises the commitment to community through annual 'of the Year' awards:

- Tom Price/Paraburdoo Emergency Medical Technician (EMT) Michael Napier was named St John WA 2022 Volunteer of the Year in Country Operations after serving 19 years as an EMT and attending more than 100 emergency callouts per year.
- Experienced Event Health Services volunteer Dr Andrew Moffat was named the St John WA 2022 Volunteer of the Year in Metropolitan Operations. It's the latest acknowledgement of his distinguished career with the organisation after being Admitted to the Order of St John as a Member in 2019 and named Young Volunteer of the Year in 2015.
- Onslow was named 2022 Sub Centre of the Year, recognising the commitment and drive of the volunteer-led Pilbara sub centre which faces unique challenges due to its remoteness and FIFO-based community whilst servicing about 140 cases a year.



Recognition Ceremonies:

2022/23

258 SJWA frontline staff recognised for their dedication to WA's primary provider of ambulance and first aid services;

SJWA welcomed:
35 graduating paramedics,
36 National Medals,
13 Clasps,
174 10-40-year Service Awards.

2021/22

353 frontline staff recognised for outstanding and distinguished service; up **60** per cent on the previous year.

Recognition two years in the making

COVID delays meant more than 600 operational and support paid team members were recognised across four events across the financial year.

The Recognition Ceremony is an opportunity to formally celebrate and acknowledge the academic and professional achievements of team members, especially country paramedics whose training and upskilling of volunteers have been instrumental in supporting their regional communities.

Recognition Awards include the following categories:

- Paramedic graduates
- Service Award recipients
- National Medals to operational staff
- First, Second and Third Clasp to National Medals

The 2022/23 Recognition Awards event in June was officiated by Di Darmody, and speakers included St John WA Chair Sally Carbon and Group CEO Kevin Brown.

At the 2021/22 awards, then-SJWA Deputy Chair Sally Carbon paid tribute to the sad passing of the Sovereign Head of the Most Venerable Order, Her Majesty Queen Elizabeth II.

↑ SJWA workforce being recognised at 2022/23 Recognition Awards event in June.

Service Awards above 30 years:

45 Years:

Lindsay Scott in 2022
John Thomas (3rd Clasp)

40 Years:

Brian McLuckie in 2023

35 Years:

Brett Laing in 2023
Edwin McLean in 2022
Ken Hart (2nd Clasp)
Mel Pearsall (2nd Clasp)
Craig Telford (2nd Clasp)

30 Years:

Chris Oakes in 2023
Brett Paull in 2023
Cliff Shanahun in 2023
Lyn Spalding in 2023
Murray Woodward in 2023
Wayne Cranstoun in 2022
Christine Hunter in 2022



Honours for St John WA's finest

Fourteen members of the St John WA team received the distinguished Ambulance Service Medal (ASM) and others received a range of awards issued on Australia Day and the first King's Birthday following the passing of Queen Elizabeth II.

The Ambulance Service Medal offers recognition for distinguished service to members of an Australian ambulance service and this year recipients included Dr Joe Cuthbertson, who led SJWA's response to the COVID-19 pandemic, and committed out-of-hospital cardiac arrest campaigner Dan Rose, whose work developing an AED data collection process has benefited many patients.

Long-serving volunteers including Amy Teakle from the Northampton Sub Centre who was instrumental during Cyclone Seroja, Toodyay call-taker and chairperson Michael Morgan and Northam development officer Steven Douglas, who has served for 40 years since joining SJWA as a cadet in 1983, were also awarded.

Paramedic Mark McDonald has spent more than a decade working with and advocating for volunteer officers from Hedland, Geraldton, Albany, Pinjarra, Bunbury, Carnarvon, Denham and Exmouth. He too was recognised with an Ambulance Service Medal.

↑ Left: Amy Teakle
↑ Right: Waroona chairperson Jenny McNamara

Order of Australia recipients	Ambulance Service Medals	Covid-19 category
Craig Spencer, Wheatbelt Regional Manager - For service to the community through a range of organisations.	Dr Joe Cuthbertson, ASM: 22 years Dan Rose, ASM: 12 years Maxi (Mark) McDonald, ASM: 11 years Steven Douglas, ASM: 40 years	Andrew Blane, ASM: 16 years Rebecca Boughton, ASM: 10 years Conrad Fairhead, ASM: 16 years Mark Hill, ASM: 21 years
Robert (Bob) James, Lancelin Volunteer EMT - For service to the community.	Michael Morgan, ASM: 20 years Amy Teakle, ASM: 10 years	Naomi Powell, ASM: 21 years Brett Screen, ASM: 23 years Jillian Smith, ASM: 13 years David Tunnard, ASM: 13 years
Mary Day, Chittering/Gingin EMT - For service to polocrosse.		
Community Citizen of the Year	Senior Community Citizen of the Year	Community Group of the Year
Jenny McNamara, Waroona Sandra Cousins, Toodyay Ashlea Bluett, Dardanup Paul Munro, Kalgoorlie Nicki Kelly, Tom Price	Lynn Minchin, Manjimup Rob Clarke, Plantagenet Pam Finn, Ravensthorpe John Peet, Mullewa Sue Smith, Nannup Warren Smith, Nannup	Exmouth Sub Centre Cue Sub Centre



Six CAA awardees on International Women's Day

Six St John WA women were recognised by the Council of Ambulance Authorities for their exceptional service on International Women's Day.

The Women in Ambulance Honours which recognise women from across Australia, NZ and PNG ambulance services for their work, career progression and as role models to the rest of the workforce.

International Women's Day annually recognises the social, economic, cultural, and political achievements of women globally. It also offers an opportunity to acknowledge and celebrate the women in our lives, workplaces, and communities; and to reflect on ways to accelerate women's equality.

↑ Shu Yin Chia, Stella Clack, Rose Gibbons, Aideen Chandler, and Debbie Strachan. (not pictured: Natasha Clements.)

Years of service:

- Aideen Chandler: 10 years
- Debbie Strachan: 17 years
- Natasha Clements: 17 years volunteering
- Shu Yin Chia: 6 years
- Stella Clack: 5 years
- Rose Gibbons: 2 years

Lifetime contribution to volunteering honoured

St John WA volunteer Dr Amanda Draper was awarded Volunteering WA's 2023 Lifetime Contribution to Volunteering Award during the year.

Volunteering started early for Amanda at the Bunbury Nursing Home after school and extended across the South West, with many locals feeling the benefit of her impact.

Amanda volunteers for a range of organisations. With SJWA, has completed more than 360 hours as a SJWA volunteer at the East Bunbury response location and has recently requested to complete her Emergency

Medical Technician (EMT) training. In addition to volunteering, Amanda has been a foster carer for 19 years, caring for more than 60 children.

Katanning Chair Barbara Groves was also nominated for the same category having dedicated 25 years to volunteering at SJWA, as well as 15 other Great Southern organisations.

As part of Department of Communities - National Volunteer week, John Ree was awarded the Lifetime Volunteering Service Award. John was celebrated for over 65 years of volunteer service to St John WA.



↑ Dr Amanda Draper at Volunteering WA Awards. Credit: Volunteering WA

