



Impact Report

**FY24**



## In Memoriam

St John WA pays tribute following the loss of Clinical Support Paramedic Tinesh Tamilkodi, tragically killed in the line of duty during the year.

Tinesh was a treasured member of the St John WA team whose boundless compassion and unwavering dedication touched the lives of countless individuals. His selfless commitment to helping everyone serves as an enduring inspiration to us all.

*Forever in our hearts.*

AP21344



## Acknowledgement of Country

St John Western Australia 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.

St John WA 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.

Read about progress on the St John WA "Innovate" Reconciliation Action Plan on page 79.



↑ Pictured: Wadumbah Dance Group opens the 2023 St John WA State Conference

Artwork is by Nani Creative. The story of artwork is in the St John WA Reconciliation Action Plan. Read more on page 79.

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Due to changes in counting assumptions, figures in the FY24 Impact Report may not be comparable to previous years.

If you require more information, please contact [media.relations@stjohnwa.com.au](mailto:media.relations@stjohnwa.com.au).

## About St John WA

St John WA (SJWA) is a social enterprise committed to enhancing the wellbeing and health of the WA community we serve. We provide a breadth of preventative skills and education, community health services and frontline emergency responders so we can be there to care for the people of WA, when they need it most. To provide these services to an area of 2.5 million square kilometres takes more than 8500 volunteers and paid team members. In addition, more than 50,000 First Aid trained members of the public act as community first responders registered with SJWA's First Responder App, helping to respond to emergencies and improve patient outcomes.

The charitable arm of SJWA works in partnership with community, funders and partners to support programs that help bridge the health inequity gap experienced by vulnerable and remote communities across WA. These programs support three core areas of impact:

- enabling the expansion of health and wellbeing programs to every corner of WA,
- increasing the capacity of WA communities to respond to medical emergencies, and
- improving access and equity to essential wellbeing, health and first aid services for vulnerable, remote and First Nations communities.











### Our community commitment

St John WA is committed to delivering a positive impact on the safety, wellbeing and health of everyone and the environment.

# Highlights

**1.2 million community connections** during the year by delivering or receiving education and training initiatives and care services

 <p><b>8660</b> TEAM MEMBERS</p>	 <p><b>91</b> FIRST AID TRAINING LOCATIONS</p>	 <p><b>6</b> HEALTH CENTRES <b>1</b> GENERAL PRACTICE</p>	 <p><b>196</b> AMBULANCE LOCATIONS</p>
 <p><b>424,597</b> VOLUNTEER HOURS DONATED</p>	 <p><b>321,202</b> PEOPLE CONNECTED TO FIRST AID THROUGH TRAINING, SALES AND ENGAGEMENT</p>	 <p><b>217,578</b> PATIENTS AVOIDED EMERGENCY AMBULANCE AND/OR HOSPITAL EMERGENCY DEPARTMENTS</p>	 <p><b>1000</b> FLEET VEHICLES</p>

<p><b>321,202</b> connected to first aid through training, sales and engagement</p>	<p><b>405,689</b> cared for close to where they live, work or play</p>	<p><b>444,874</b> enabled to access care when they needed it most</p>
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## Preventative Community Emergency

<p><b>115,952</b> People trained in First Aid in person and online</p>	<p><b>50,221</b> Registered First Responders</p>	<p><b>127,118</b> Urgent Care patients</p>	<p><b>52,388</b> Industry Medical Services patients</p>	<p><b>4301</b> Ambulance and transport volunteers</p>	<p><b>55,653</b> Community transport cases</p>
<p><b>3298</b> Trained in Mental Health First Aid</p>	<p><b>388</b> St John Safe assessments</p>	<p><b>177,390</b> General Practice patients</p>	<p><b>20,978</b> Patients cared for through Event Health Services</p>	<p><b>307,689</b> Triple Zero (000) calls answered</p>	<p><b>104,954</b> Patient transfer service cases</p>
<p><b>8619</b> Registered Automated External Defibrillator locations in WA</p>	<p><b>12,000</b> First Aid equipment and kit servicing customers</p>	<p><b>27,865</b> Dental patients</p>	<p><b>61,788</b> Hours donated to 2907 community events</p>	<p><b>10,768</b> Patients supported to seek care via Secondary Triage Team</p>	<p><b>27,674</b> Secondary Triage Assessments</p>

# Strategic Plan

## Purpose

### The reason we exist

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

## Direction

### The Board drives a Strategic Direction, currently targeting June 2030

- Reaching 'everyone' in WA
- Connection inside and outside the organisation
- Adding wellbeing to the concept of health as a line of services
- Being conscious of 'for-the-future' as much as 'for-today'



## Values



Lead with Heart



Think Team



Make it Better



Walk the Talk

You might notice our Values icons listed with each article throughout this document. This highlights how the St John WA team lives our values every day, in every interaction, across the length and breadth of Western Australia.

## Strategic Plan



Connect and grow with our community

Build our brand to become a trusted health partner through lifetime relationships.



Build a wellbeing and health ecosystem

Establish a platform which connects community to services for wellbeing and health.



Volunteering reimaged

Reset the volunteer value proposition to become the leading organisation.



The best place to work in WA

Build a community-minded culture for the betterment of those we serve.



Become an excellent organisation

Put the 'enterprise' in social enterprise by giving people the tools needed to be successful in their work.

## Group Chief Executive Foreword

*Karza noonakoort.*

A big portion of the St John WA team works every day in an unpredictable and dynamic environment. Whether it's teaching a first aid course, supporting a community event, or responding to an emergency in an ambulance, every day can present a new challenge – and with it comes potential risk.

Every team member expects to go home at the end of the day in the same physical and psychological health in which they came to work, particularly when the job of our team is to support Western Australians often experiencing their worst day.

I am pleased SJWA concluded FY24 with a lower lost time injury frequency rate (LTIFR) than the previous two financial years, recording a result of 25.6. This of course recognises LTIFR is not a fixed measurement, the data presented is a “snapshot in time”, and in my view it is still far too high.

The team is working every day to find new ways to create a culture of safety, which is evident in a big increase in near-miss reporting of 75 per cent from FY23 to FY24, showing a growing organisation-wide no-blame reporting culture. Thank you team, for looking after yourselves and each other, as well as the WA community every day.

During the year, the combined SJWA team of 67,338 people – including

volunteers, paid team members and spontaneous first responders – provided first aid training, sales and engagement activities to 321,202 people, cared for 405,689 people close to where they live, work or play and enabled 444,874 to access care when they needed it most. This resulted in 1.2 million connections with community through education, training and care services.

Collaboration with key stakeholders continued to pay dividends during the year and it was a great pleasure to host the team from the WA Virtual Emergency Department (WAVED) at the St John WA hub in Belmont, co-located with the Secondary Triage Team.

Between them, along with complimentary SJWA services, the team helped support a total of 217,578 patients to avoid ambulance transport to an emergency department.

- More than 127,118 patients attended one of St John WA's six premium Urgent Care locations rather than attending a public ED,

- A record 32.3 per cent of patients were supported to access care away from emergency ambulance, through the combined efforts of Secondary Triage, WAVED, Health Direct, and appropriate management in the State Operations Centre (SOC).

It is probably not unexpected with such focus on patient pathways the customer satisfaction rating for SJWA improved, with 98% overall patient satisfaction – above the national average.

This was also supported by an average of 97.4 per cent of Triple Zero (000) calls being answered within 10 seconds over the year, and I was very pleased to celebrate with SOC team when they achieved their first 100 per cent day – noting there were many more to come.

Emergency ambulance performance also improved during the year with year-on-year improvement in Priority 1, 2 and 3 average response times.



Although a critical part of the work SJWA undertakes, responding to Triple Zero (000) calls through emergency ambulance is just one part of how St John WA contributes to its aspiration to connect every Western Australian with care for wellbeing and health.

We marked 10,000 registered Automated External Defibrillators (AEDs) on the State Defibrillator Network this year, of which more than 3000 are accessible 24/7. There is no disputing this important network saves lives, with use of a community AED increasing the likelihood of surviving an out-of-hospital cardiac arrest by three.

A new Strategic Plan was developed and launched during the year, aligning the entire enterprise behind five key

focus areas, and four new values published in this document for the first time. Part of this plan has been a focus on major investment and uplift in built form with more than 90 projects underway across the State, and a transformation program to set St John WA up for a forward-thinking digital future.

The new strategic plan and values have also reinvigorated the organisation and provide a north star towards which we aim, underpinned by a way of working co-created by, and uniquely for, the broad SJWA team. I am proud of this work and the adjustment to direction was well timed to closely follow our first complete year working under a refreshed Ambulance Services Agreement which provided a pathway for change and innovation.

From introducing a new Auslan translation App to both St John health services and ambulance, to refreshing the First Responder App which puts the collective First Aid knowledge of SJWA into the hand of a smart-phone user, these initiatives are driven by passionate team members who are dedicated to making a difference to the lives of Western Australians.

I could not ask for a better team to work alongside.

Looking ahead, we have a sound plan to expand capacity and capability across the organisation. From strong recruitment programs which have enabled us to scale up

in a competitive global environment to carefully planned investment in technology and property, the future of SJWA is bright.

During the year, SJWA welcomed incoming Non-Executive Directors Monish Paul and Matt Mueller, and on behalf of SJWA offer our thanks and gratitude to Tony Ahern KStJ and Michael Gurry AM who retired from the Board of Directors during the year. Tony has made immense contributions both to SJWA and the broader pre-hospital care environment in Western Australia over many years, and Michael was instrumental in contributing to the organisation's strategic focus.

The strength of SJWA and its people was perhaps best seen in coming together after losing respected Clinical Support Paramedic Tinesh Tamilkodi. Tinesh tragically died in November while doing what he loved: serving the community of Western Australia. SJWA lost one of its best, and Western Australia lost a loyal servant of the people. Coming just months after losing Paramedic Fiona Lavelle in February 2023, the team has come together to support each other in their memory and together we work every day to make SJWA the type of organisation to which both would have been proud to belong.

It is in their memory we launched a new scholarship program, which provides an avenue for further education for existing SJWA team members, and covers the cost of a health-related tertiary qualification for First Nations aspiring health professionals.

It was a great privilege to spend time with Fiona's partner John, and Tinesh's family including his sisters Vas and Shanthi, and their mother Pospa, and a reminder of the exceptional community spirit which binds the team together.

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, Road Safety Commission, and the many funders and supporters who have contributed to the charitable works of SJWA, often from their own pockets. I look forward to continuing to work alongside you as the good work of SJWA continues.



**Kevin Brown**

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



*Forever in our hearts*  
Fallen paramedics Tinesh Tamilkodi and Fiona Lavelle.

**Megan O'Donnell** | BCom, GAICD  
Chief Preventative Officer

**Darren Webb**  
Chief Community Officer

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

**Martyn Jenkins** | FCCA  
Chief Finance Officer



# Preventative

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



## Growing the State Defibrillator Network



10,693 AEDs registered on State Defibrillator Network, up 12.9% on the previous year

8619 registered AED locations, up 15.7%

3092 24/7 publicly accessible AEDs in the community, up 14.2%

Community accessible AEDs more than doubled since 2019

1053 AEDs sold, up 22% from 818

St John WA celebrated 10,000 Automated External Defibrillators (AEDs) registered on the State Defibrillator Network during the year with a charitable installation at Bunbury Farmers Market.

Donated by Woodstock West Retirement Village, the registered AED will allow the State Operations Centre to deploy help in the critical first few minutes following a cardiac arrest nearby.

AED registration has grown quickly over the past year reaching two other important milestones:

- More than 8000 AED locations – this is when an individual has registered more than one AED

in a single location, for example a workplace might have multiple devices.

- More than 3000 24/7 publicly available AEDs, where the device is stored in an external lock-box which is accessible to the public and can be deployed at any time – this number has more than doubled since 2019.

The expansion is part of SJWA's vision to make AEDs as common in buildings as fire extinguishers.

↑ Pictured 10,000th Automated External Defibrillator (AED) on the network at Bunbury Farmers Market.



## Heartfelt legacy helps hit milestone



Generous community donations funded six new life-saving defibrillators installed along the Denmark coast in memory of beloved Perth father Andy Rutherford.

Andy, 48, died of cardiac arrest after collapsing on a beach at Denmark's Elephant Rocks in April 2023.

Despite the best efforts of his first aid-trained mates who performed CPR, the use of a community defibrillator, and the speedy response of volunteers from the SJWA Denmark Sub Centre, he couldn't be saved.

In tribute to Andy, South Beach Boardies owner Kirsten Lopez created

specially designed boardshorts with help from Andy's wife Renae and two sons, Maxton and Fraser, and donated profits from the sales to increasing SJWA's defibrillator network in Denmark. This donation was matched by SJWA.

Andy's family reunited with the SJWA volunteers who were by his side in his final moments on June 24, to celebrate the installation of the first defibrillators and unveil a tribute plaque in his memory at Lights Beach.

In an emotional meeting, Maxton and Fraser thanked the first responders who fought to save their dad.

It marked a major milestone for SJWA, bringing the number of 24/7 AEDs registered on the State Defibrillator Network to 3000.

↑ Pictured Left: Renae and sons Maxton and Fraser with the SJWA team



## Australia's most remote defib



Community of just 180 people, located 700km from nearest medical support, supported with donated AED and first aid training.

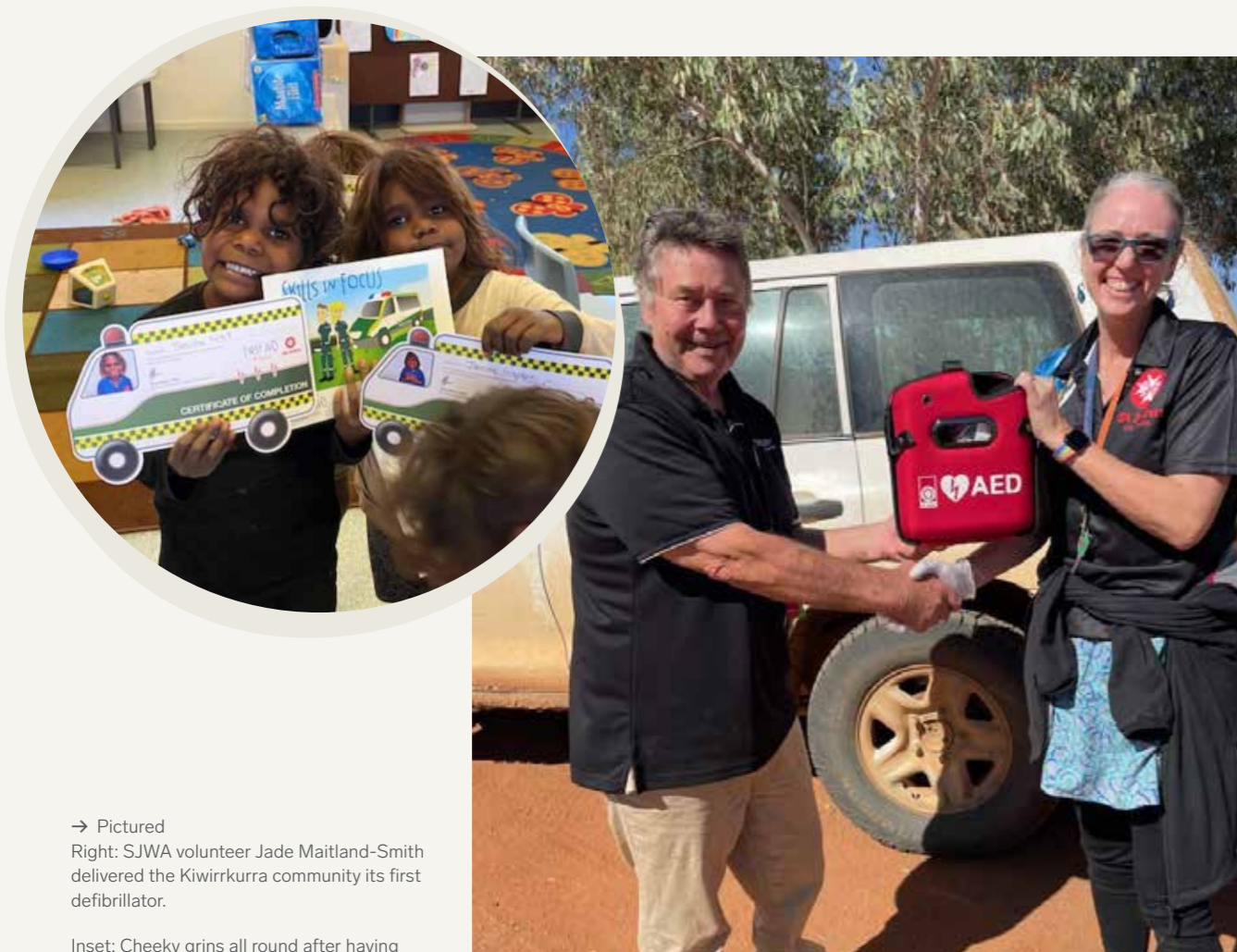
20 kindy to year 6 students taught first aid.

Australia's most remote Indigenous community, located in the Gibson Desert on Pintupi country, received its first public defibrillator which was funded by donations to SJWA.

Located 1200km east of Port Hedland near the Northern Territory border, teacher and SJWA Dawesville volunteer Jade Maitland-Smith delivered to Kiwirrkurra an AED. During a two-week visit she connected with teachers and hosted two First Aid Focus

classes split into eight kindy to year 3 school children, and 12 year 4-6s. The installation and education was important as the nearest doctor is 695km away in Alice Springs.

Jade also taught school staff how to use the new AED and hopes to see SJWA work with the Ngaanyatjarra Lands Council to train more high schoolers, rangers and other community members in vital first aid.



→ Pictured Right: SJWA volunteer Jade Maitland-Smith delivered the Kiwirrkurra community its first defibrillator.

Inset: Cheeky grins all round after having learned age-appropriate SJWA first aid.



## Grain growers are all heart



145 AEDs in Wheatbelt

Key partner: CBH

SJWA gratefully received \$50,000 from proceeds generated through the sale of forfeited grain, via the FY24 Harvest Mass Management Scheme (HMMS) developed by CBH and Main Roads WA.

Last season SJWA welcomed a \$70,000 donation from the CBH Group and Western Australian grain growers, which delivered 36 additional AEDs in Wheatbelt communities.

With 145 defibrillators available across the grain growing region through the generosity of HMMS donations since 2012, the latest funding goes towards maintaining a reliable defibrillator network and increasing the number of community first responders in the region.



### App refresh points to nearby defibs



Up 11% - 50,221 registered First Responder App users

Up 30% - 263 incidents accepted by community first responders

The major refresh to the SJWA First Responder App, launched in April, resulted in a surge in new community first responder registrations, up more than 330 per cent to almost 1000 in its first two weeks.

The update increased usability of the App and cemented it as an essential tool for Western Australians equipped with iPhones, iPads, or Android devices, offering comprehensive first aid instructions, the locations of nearby medical centres and defibrillators, and the ability to register as Community First Responders.

For those with valid first aid training, the refresh not only alerts them to emergencies within a 500m radius to assist until help arrives, but also provides instant access to first aid guides and a CPR timer to aid in incident response, ensuring responders have the tools and knowledge they need to assist in emergencies.

### Community response: Keeping hearts beating across WA



SJWA's long-standing commitment to enabling community response to out-of-hospital cardiac arrest (OHCA) saves lives every day.

Key milestones achieved towards community response during the year included:

- The State Defibrillator Network (part of the Community First Responder program) won Zoll's Public Safety Excellence Award for its work connecting the community to defibrillators in the case of an OHCA.
- Research from the Australasian Resuscitation Outcomes Consortium (Aus-ROC) showed WA led the nation with the highest bystander CPR rates and lowest incidence of OHCA. The Aus-ROC research paper mapped OHCA cases across 543 Local Government Areas (LGAs) nationwide. Of 60 LGAs considered high-risk – defined as having a high OHCA incidence rate and low bystander CPR rates - none were in WA.

- Results from the 2022 St John WA OHCA Report, published during the year, showed use of a community AED almost triples the chances of a Western Australian surviving an OHCA.
- For OHCA in public locations in WA, the percentage of cases receiving bystander CPR was 95 per cent for women and 93 per cent for men as calculated by Curtin University's Prehospital, Resuscitation and Emergency Care Research Unit (PRECRU), far outstripping global averages of 61 per cent for women and 68 per cent for men.



### The stories behind the stats

#### Joe Jeffries

64-year-old touch rugby referee, Joe Jeffries collapsed from cardiac arrest during halftime at two separate games in early 2023.

He survived both due to the quick actions of those around him performing cardiopulmonary resuscitation (CPR) and getting AEDs to his chest.

Years ago, touch football clubs around the Perth metropolitan area mandated defibrillators at clubhouses, helped along by Lotterywest Heart Grants in partnership with SJWA's charitable fund, which is donated to by the community.

This initiative saved Joe's life. Twice.

#### Katherine Brett

Perth grandmother Katherine suddenly collapsed in her kitchen and it was her sister Hillary, visiting from interstate, who sprang into action.

Hillary called Triple Zero (000) and followed the instructions of the SJWA call taker by immediately initiating chest compressions for the seven critical minutes before paramedics arrived.



Anyone unconscious and not breathing normally should be treated as if they're in cardiac arrest and bystanders should immediately call Triple Zero (000) and start CPR.

#### Wade Hunter

Father of two and Northam sporting legend, Wade 'Freddy' Hunter nearly lost everything in 2023 when he experienced a cardiac arrest in the middle of a footy game.

Wade said he had been feeling a bit more fatigued than usual, but with more than 400 games under his belt, he pushed through. Spectators commenced CPR, while Wade's mates retrieved an AED from the clubrooms, which shocked his heart back to life.

Cardiac arrest does not discriminate by age or fitness. After the incident, Wade and his team completed a SJWA first aid course.

#### Scott and Olyvia

Olyvia dialled Triple Zero (000) in the dead of night in July 2023 after finding her husband Scott unresponsive. She needed to start CPR, and with SJWA

call taker Sam Casey's help and a first aid course under her belt, Olyvia performed life-saving compressions on Scott until multiple ambulance crews arrived.

Learning quality first aid and how to do CPR effectively is vital in the chain of survival for cardiac arrest.

SJWA call takers will always talk people through CPR and remain on the line until help arrives.



↑ Pictured Top left: Katherine with the SJWA crew who responded to her OHCA call.

Inset: Joe Jeffries (right) with one of his saviours, Paul Hudson.

Top right: Wade Hunter with his footy mates and the SJWA crew who responded to his OHCA.

Bottom right: Scott and Olyvia with call taker Sam Casey.



### Making WA roads safer

4722 people trained in driver-related first aid through the First Aid for Me platform

10% increase in online driver training registrations

Of those surveyed following the campaign:

- 87% considered knowing first aid to be an important life skill
- Almost half reported an increase in confidence in administering first aid

### Anyone can save a life



SJWA joined with the Road Safety Commission (RSC) to encourage every WA road user to spend 15 minutes learning how to potentially save a life if they encounter a crash through a first-of-its kind awareness program.

The joint campaign, called Anyone can save a life, was launched by Road Safety Minister David Michael ahead of Easter double demerits in March 2024 and resulted in almost 5000 drivers completing a free online first aid course launched on the First Aid for Me platform. The message is aligned to World Health Organisation advice that first aid skills of bystanders and other road users are a critical link to reduce post-crash harm.

The campaign featured a retelling of the real-life story of Nicole Tolhurst and Rod Baltovich who were strangers in 2007 when Rod came to Nicole's rescue when the car she was driving careered through a brick wall in a

↑ Pictured  
Top left: Anyone Can Save a Life joint road safety campaign

Top right: Nicole Tolhurst and Rod Baltovich

Inset: (Left to right) Tammy Mottolini (WA Police Force), Jonathon Durrant (Department of Fire and emergency Services), and Rikki Macklan (SJWA)



crash which knocked her unconscious. By reaching into the wreck to lift her head – a response he had just learned through SJWA first aid training - Rod enabled Nicole to breathe and saved her life.

At the launch of the new road safety campaign, the pair experienced a teary reunion and watched their memories play out on screen.

### Emergency services team up



SJWA expanded its commitment to road safety this year by partnering with the RSC to call on drivers to recommit to wearing seatbelts and taking care when emergency vehicles are on the road through two shared campaigns: Lights, Sirens, Action! and Seatbelts Save Lives.

Clinical Hub Paramedic Rikki Macklan and Critical Care Paramedic Clinton Van Der Westhuyzen represented St John WA in the campaigns.



### Lights, sirens, bouncedown!

The collaborative road safety campaigns were launched at the Fremantle Dockers' Lights and Sirens Round, which SJWA was invited to join for the first time alongside WA Police and the Department of Fire and Emergency Services.

A lucky few from each service formed a guard of honour and took part in the coin toss in the clash against Gold Coast Suns at Optus Stadium on June 23.

### Focus on new drivers



About 13,000 year 10-12 students were engaged in an annual road trauma re-enactment as part of RAC's annual bstreetsmart event in March, which SJWA has supported for more than a decade.

The team also presented road trauma training to 3540 year 10 and 11 students from across WA as part of SJWA's long advocacy for first aid education to be made available to people going through the process of attaining their licence.





### Sharing the skills, time and knowledge to save a life

202,427 first aid trained in-person, via digital learning, and through school programs, up 2.9% on the previous year.

### Free first aid tools expand



10,338 First Aid for Me courses completed

11 new courses launched

### Mental Health first aid education added to curriculum

Forming part of SJWA's commitment to building safer and more resilient communities through accessible services and education, the First Aid for Me free short first aid courses platform expanded to 15 courses from the original four, including an innovative "First Aid for Tradies" launched to coincide with World First Aid Day in September.

The Tradies course includes a segment on recognising and responding to a mental health emergency, which was included in acknowledgement that nearly 200 Australians working in the construction industry take their own



lives every year according to data from not-for-profit organisation MATES in Construction.

Additional courses included First Aid for hiking, cooking, sport, fishing, boating, camping, truck drivers and mountain bikers.

### First Aid for Mental Health



3298 trained in Mental Health First Aid

SJWA's First Aid for Mental Health course was refreshed during the year to align with the latest clinical information. The one-day course helps students build knowledge and understanding about stress, depression, anxiety and self-harm, and learn the importance of the crucial first steps in helping someone to seek professional ongoing care.

Three new bespoke animations dive deeper into clinically-proven first steps when assisting someone in mental distress, with students tested and challenged on their knowledge throughout the course, and provided up-to-date resources, apps and support services.

To mark WA Mental Health Week in October, members of the peer-led LGBTIQA+ Youth Pride Network were

offered a free mental health course, aligned to its mission to improve the lives of queer young people across WA.

### First aid trainers hone skills



Sixty first aid trainers from across the state were put through their paces in a simulated exercise (SIMEX) designed to test and hone their skills in an unplanned situation held in January.

Teaching first aid to about 300,000 people in WA each year, the trainers got to put into practise the latest advancements in first aid education, with volunteers playing the part of concert goers in a mass casualty event.

Trainers treated a variety of injuries and conditions including electrical burns, anaphylaxis, smoke inhalation, and cardiac arrest.



↑ Pictured Top right: YPN Project & Policy Coordinator Cheyenne Henderson-Watkins and Committee Vice-Chair Jack Meakins.

### Building a brilliant team



SJWA First Aid Trainers from every corner of WA stepped forward to highlight what they love about the job as part of a statewide campaign to expand the team and make first aid skills more accessible in regional WA.

More than a dozen First Aid Trainer positions were available in the Wheatbelt, Goldfields and Kimberley regions to expand the number of courses available to local people, which were at capacity. The campaign to recruit more trainers shone a spotlight on the great work being done by the existing team, and just how keen Western Australians in the regions were to sign up to learn skills which could potentially save a life.



#### Esperance Nola George

Nola George is semi-retired and loves to travel. She says one of the aspects she loves the most about being a First Aid Trainer is the opportunity to travel to other areas and share her first aid skills.

"Being an avid camper and traveller, I appreciate the opportunity to explore remote areas within the Goldfields and other regions. The flexibility in my role has allowed me to travel as far as Broome and conduct courses there," Ms George said.

A valuable member of the St John WA team since 1993, serving as a Trainer and Ambulance Officer, Ms George said the First Aid Trainer role is incredibly rewarding.



#### Geraldton Rachael Robinson

Geraldton local Rachael Robinson said when a friend told her about the work of SJWA and the ability to play such an important role in the local community she was inspired to explore becoming a First Aid Trainer.

"As a certified scuba instructor by trade, I've always had a passion for first aid. What I appreciate about my role as a First Aid Trainer is the flexibility it provides, I can seamlessly work my role around my other work and personal life," Ms Robinson said.

"Being a First Aid Trainer is a diverse role. I have the opportunity to travel to various communities, including mine sites, rural farming companies, schools and a wide range of other businesses and community groups."



#### Broome Anna Knecht

North West Training Coordinator Anna Knecht said there is a critical role played by First Aid Trainers, bridging the gap between calling for help and the arrival of medical assistance.

"The Northwest, with its vast and remote locations, presents challenges for ambulances to reach those in need swiftly," Ms Knecht said.

"Having more First Aid Trainers would enable us to engage with additional communities, delivering first aid skills and fostering resilient communities across the Northwest."



## Building safe WA workplaces



388 St John SAFE assessments in FY24, up 29% on the previous year

4232 total assessments – with 481 accredited clients to date.

As highly sought-out tourist adventures at heritage-listed sites go, Fremantle Prison offers among the most chilling tours with a labyrinth of tunnels built by prisoners 20 metres below its limestone walls.

To keep tales of tragedy in the past, Fremantle Prison undertook a St John Safe assessment.

St John Safe's complimentary assessment examines a business or organisation's first aid readiness, which includes having the right equipment, training and systems in place to respond to a health emergency.

SJWA recognises Fremantle Prison as a safe and iconic WA visitor hotspot, along with Adventure World, Perth Zoo and WA Maritime Museum.



## Playtime at Perth Zoo



4 AEDs

### St John SAFE accreditation

The Youth and Community Engagement team educated young Perth Zoo visitors for a week during the January school holidays by giving ambulance tours and running bandaging and snake bite demonstrations.

SJWA also donated a new defibrillator (AED), located at the Information Centre just inside the entrance of the Zoo, which was made possible by funds received from community supporters.

More than 800,000 visitors attend the Zoo each year and the Zoo now has four AEDs on hand to support staff and visitors.

↑ Pictured  
Top right: Snake bites need first aid, thankfully the pretend ones handled at Perth Zoo were friendly.



## First aid for everyone



86,236 WA school children trained in first aid via First Aid Focus Program

106,775 people engaged in First Aid awareness activities, including 27,749 young people

First Aid Focus is St John WA's free in-school program offering age-appropriate first aid classes for Western Australian students ranging from pre-kindy to Year 10, ensuring they are empowered to take the right steps to save a life in the event of a healthcare emergency.

The Youth and Community Engagement Team also attends events to encourage confidence and awareness of First Aid skills and knowledge throughout the year, with thousands participating in everything from ambulance tours to CPR races at events like the Perth Royal Show, Teddy Bear's Picnic, and Open Day at Government House.

About one child per week under the age of 10 calls Triple Zero (000) in an emergency involving a parent or carer, and this year, one of those was Tia, who called to rescue her teenage sister, Bella.

## Sister act one to remember

Mere hours after acquiring first aid skills, eight-year-old Tia Cummins used them to save her big sister's life.

Tia was taught life-saving skills through SJWA's First Aid Focus program, which ran classes at her Swan View school in June last year.

Sister Bella, 15, suffered a seizure, which prompted Tia to jump into action.

"I stayed calm and rolled her over and checked her airway," Tia said. "I checked to see if she was breathing."

Tia alerted her parents to the medical emergency and an ambulance was called.

"She did a good job," Bella said. "She's only eight, but she put all her fears aside and helped me."



SJWA trainer who taught the First Aid Focus class, Lana Smith, visited the family with a special trophy for Tia.

Accidents can happen at any time and sometimes the only person available to help is a young person.

**"What a brave and incredible girl Tia is. We try to teach children to stay calm and that is exactly what she did."**

- Youth & Community trainer Lana Smith

# Preventative Social Sustainability

## Harnessing the power of social enterprise



St John WA is a social enterprise, meaning its commercial operations in Event Health Services, First Aid training and equipment, and Industry Medial Services directly contribute to four key for-purpose programs:

- Delivering free in-school first aid training through the First Aid Focus program,
- Maintaining and managing the Community First Responder program and State Defibrillator Network,
- Connecting spontaneous volunteers to Triple Zero (000) response via the First Responder App,
- Conducting St John Safe assessments.

Combined, these programs in FY24 expanded the State Defibrillator Network to more than 8000 locations where an AED can be deployed by the State Operations Centre in the event of cardiac arrest, connected 50,000 potential spontaneous volunteers through the First Responder App, delivered in-school first aid education to 80,000 student between kindy and Year 10, and provided a plan forward to almost 400 WA businesses to be safer, more resilient workplaces.

Expanding this for-purpose reach is a priority focus area for additional charitable and partnership contributions from individual and institutional donors, as well as supporting ambulance response in rural and remote areas.

For-purpose partnerships and donations enabled:

- Development and pilot of culturally appropriate first aid programs for First Nations people, including school students,
- Contributed 15 AEDs to the State Defibrillator Network to at-need locations, including Australia's most remote community,
- Targeted schools in at-need areas for free first aid training,
- Supported a first-of-its kind celebration of health and healing, "Warnkarunku Day" in the remote Goldfields region,
- Emergency Ambulance communications and equipment upgrades in regional WA.

## Thank you to our partners and donors

St John WA owes a great debt of thanks to partners and funders who have helped expand St John WA's for-purpose programs.



### First Aid Focus grant funders

Aurizon	\$10,000 (1 year)
Bendigo Bank – Brookton & Pingelly	\$3,600 each year (3 years)
Bendigo Bank – Collie	\$20,000 (1 year)
Bendigo Bank - Gingin	\$1,867 (1 year)
Perpetual IMPACT philanthropy application program (IPAP)	\$68,000
Stan Perron	\$30,000 each year (3 years)
Telethon	\$37,000

### Additional partnerships

MEPAU	\$117,000
Beach Energy	\$37,000
HIF	\$60,000
ALBEMARLE	\$48,000
BHP	\$104,000
Richardson Foundation	\$10,000
AngloGold Ashanti	\$60,000
Mineral Resources (MinRes)	\$50,000
CBH Group	\$120,000
Sulzer	\$20,000
Fortescue	\$10,000
Altrad	\$20,000





↑ Pictured  
Non-accredited first aid training for First Nations attendees at Northam.

New non-accredited culturally sensitive First Aid program

Piloted in Northam and Narrogin

Average attendance: 12-15 people.

### 'Yarning' first aid

A new non-accredited First Aid Training initiative embraces a "Yarning" style of education, conducted outdoors or in environments where First Nations people feel more relaxed and comfortable, was piloted in Northam during November.

Part of SJWA's 'Reflect' Reconciliation Action Plan (RAP), the program enhances community health and safety by delivering accessible

and culturally appropriate first aid training to First Nations communities in local Indigenous languages and delivered by Aboriginal facilitators, ensuring cultural relevance and greater community engagement.

The program fosters a two-way exchange about culturally relevant information and practices from participants including bush medicines relevant to the area, as well as providing education on fundamental first aid procedures.

"The training session was conducted in a culturally safe environment for the girls and Aunty Dellys' presence made a huge difference to the young girls and helped them feel more comfortable to participate in the practical side of the course."

- Geraldton High School Stars Mentor Luana McGregor

### Stars align for Aunty program

Almost 50 First Nations young women at Karratha and Geraldton secondary schools learned SJWA First Aid in a new spin on conventional training,

Through the program, an Aunty guides workshops and coursework which engages First Nations young people outside of a one-size-fits-all approach.

Enabled through Stars Foundation partnership.

Almost 50 Aboriginal and Torres Strait Islander students from regional WA who would otherwise have been disadvantaged by distance, learned first aid in a meaningful and engaging way thanks to SJWA's new Aunty program.

Through the program, a respected Aunty or Elder from local First Nations communities help guide First Aid Focus workshops and coursework to engage young people outside of a one-size-fits-all approach, which provides crucial cultural safety to participants and aids SJWA in making content more appropriate.

SJWA charitably funded First Aid Focus training sessions in Karratha and Geraldton with Stars Foundation, which provides intensive educational support to First Nations girls and young women.

Established in 2015, Stars Foundation empowers and mentors more than 3400 Aboriginal and Torres Strait Islander girls and young women in upwards of 62 primary and secondary schools across six states and territories in Australia.

Stars Mentor at Geraldton High School, Luana McGregor said the experience was very positive for all involved.



↑ Pictured  
First aid qualified students at Geraldton Senior High School's Stars program.



## Distance no tyranny for first aid skills

Free First Aid Focus delivered to 18,328 students in disadvantaged schools (ICSEA >1000), up 44% on the previous year.

863 students in Education Support Centres, homeschooling groups and School of the Air.

Through the generosity and support of corporate funding partners, the SJWA First Aid Focus program has increased reach and focus on delivering training, education and engagement in at-need areas.



### Pilbara and Mid West

More than 10,500 remote, disadvantaged and vulnerable children participated in First Aid Focus education thanks to a \$34,249 donation from Channel 7 Telethon Trust.

The funding provided first aid training to 10 schools in remote communities mostly in the Pilbara and Mid West, reaching 3046 children disadvantaged by distance.

It was also invested in developing and delivering a culturally diverse workbook tailored for School of the Air students to address unique challenges faced, which fostered engagement in and out of the classroom.

### Goldfields

A 'health literacy' event organised by a pair of SJWA legends from Leonora reached 100 students and provided education and awareness on topics from the importance of nutritious food choices to mindfulness; from ear health to making good financial choices.

Community paramedic Dave Kennedy and Leonora Sub Centre chair Lupe Tavake created a holistic experience for local children focusing on various aspects of health, from mental wellbeing to personal hygiene, to empower the youth with essential knowledge and help address gaps in Indigenous health.



Dubbed Warnkarunku Day, which means "good health, good healing", the name was suggested by Wangatha elder Cheryl Cotterill.

Warnkarunku Day was made possible through the generous contributions of:

- Minara Resources
- Goldfields Agnew Mine
- Shire of Leonora
- WA Country Health Service
- Bega Garnbirringu Health Service
- Earbus Foundation of WA
- Anglicare WA
- Centrecare
- Goldfields Rehabilitation Services
- Hope Community Services
- Headspace
- Genesis Minerals
- Sodexo

### Urban fringe

Some of Perth's fastest growing marginal suburbs were supported by a \$24,500 donation towards First Aid Focus training in schools thanks to not-for-profit health insurance provider HIF.

It is the third year of HIF's partnership with SJWA which aims to growing healthcare services for the benefit of WA's outlying and fastest growing communities. This year, more than



4000 students benefited from the partnership, including those at Anne Hamersley Primary School in Ellenbrook.

According to a recent study by the Australasian Resuscitation Outcomes Consortium (Aus-ROC) the Local Government Area of Swan Hills, in which Ellenbrook falls, had among the poorest rates of bystander CPR for the state, marking it a priority area for First Aid Focus.

### South West

First aid training for about 1500 primary school students in Collie and surrounding areas in the South West was made possible by almost \$20,000 from Bendigo Bank Community Bank Collie & Districts.

SJWA is rolling out the free first aid classes in five local primary schools, starting with St Brigid's Primary School and Allanson Primary School in February.

### Wheatbelt

Brookton High School and Pingelly Primary also receive First Aid Focus sessions on a yearly basis until 2024 thanks to the generous donation of funds from the Brookton & Pingelly Bendigo Community Bank.

↑ Pictured  
Top left: Pupils at St Brigid's School in Collie

Top right: Brookton High School and Pingelly Primary

→ The North Midlands team benefited from a 5G communications upgrade



## Health and community infrastructure

Partnerships with BHP, Santos, RAC and MinRes contributed to improving services by helping fund equipment, facilities and even vehicles across the biggest landmass of any single ambulance service in the world.

Mitsui E&P Australia (MEPAU) and joint venturer Beach Energy enabled a 5G Ambulance Communications Upgrade to be finalised in Geraldton and surrounding Mid West sub centres as part of a \$117,000 initiative which installed 5G smartphones and Wi-Fi in 18 ambulances across the Mid West.

A \$50,000 donation from RAC supported the purchase of a new Toyota HiAce Commuter with 4WD conversion for Coral Bay, and both BHP and Santos contributed funds towards a similar new vehicle for Onslow.

“By funding a communications system upgrade for every single ambulance in the Mid West, every ambulance will maintain reliable and continuous communication when responding to an emergency incident.”

- MEPAU Managing Director and CEO Ken Yamamura.



↑ Pictured  
Top left: Leonora's 'health literacy' event known as Warnkarunku Day.

Top right: Anne Hamersley Primary School



# Community

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

## Event Health Services

120 years of mateship



61,788 volunteer hours delivered to support vibrant community events

20,978 patients provided with on-demand care at events

2977 events supported, including 34 as a charitable contribution

43 bushfire activations

SJWA Event Health Services (EHS) volunteers have been showing up to Perth's biggest agricultural showcase and community event for 120 years.

Every year since 1903, volunteers have supported the Perth Royal Show to help safeguard attendees and show personnel by manning first aid stations and ambulance services at the Claremont Showgrounds.

Aside from typical bumps and bruises of being on show rides, people at the show most frequently become sun-affected or have forgotten to bring along regular medications – and in 2021, the team were on hand to support healthy delivery of a baby.

Across the year, the EHS team supported some of Perth's biggest events, assisting anyone in need of medical attention while out enjoying the WA way of life.

- Optus Stadium sporting games
- Rugby at HBF Park
- Rottneest Channel Swim
- Perth Running Festival
- Kings Park Lightscape



## Appreciation for EHS vullies



49 volunteers from EHS delivered outstanding contributions in 2023.

36 volunteers each delivered more than 250 hours of service.

13 recognised for 5 years of service.

**Volunteering:**  
**1000+ hours:**  
Ray Duncan

**750+ hours:**  
Keita Morimoto  
Georgia Waldoock

EHS volunteer Ray Duncan, affectionately known as 'Grandad' at the Belmont Division, was celebrated for a remarkable 1000 hours of volunteering during the year.

Milestones achieved by EHS volunteers including five years of service and contributions of more than 250, 500, 750 and 1000 hours are celebrated at an evening event. Ray joined SJWA as a Community Transport volunteer in 2017 before joining EHS in October 2019.

He has been increasing the hours he volunteers with each year and loves a variety of events, especially big concerts. He's a regular at Southern Districts Netball and is always looking to reflect on and improve his clinical knowledge.

## EHS always prepared



EHS volunteers were among a big SJWA team across multiple disciplines put to the test in an immersive drill at Optus Stadium to practise how they would keep the community safe if a major emergency was to strike during a big event.

Team members worked alongside WA Police and Optus Stadium staff to respond to a simulated mass casualty incident inside the stadium on March 18.

Edith Cowan University students helped up the realism, donning fake blood and prosthetic wounds to play injured patients scattered in the stands of the 60,000 seat stadium.

→ Pictured  
Bottom: EHS volunteer Ray Duncan (centre)



## Industry Medical Services

Industry Medical Services (IMS) provide a wide range of medical services to workers on commercial sites, including mines, remote nursing posts, exploration sites, offshore facilities, and custodial facilities.

The team celebrated a 12-month anniversary with major partner Rio Tinto, working across 16 locations in the Pilbara. Under the partnership, the team has delivered just over 118,000 hours of medical support.



Pictured  
Some of the SJWA team working with Rio Tinto



## Out of this world



A team of 100 people working in the outback Mid West on the most advanced radio telescope in history is supported by on-site paramedics

In the heart of the Mid West outback, SJWA's Industry Medical Services team is providing crucial support to the 100-strong experts working on the Square Kilometre Array Observatory's (SKAO) mega-science project.

The SKAO is building, and will soon operate, one of Earth's biggest science facilities, allowing astronomers to look deeper into the Universe than ever before.

Supported by 16 countries, two state-of-the-art telescopes – SKA-Low in WA and SKA-Mid in South Africa – will help map the history of time in unprecedented detail.

Located on Wajarri Country about 400km from Geraldton, away from manmade electronics, work began earlier this year to install the first

of more than 130,000 antennas at the Inyarrimanha Ilgari Bundara, the CSIRO Murchison Radio-astronomy Observatory.

Two SJWA paramedics, with a fully equipped ambulance and medical room, rotate on-site to provide vital medical coverage across the remote 74km patch for the next five years.

They also help train the emergency response team so they are better equipped to handle an emergency.

## Geordie's tall tale



Construction team supported through advocacy and expertise by IMS medic

Geordie Torrese is a site medic at D&C Built tasked with providing medical care to the construction workers on a 52-storey construction site at Elizabeth Quay.

In his time on site, the additional support and advice provided by

Clinical Support Paramedics in the State Operations Centre has been invaluable, and he built a strong relationship with the construction team to advocate for safety, particularly in relation to falls and fatigue. Geordie started his career with SJWA as a volunteer before transitioning to event medic and joining the Industry Medical Services team.



↑ Pictured  
Top: More than 130,000 Christmas tree-shaped antennas will be constructed in the Mid West as part of the SKAO global project.

Bottom: Industry Medical Services medic Geordie Torrese.



## St John Health

127,118 Urgent Care patients

177,390 General Practice patients

27,865 Dental patients

St John Health has continued to strengthen its operations, attracting new team members to its unique model which integrates three services at each of six locations in Perth. Additionally, a satellite General Practice in Kambalda has maintained service through a fly-in, fly-out model, ensuring consistent medical care for the community.

Innovation has been a key focus, with a new agreement to use the secure online service Quick Consults for simple script repeats and referrals, improving patient access. Digital prescriptions for dental patients have also been introduced, enhancing efficiency and convenience.

This focus extended to inclusivity and communication with the rollout of Auslan interpreting services for Deaf

and hard-of-hearing patients across St John Health Centres and metro ambulance crews. In partnership with Convo Australia, a Deaf-owned and operated platform, St John Health now provides real-time access to certified interpreters via video call, ensuring better communication and care.

Investments in infrastructure were also noteworthy, with upgrades and enhancements at both Joondalup and Cockburn locations, including improved patient wayfinding and external signage, leading to a better patient experience.

A vibrant training and education program has enabled team members to maintain their skills and expand their clinical scope. Quarterly Continuing Professional Development lectures and workshops for dentists and auxiliary team members featured guest speakers from across the health system. Additionally, administrative team members, who are often the first point of contact for patients, were supported through a business operations workshop

designed to enhance workflow and professional growth.

### Burns expert shares learnings

Fiona Stanley Hospital clinical nurse consultant at the State Adult Burns Service Sharon Rowe shared her learnings with the St John Health team through two education sessions. The session covered management of burns of various severities including chemical burns, and was geared to enhance the skill sets of nursing professionals in the team.

### Training milestone hit

Plaster cast training enabled the team to hit a new milestone with all permanent nurses trained in the practice across St John Health with hands-on education provided at all six metropolitan locations. Separately, Essity (formerly BSN Medical) delivered education on managing hard to heal wounds from hospital to home.

## Five decades of caring dedication

Within the halls of St John Urgent Care, Colleen Henderson is more than just a nurse – she’s an inspiration to those around her and with 50-years in nursing under her belt she was recognised for her dedication as part of International Women’s Day celebrations.

Colleen joined SJWA’s Urgent Care Cockburn team 10 years ago, with a wealth of experience across

most specialties and advanced skills in emergency.

With a nursing career that has spanned three countries over five decades, Colleen said one of her proudest highlights had been raising her two children amid such a demanding career, with a husband as a paramedic.

A dedicated mentor to those around her, Colleen said it came naturally.

“Mentoring comes down to open communication and reflection, rather than status.”



“Colleen inspires her colleagues to keep going and be better every day.”

“Colleen’s energy, clinical knowledge and enthusiasm is so remarkable.”

“She gives new nurses and current team a reason to keep in the profession, no matter how small or big the issue is.”

In their words – Colleen’s colleagues nominated her for International Women’s Day recognition

# Emergency

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

St John WA's overall performance against targets improved in FY24 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.

International and interstate recruitment proved successful in a global shortage of health practitioners, with a solid pipeline on track to deliver recruitment targets in the year ahead. The on-road performance was also supported by the Secondary Triage Team (STT) within Clinical Hub which stood

down 7922 cases which includes 2846 patients who were diverted to other unplanned care pathways, which returned about 21,125 hours of capacity to respond to Triple Zero (000) calls in community.

Metropolitan ambulance response performance	Metropolitan ambulance activity	<b>120,181</b> Emergency	<b>68,098</b> Urgent	<b>36,865</b> Non-Urgent
	Response time target of 90% across all incidents in metropolitan Perth	<b>Priority 1 15 minutes</b>	<b>Priority 2 25 minutes</b>	<b>Priority 3 60 minutes</b>
	FY23 performance and prior year comparison	<b>86.3%</b> up 3.3%	<b>78.9%</b> up 3%	<b>80.1%</b> up 6.4%

State Operations Centre	<b>Calls made to Triple Zero (000)</b>	<b>Calls answered within 10 seconds</b>
	<b>307,689</b> up 5.5%	<b>97.4%</b> up 4.2%

Country Ambulance	<b>Priority 1 Emergency</b>	<b>Priority 2 Urgent</b>	<b>Priority 3 Non-Urgent</b>	<b>Priority 4 Planned transport</b>
	<b>30,778</b> up 8.1%	<b>17,017</b> up 3.8%	<b>10,410</b> up 6.7%	<b>27,050</b> up 3.1%



## Patient satisfaction hits four-year high



98% overall patient satisfaction—above the national average

71% satisfaction with the time taken to be connected to an ambulance service call taker, above other jurisdictions.

SJWA outperformed all other jurisdictions for patient satisfaction over time taken to be connected to an ambulance service call taker and ambulance wait times, while exceeding the national average for overall patient satisfaction, survey results released during the year revealed.

The patient satisfaction key indicators are published in the annual Council of Ambulance Authorities Patient Experience Survey released in October.

	2019	2020	2021	2022	2023
WA patient satisfaction	99%	97%	97%	95%	98%
Australia overall	98%	98%	96%	96%	97%



### Perfect day celebrated



97.4% calls answered within 10 seconds

Achieved 100% of calls within 10 seconds on some days

10 call-takers recognised for excellence, seven for supporting delivery of CPR and three for supporting an obstetric case.

The State Operations Team continued its path to excellence achieving 100 per cent of calls answered within 10 seconds during the year.

The team achieved an annual average of 97.4 per cent of calls answered within the 10 second benchmark, and routinely achieved above this, often

hitting 99 per cent – however a 100 per cent day was worth a celebration. This effort contributed to an improvement in customer satisfaction as measured by the Council of Ambulance Authorities, 71 per cent of respondents reporting satisfaction with the time taken to be connected to an ambulance service call taker – outperforming all other jurisdictions as confirmed by the Productivity Commission’s annual Report on Government Services, released during the reporting period.

In addition, 10 call-takers received recognition from the International Academies of Emergency Dispatch, which reviews and acknowledges excellence in emergency support. Seven team members supported delivery of CPR over the phone in event of an OHCA, and three joined the “Stork club” for successfully supporting an obstetric case.

↑ Pictured  
SOC Communications Officers celebrating a 100% awesome milestone.



### Welcoming WAVED



St John WA welcomed the team from the WA Virtual Emergency Department (WAVED) who joined the Belmont Support Hub to work alongside Secondary Triage Team and the Clinical Hub during the year.

Building on the early success of the Fiona Stanley Hospital Virtual Emergency Medicine (VEM) model, WAVED commenced as a pilot in September 2023, with a focus on residents of aged care facilities.

The service expanded to be available 8am to 8pm every day, accepting referrals from all metropolitan crews for adult patients who may not require emergency ambulance transfer to an emergency department.

↑ Pictured  
Top: WAVED and STT team located at SJWA’s Clinical Hub.

→  
Bottom: WAVED Consultants and Nurses engaging on a virtual consult.

The WAVED team is led by Emergency Medicine physicians, who work with on-scene ambulance crews via a video conferencing platform to assess the patient and determine the care that is required.

If transfer to ED is not required, WAVED clinicians refer the patient to alternative community or hospital-based services as appropriate. This innovative model is helping

people to access the care they require without needing to present to a physical ED, which helps to ease the pressure on the WA health system.

Some of the conditions that WAVED manages include falls without significant injury, minor infections, acute back/joint pain, asymptomatic anaemia and initiation of end-of-life care.





### Bringing ED to the home with extended care



Patients supported to remain at home through appropriate “in place” care and referral.

Early results promising for new pilot, working closely with WAVED

A new Extended Care Paramedic (ECP) pilot launched on road in February 2024, expanding to three crews across the metropolitan area responding to patients for whom high quality ‘in place’ care and referral is appropriate.

The trial provided new training and skill development opportunities for clinicians, with interns completing a 10-week intensive training course with Ambulance NSW at Nepean Medical School in Sydney before launching the WA training program in December 2023.

The ECPs work closely with the Department of Health’s WAVED team with one ECP based in Clinical Hub to provide dispatch and clinical support following alternative pathways discussions with the WAVED or STT, and at least two single responders on road ready to attend patients.

Under the pilot, about 73 per cent of patients seen by an ECP team member were able to be safely and effectively managed in the community, avoiding an ED admission. The pilot attracted a \$1.4 million State Government funding commitment.



↑ Pictured  
Top: The first eight St John WA Extended Care Paramedics (from left) Timothy Partlow, Iain Turbitt, Liz Brown, Kirsty Roberts, Rachel Born, Ade Barron, Markus Pitter and David Taylor.

Bottom: (from left) Minister for Health Amber Jade Sanderson, Member for Belmont Cassie Rowe, Premier Roger Cook, SJWA Group CEO Kevin Brown and Chair Sally Carbon, Clinical Hub Operations Manager Dan Rose chat to Clinical Hub Paramedic Rikki Macklan.



### PARROT in ambulances



Almost 80% of paediatric patient assessments captured a family concern score in the first month of use

A Paediatric Acute Recognition and Response Observation Tool (PARROT) was rolled out to ambulance crews in October to support team members to identify the unique signs of deterioration in younger patients.

The tool is part of the Recognising and Responding to Acute Deterioration (RRAD) project, which was shortlisted for a Council of Ambulance Authorities Award in 2023. The project introduced an Early Warning Score (EWS) and clinical escalation pathway for frontline

clinicians with the goal of enhancing patient safety by identifying and addressing concerns for critically ill or deteriorating patients.

The PARROT includes a new way to include family concern as part of patient assessment, which is known to be associated with deterioration in children. Since the introduction of the PARROT system, paramedics report more proactively asking about family concern.





← Pictured  
Left: Chief Emergency Officer Brendon Brodie-Hall, Manager Operational Performance Naomi Powell, and Head of Metropolitan Ambulance Joel Moore accepting the CAA award for Flexibility in Rostering.

## Innovation and excellence

### Flexibility in Rostering initiative wins CAA Awards for Excellence in 2024, another three shortlisted

SJWA continued its tradition of innovation and excellence, winning a Council of Ambulance Authorities (CAA) award for the third consecutive year.

The CAA Awards for Excellence, now in their 17th year, continue to play a crucial role in encouraging innovation and enabling services to share their work and learn from each other. In 2023, Take Home Naloxone, which enables ambulance crews to leave behind doses of naloxone for overdose patients who refuse transport, was recognised for clinical practice and the previous year SJWA was jointly recognised with Fiona Stanley Hospital for the Virtual Emergency Medicine pilot.

Other SJWA initiatives shortlisted for 2024 included:

- Total Solar Eclipse 2023 - Finalist for Excellence in Leadership
- State Obstetric Referral Call – STORC. Midwives join frontline ambulance crews to improve

maternity care for women and their families - Finalist for Excellence in Patient Care

- Low Acuity Response Medic pathway to Paramedic - Finalist for Excellence in Staff Development

## Flexibility in Rostering

### Valued paramedics retained through flexible work options and support

### Winner, CAA Excellence in Mental Health and Wellbeing

This year marked 12 months operating with an optional eight-hour shift pattern to provide flexible workplace arrangements for its emergency ambulance team members. This initiative was designed to help team members balance commitments while maintaining clinical competencies. Since its introduction, the program has successfully increased resources during peak times, retained valued paramedics, and improved wellbeing of team members. The implementation included dedicated resources, process reviews, and the introduction of

maternity uniforms, lactation rooms, and Keeping in Touch Days.

SJWA identified workforce challenges before the pandemic, noting that long shift hours and inflexible schedules were causing clinical officers to leave, especially those with family or caring commitments. Experienced paramedics often broke their career paths and lost clinical confidence, impacting SJWA's community response and mentor availability for student paramedics.

The new approach, unlike previous rigid part-time or job-share arrangements, has led to increased support, engagement, and retention among team members, benefiting both the workforce and the community.



## Low Acuity Response (LAR) brings new pathway

### New pathway from graduate paramedic to emergency response

### 50 hours of emergency ambulance service returned to community every day

A new pathway to Paramedic Intern for Medics with its Low Acuity Response (LAR) model was embedded during the year, representing a big advancement in team development. It ensures supportive clinical exposure while prioritising exceptional patient care, preparing new paramedics to succeed and excel in their practice.



Clinical exposure for new graduates includes patient retrievals and inter-hospital transfers, assessment and care of P3 patients, determining appropriate care pathways, and providing falls support. Initially, the LAR model faced challenges during the peak of COVID-19 due to insufficient support for new graduates. However, a revised version was launched in 2023, including a bespoke Clinical Education Program which incorporates clinical skill acquisition and holistic wellbeing.

The LAR model has already seen significant achievements and the program works closely with the WAVED team and Clinical Hub. Feedback from participants has been overwhelmingly positive, with a 94 per cent satisfaction rating. Additionally, 88 per cent of Medics successfully promoted to Paramedic Intern, and the initiative has returned approximately 50 hours of emergency ambulance service per day to the community.

## Pathway to dream career

Jana Biddle is on her way to becoming a hero in green for someone else after a life-changing crash on Great Eastern Highway in Perth's hills in 2013 tore apart her performing arts aspirations and set her on a lengthy road to recovery.

In April she reunited for the first time with paramedic of 15 years Barry Donelan, who helped save her life.

He applauded her decision to become a paramedic, with Jana having started as a Medic in January.

"The silver lining is the accident has shaped me to be a strong, resilient and empathetic person, and I don't think I would be the person I am today without having experienced it," Jana said.

SJWA takes great pride in providing two years minimum training before advancement into the role of an Ambulance Paramedic.

↑ Pictured  
Top: Transport Medic Jana Biddle (right) with experienced Paramedic Barry Donelan.

## Ambulance Live Dashboard aids transparency

Transparency and collaboration sets foundation for future partnerships and innovation



Operating for its first full year during the reporting period, the SJWA Ambulance Live Dashboard provides real-time information on ambulance crew locations and patient status across WA. This tool aims to enhance coordination, patient flow, and situational awareness among hospitals, Health Service Providers, and other stakeholders to tackle ambulance ramping effectively.

Key achievements include increasing transparency across the health system to support response to transfer of care processes, and integration of features including Early Warning Scores and real-time mapping, offering a comprehensive view for decision-makers.

Looking ahead, SJWA plans to continue iterating on the dashboard based on user feedback, ensuring it meets evolving information needs and further improving emergency response and patient outcomes across the health system.



## Big birthday for STORC



100 ambulance crews accessed clinical expertise in obstetrics-related cases

It's been a big year for SJWA's on-call midwife program, with the team celebrating their first anniversary.

STORC – State Obstetrics Referral Call program – is a 24-hour helpline made up of a team of six midwives with extensive knowledge of St John WA Clinical Practice Guidelines.

The program launched on Mother's Day in 2023, and the first ever call was a cord prolapse in regional WA with advice and support provided over the telephone to the family prior to the arrival of the ambulance crew.

The team also celebrated supporting 100 obstetrics-related cases on its first birthday.

One call for an out-of-hospital unplanned twin birth saved a baby's life, when STORC midwife Laura Robertson could hear during the call the second twin experiencing respiratory distress soon after his premature arrival.

She organised for the on-scene ambulance crew to transport the baby under Priority 1 conditions.

"Twin one was still pink and well, but we were all keen to get this premature pair into hospital quickly," she said.

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

## Paramedic dad delivers own baby

Paramedic Kad Combes never expected he'd be the one "catching" his own new arrival while relaxing at home with his pregnant wife Darcie on January 19, 2024.

But Darcie's water broke and contractions intensified so quickly there was only time to phone the hospital and Triple Zero (000). The couple were forced to jump in the bathtub ready to deliver their second daughter while supported over the phone by new St John WA call-taker Greg Martin, who calmly helped them through the whirlwind 19-minute labour.

Smiley baby Charlie was successfully born just minutes later.



↑ Pictured  
Top: STORC turned one on Mother's Day 2024.







### Able to Convo



In the first six months:

- 7 hours of interpreter connections
- 40 patient interactions

SJWA became the first emergency service in Australia to provide Auslan interpreting services for the Deaf and hard of hearing community with the launch of a trailblazing partnership with Convo Australia during the year. Trialled initially in St John Urgent Care centres, all ambulance crews have access to

interpreters around the clock, at the touch of an iPad button.

Convo Australia is a Deaf-owned and operated service, providing on-demand sign language interpreting through a simple video call. Customer Service Officer Joshua Levitzke-Gray said communication barriers caused a lot of anxiety for Deaf people accessing pre-hospital care.

“Since joining, the impact has been enormous. Access to Auslan can save lives across the board,” he said.

Paramedic Lauren D’Arcy pioneered the partnership, and facilitates Deafness Awareness training sessions for team members.

↑ Pictured  
Top: Paramedic Lauren D’Arcy, centre, has been helping ambulance officers learn Auslan since 2020.

Inset: Convo Australia provides on-demand sign language interpreting through a video call with SJWA patients.



### Partnership strengthens FDV response capabilities



About five calls per day are identified as potentially relating to family and domestic violence.

FDV training:

- 12 sessions
- 171 trained

A comprehensive Family and Domestic Violence (FDV) training program launched in October to enhance the skills of emergency response team members. More than 170 SOC team members who handle Triple Zero (000) calls completed the training, and at the end of the reporting period the program has expanded to include metropolitan, South West, and rural responders.

This initiative, developed in collaboration with Stopping Family Violence, provides four hours of

intensive training through both online and face-to-face sessions. The training is designed to help team members recognise and respond effectively to FDV situations.

The program was funded by a \$2.1 million grant from the Department of Communities and aims to train 3000 team members over the next three years. This training reflects SJWA’s dedication to providing comprehensive support and preparing team members to handle FDV situations with professionalism and care.

### Leading the way with double defib



At least 9+ patients achieved a return of spontaneous circulation with new treatments

SJWA became the first service in Australia to introduce Double Sequential Defibrillation (DSED), where two defibrillation shocks

from two devices are delivered in quick succession, to clinical practice guidelines.

The guideline update was launched in late 2023 and also included Vector Change defibrillation, which applies to all ambulance crews and involves defibrillation pads being placed on the patient’s front and back, if standard placement is ineffective.

Paramedics with an expanded scope of practice have been performing DSED on OHCA patients who were not effectively treated by standard or vector change defibrillation. The practice is based on research from Canada published in late 2022.



↑ Pictured  
Top: Minister for the Prevention of Family Domestic Violence Sabine Winton, visited SJWA to observe the training.

## International Paramedics Day



SJWA innovations featured among nine nations for 2024 theme of "The Difference We Make".

The third annual International Paramedics Day featured SJWA's Special Operations team, Convo initiative and highlighted STORC Lead Melissa Gardiner aligned to the theme of "The Difference We Make" on July 8.

SJWA was the only Australian ambulance service of 32 from around the world who partnered with the College of Paramedics in the United Kingdom to mark the day, showcasing initiatives from as far as Ecuador, Singapore, Taiwan, India, UK and Switzerland and African nations of Namibia, Tanzania and Nigeria.

## ECU Surge Workforce

A new surge workforce program provides additional specialist training to paramedicine students at Edith Cowan University (ECU) to enable them to be deployed with emergency ambulance services in the event of a disaster.

Under the expanded partnership between ECU and SJWA, 52 students who elected to join the program



received mass casualty and disaster principles training, with 33 students receiving specialised training to become Emergency Medical Assistants (EMAs).

The time students spend volunteering will also contribute to completing their required clinical hours as part of their studies, helping cement their paramedicine careers, with all expenses covered by SJWA.



The Paramedic Special Operations (PSO) team started in 2004 but its impact continues to grow and evolve.

In January, the team transitioned to a full-time operation, to better support on-road crews and other frontline services.

PSO Manager Nik Stewart said when Special Operations started, crews responded to about three incidents a year. Now they can be called to as many in a day.

The team of 20 regularly hone their skill set in breathing apparatus, confined space rescue, vertical rescue, hostile and hazardous environments

by taking part in diverse training scenarios alongside agencies like the Department of Fire and Emergency Services (DFES) and WA Police. In June, the team hit the red dirt in an intense four-wheel-driving exercise in the Perth Hills and went below ground with DFES to practice extrication in confined spaces.

Operating from a SJWA dual-cab vehicle, a PSO crew comes fully equipped with specialised tools for casualty extrication, HAZMAT exposure personal protective equipment (PPE), advanced medical gear, and provisions for extended or overnight retrievals.

## Disaster response



Paramedic Special Operations team capability expanded to respond to daily demand.

Disaster response supported by surge workforce from Edith Cowan University.





## Anzac spirit shines through



19 active reservists serving at SJWA

Some paramedics have served up to 20 years

SJWA support for reservists recognised with 2023 National and State awards.

Each Anzac Day, SJWA team members march in honour of the servicemen and women who came before them.

Among them is Royal Australian Air Force reservist Lauren D'Arcy, who joined in 2009 before becoming a paramedic three years later.

"We often forget the people that went to war were young, they had friends and families, hopes and dreams," she said.

"A lot of them put all of that on the line for a cause much bigger than themselves. And some of them really paved the way for women like me to be able to serve."

Paramedic Rob Curtis enlisted in the Australian Army Reserve as a combat paramedic in 2021, driven by a desire to help during large scale emergencies and natural disasters.

"One of the most interesting things between paramedics and people in the military is shared experiences," he said.

"If you go through an arduous experience together, you bond over that. At the end of it you come out even stronger."

Nathan Griffiths joined the Royal Australian Navy in 2010 and served for 11 years as a medic before switching to active reserves and joining SJWA as a paramedic.

"It is definitely a privilege to be able to put on either uniform and gain immediate trust from the public," he said.

Clinical Support Paramedic Andrew Wishart has served almost 20 years with the Australian Defence Force as a Medical Sailor and is among 19 reservists serving at SJWA.

SJWA received a National Employer Support Award for its support of Australian Defence Force (ADF) reservist employee during the year, having already received a State award from ADF Reserves and Employer Support (ADFRES).

Pictured Clockwise from top: Paramedics Lauren D'Arcy, Rob Curtis, Andrew Wishart and Nathan Griffiths are among 19 reservists at SJWA, which was awarded by the ADF for its support.



## Mates reflect on 20 years of care and camaraderie

11 members of the paramedic induction class of 2002 still serve at SJWA.

16 from the paramedic induction class of 2004.

SJWA bore witness to two class reunions with 11 members of the paramedic induction class of 2002 and 16 from the class of 2004.

Since then, there have been marriages and babies – but not all as you would expect.

In recalling decades of service to everyday Western Australians, Sarah Crabbe reflected on delivering a twin who would become her namesake to a patient in Graham Farmer Tunnel, while midwife Melissa Gardiner and her classmate best friend, Mark Hill, became godparents to each other's children.

Young mothers Rhonda Saville and Debra Daniels became friends for life in 2004.

Margie Gray married her 2002 classmate, who has since left the organisation, but she still relishes the camaraderie of having a 'family in greens'.

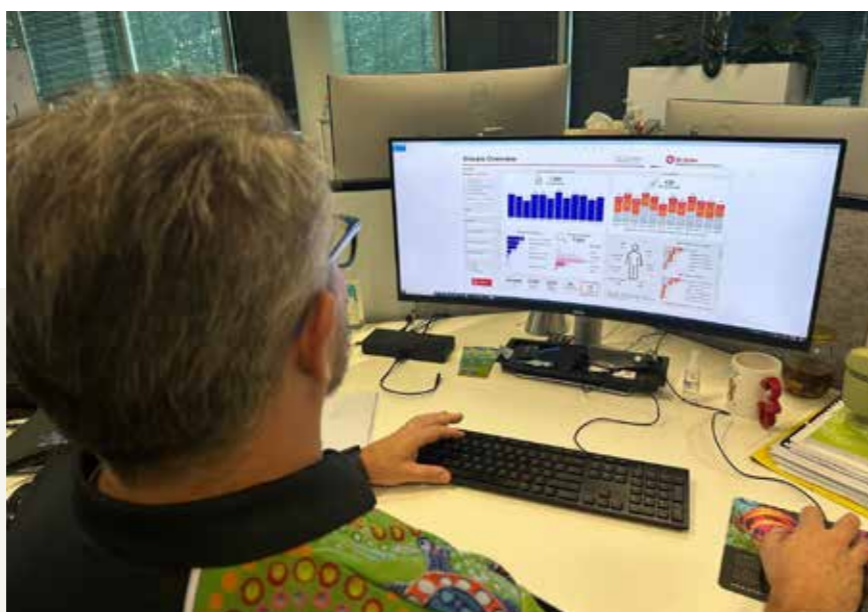
Murray Ferguson kept his promise to his 16-year-old-self of being a paramedic in 2002, while fellow classmates Kerry Langford and Bridget Eckersley happened upon it by chance.

Kerry and Blaise Rego, who was inducted two years later, left behind jobs in the casino.

Stacey Abbott, Naomi Powell (nee Johnson) and Simon Hughes may don their greens less in leadership roles, but agree it's the people they met along the way that were "hands down" the favourite part of the job.



← Pictured Top: Induction class of 2002 Bottom: Induction class of 2004



## Building a safe workplace



LTIFR lower than previous two years.

Near miss reporting increased, showing growth in culture of safety.

SJWA concluded FY24 with a lower lost time injury frequency rate (LTIFR) than the previous two financial years, recording a result of 25.10. LTIFR is not a fixed measurement, the data presented is a “snapshot in time”, injuries may change after reporting has been completed.

Near miss reporting increased 75 per cent from FY23 to F24, an organisation-wide focus on building a no-blame reporting culture to create a robust lead indicator.

The improving reporting culture was also demonstrated in a significant increase in ambulance crew members' reports of violence and aggression, with a total of 416 reports during the year, up from 297 the previous year.

The number of injuries related to violence and aggression, however, almost halved with 54 reported injuries, down from 82 the previous year, demonstrating de-escalation training and safe work practices have had a significant impact.

## Keeping an eye on safety

Visibility of accurate safety data was improved during the year with the launch of a new safety intelligence

dashboard to enable analysis and data-driven decision-making. The dashboard enables creation of risk management strategies to identify potential hazards and assess risks associated with work undertaken at SJWA.

## A fresh look at known risks

Five new sub committees formed to address the largest risks encountered by team members at SJWA. The sub committees join leaders, managers, health and safety representatives and union representatives in providing strategic leadership in the prevention, intervention and management of:

- Violence and aggression
- Driving
- Fatigue
- Manual handling
- Health and hygiene

The work and initiatives produced directly influence the health and safety of the team.



## Winning team

Paramedic and Health and Safety Representative (HSR) Rob Curtis was awarded 2023 Health and Safety Representative of the Year at the Work Health and Safety Excellence Awards announced at Optus Stadium in October.

Rob's award was for “effectively advocating for the health and safety of his fellow workers, including championing numerous safety initiatives applied across St John”.

In his role, Rob has raised and championed manual handling techniques, driver safety training, and violence prevention strategies – all with a singular focus on safeguarding his colleagues.

In the past year, Rob has led critical projects, ensuring worker and patient

safety were key considerations in the development of the Complex Patient Ambulance, revising emergency driving procedures and fostering collaborations with ambulance services nationwide.

Rob's dedication has resulted in a healthy and safe workplace, with improved procedures and equipment.

## Commendations

SJWA's Safety department launched commendations to recognise team members for their continual demonstration of promoting a good safety culture among their colleagues and the wider organisation.

The recipients were selected by Health and Safety Representatives and the Safety Department at Road to Better Safety and had awards presented at the State Operations Centre in Belmont and Wangara on May 31.

## Safety Commendation Recipients

**Scotty Cahill**  
SOC

**William Hogan**  
Area Manager North West Metro

**Andrew Lake**  
Station Manager Wangara

**Callum Lloyd-Watters**  
Paramedic North West Metro

**Ben O'Regan**  
CPHC Trainer Secondment Paramedic

**Katy Aviles**  
Area Manager South West Metro

**Perry Richardson**  
Paramedic North West Metro



↑ Pictured  
Inset from left: William Hogan, GCEO Kevin Brown, Andrew Lake and Callum Lloyd-Watters.

Bottom: Rob Curtis.



### Volunteer drivers recognised for dedication



#### Community Transport Awards:

- 55,653 journeys
- 78,187 hours contributed by volunteers
- 56 CTS volunteers recognised for their contribution to local communities.

Community Transport Service volunteer drivers were celebrated for their selfless contribution in providing reliable door-to-door transport for medical appointments across metropolitan and country areas in SJWA's inaugural Community Transport Award Ceremony on October 28. About 690 CTS volunteers help remove barriers and reduce stress for those too frail or unable to independently travel to doctor, specialist or hospital appointments, with carers and companions able to travel along at no further cost.

Every driver is trained in first aid and CTS vehicles are equipped with first aid supplies, including automated defibrillators.

SJWA presented five-year service awards, as well as awards for 500, 1000, 1500, 2000+ hours of service across the year.

Fifty-six team members were awarded for their outstanding service, among them 14 volunteers who had dedicated more than 1000 hours each in the past 12 months.

Driver Graham Locker clocked up the equivalent of a full-time job in hours for the second year in a row.

### Fuelling compassion for patients

For Ambulance Transport Officer (ATO) Alex Stavreski, nothing compares to the feeling of making a patient feel heard and valued during their most difficult times.

Alex is with the Patient Transfer Service team safely driving patients of all acuity levels across metro and regional WA between hospitals, taking them home after discharge,

and transporting between aged care facilities and medical appointments.

She hit the road earlier this year after first crossing paths with SJWA during her time as an orderly at Sir Charles Gairdner Hospital.

"Many of our transfers involve radiation treatments for cancer or dialysis patients, which can be a very taxing time for them, so being able to provide safety and comfort is what we strive for," she said.

"ATOs also engage with end-of-life and palliative care patients; we provide reassurance, compassion and support during these difficult times for both the patient and their loved ones.

"I feel very privileged to be a part of their lives and truly cherish it."

Operating since 2015, PTS is the largest provider of planned patient transport in the state.





### CTS services First Nations community

CTS delivers more than 3700 transportations:

- 2840 to Moorditj Koort
- 824 to Arche Health
- 37 to Nidjalla Waangan Mia

The Community Transport Service (CTS) team provided more than 3700 transportations for First Nations patients over the past 12 months – including to three Indigenous health providers.

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 has a range of programs designed to help Indigenous people in the community.

The Arche Health Wangen Murduin Integrated Team Care (ITC) program aims to improve the health of Aboriginal and Torres Strait Islander people who suffer from chronic disease within the South East, North West and Perth Metropolitan areas. Delivering free health care coordination, program referrals and medication reviews, the ITC team has supplementary service funds for transport to medical appointments.

Nidjalla Waangan Mia is an Aboriginal health and wellbeing centre in Mandurah, which offers bulk billed GP, dental, maternal, child and family health services.



### Looking ahead with dedicated transport



SJWA works with eye doctors all over Perth and assists them by transporting their clients to their eye operations. All surgeries are done at Perth Eye Hospital in West Perth, with about 10,000 patients registered a year.

The partnership with Perth Eye Hospital (PEH) started in early 2017 and to date it has used Community Transport Services (CTS) 1625 times in total.

“Our feedback is wonderful as patients and carers are more than happy with St John’s service,” said Gail Drennan, PEH Patient Administration Manager.

“We find the drivers are very welcoming and helpful, and they’re always up for a chat when waiting for patient pickups.”



### Growing mental health support



1752 team members participated in wellbeing training sessions across metro and regional areas.

84 active Wellbeing Peer Supporters, with 56% of those based in metro areas, while 44% based in the regions.

#### 4461 external therapy sessions.

The Wellbeing and Support (WBS) multidisciplinary team made up of mental health professionals has focused on prevention and early intervention of psychosocial hazards and incidents, as well as increasing their visibility in SJWA depots, subcentres, SOC and EDs and supporting team members through bereavement of Tinesh Tamilkodi and Fiona Lavelle.

Almost 4500 external therapy sessions were undertaken by team members who were encouraged and supported to get further help in managing and maintaining their psychological health. About 1750 team members across the state also participated in wellbeing training sessions covering topics of self-care, compassion fatigue, processing stress, supportive conversations, managing relationships at work, and suicide awareness. Other areas WBS focused on were leadership training for community meetings, Gatekeeper Suicide Awareness training, potentially traumatic event response meetings (PTERM) and debriefs.

A Wellbeing Supporters ‘Peer Support’ program has trained 84 Wellbeing Supporters among active team members across metro (56%) and regional (44%) areas. It ensures a broader footprint, via peers, for supportive and confidential conversations during rostered shifts.



# Research, publications and clinical excellence

Continual collaboration between SJWA and Curtin University's Prehospital, Resuscitation and Emergency Care Research Unit (PRECRU) resulted in five peer-reviewed research published on out-of-hospital cardiac arrest (OHCA), pain management and fall response during FY24. The 'Leave Behind' take-home naloxone initiative also won the 2023 Council of Ambulance Authorities award in Excellence in Clinical Practice.

In addition, a collaborative poster from the team about CPR-induced consciousness among OHCA cases in WA won the prize for the best poster presentation at the New Zealand Resuscitation Council Conference 2024 on Saturday, 15 June.

SJWA's research experts, along with PRECRU researchers, presented their latest developments in resuscitation and first aid to hundreds of senior leaders and healthcare professionals at the biannual NZ Resus Conference in Wellington on June 14 and 15.

CPR-induced consciousness is an infrequent but confronting presentation to manage in OHCA, but also one where patients can have very good outcomes, and understanding it better can help paramedics better manage it.



## 'Leave Behind' take-home naloxone

### What the study found:

After implementation of a 'Leave Behind' take-home naloxone dispensing/distribution program, more patients had naloxone administered prior to ambulance arrival, and the likelihood of discharging a patient at the scene significantly increased without affecting patient survival rates.

### Where to find it:



## Injuries among mountain bikers and hikers

### What the study found:

This is the first systematic review to report on the injury epidemiology of the two most common trail users; mountain bikers and hikers. For participants in both activities the majority of injuries were of minor severity. Despite this, the high proportions of upper limb fractures in mountain bikers and ankle sprains in hikers cannot be ignored.

### Where to find it:

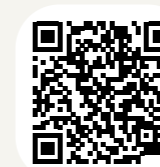


## Analgesic agents administered by ambulance personnel to mountain bikers and hikers on trails in Western Australia

### What the study found:

Trauma was the most common reason mountain bikers and hikers on trails called an ambulance and a large proportion of these patients were in pain on ambulance arrival. Additionally, among patients given no pharmacological analgesic agent, almost half still achieved a more than 25 per cent reduction in their pain scores which reiterates the importance of non-pharmacological pain reduction strategies.

### Where to find it:



## Use of ketamine wafer for pain management by volunteer emergency medical technicians in rural WA

### What the study found:

Sublingual (applied under the tongue) ketamine wafer was administered by volunteer emergency medical technicians without any evidence of major adverse events in rural WA and deemed useful as an additional pain management option when long transport to hospital was needed. No other symptoms that may be associated with the use of ketamine were recorded.

### Where to find it:



### OHCA research

Barriers to CPR initiation and continuation during the emergency call relating to out-of-hospital cardiac arrest

#### What the study found:

Barriers to CPR initiation and continuation were commonly experienced by callers, however they were frequently overcome. Future research should investigate the strategies that were successful.

#### Where to find it:



Barriers to CPR initiation and continuation during the emergency call: A retrospective cohort study

#### What the study found:

Perceptions of inappropriateness and caller distractions were independent risk factors for the delivery of bystander CPR. Further research around how call-takers navigate these barriers and encourage callers should be performed.

#### Where to find it:



Out-of-hospital cardiac arrest in residential aged care facilities is independently associated with lower survival

#### What the study found:

Residential aged care facility (RACF) residency was an independent predictor of lower survival from OHCA, highlighting the importance of end-of-life planning for RACF residents.

#### Where to find it:



The incidence and outcomes of out-of-hospital cardiac arrest in metropolitan versus rural locations (international data review)

#### What the study found:

Overall, while incidence did not vary, the odds of OHCA survival to hospital discharge were approximately 50 per cent lower in rural areas compared to metro areas. This suggests an opportunity for improvement in the prehospital management of OHCA within rural locations. This review also highlighted major challenges in standardising the definition of rurality in the context of cardiac arrest research.

#### Where to find it:

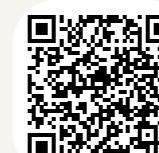


Emergency ambulance call-takers' experiences in managing out-of-hospital cardiac arrest calls

#### What the study found:

This interview study uncovered the experiences of call-takers in handling OHCA calls and characterised their roles in the first step in the chain of survival as: critical and complex, requiring multi-tasking, critical thinking, calmness, authority, self-control, empathy, and a high level of responsibility. These traits were supported by a standardised dispatch system that served the call-takers well when it came to rapid OHCA recognition, life-saving intervention, and protection for their decision-making.

#### Where to find it:







### Falls research

Paramedics' experience attending older adults who fall

**What the study found:**

Attending low-acuity call-outs for falls was often frustrating and required complex decision-making, with gaps in services identified. Further exploration of alternative referral pathways for health care for pre-hospital management of adults who fall is required.

**Where to find it:**



Ambulance crews attending repeat falls in WA

**What the study found:**

Nearly 30 per cent of all patients attended by ambulance crews for a fall, sustained repeat falls, which collectively accounted for nearly 60 per cent of all ambulance attendances to fall-related incidents. Further exploration of the role ambulance clinicians plays in identifying and referring patients who sustain repeat falls into alternative pathways is needed.

**Where to find it:**



The prehospital management of ambulance-attended adults who fell: A scoping review

**What the study found:**

The relationship between patient characteristics, falls and resulting injuries were well described in the literature. Other evidence about Emergency Medical Service (EMS) management in prehospital settings was limited. Further research regarding prehospital interventions, transport decisions and alternative care pathways in the prehospital setting is recommended.

**Where to find it:**



### Additional publications

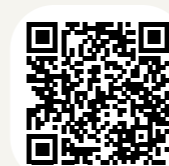
St John WA contributed data to the following:

The development of a risk-adjustment strategy to benchmark performance

**What the study found:**

The development of risk adjustment models with good discrimination is an important step in benchmarking emergency ambulance personnel for OHCA. The Utstein variables are important in risk-adjustment, but only explain a small proportion of the variation in survival. Further research is required to understand what factors contribute to the variation in survival between emergency ambulance personnel.

**Where to find it:**



Identifying areas of Australia with high out-of-hospital cardiac arrest incidence and low bystander cardiopulmonary resuscitation rates

**What the study found:**

High-risk Local Government Areas (LGAs), characterised by high incidence and low bystander CPR rates, are predominantly in regional and remote areas of Australia. Strategies for reducing OHCA and improving bystander response may be best targeted at these regions.




**Where to find it:**

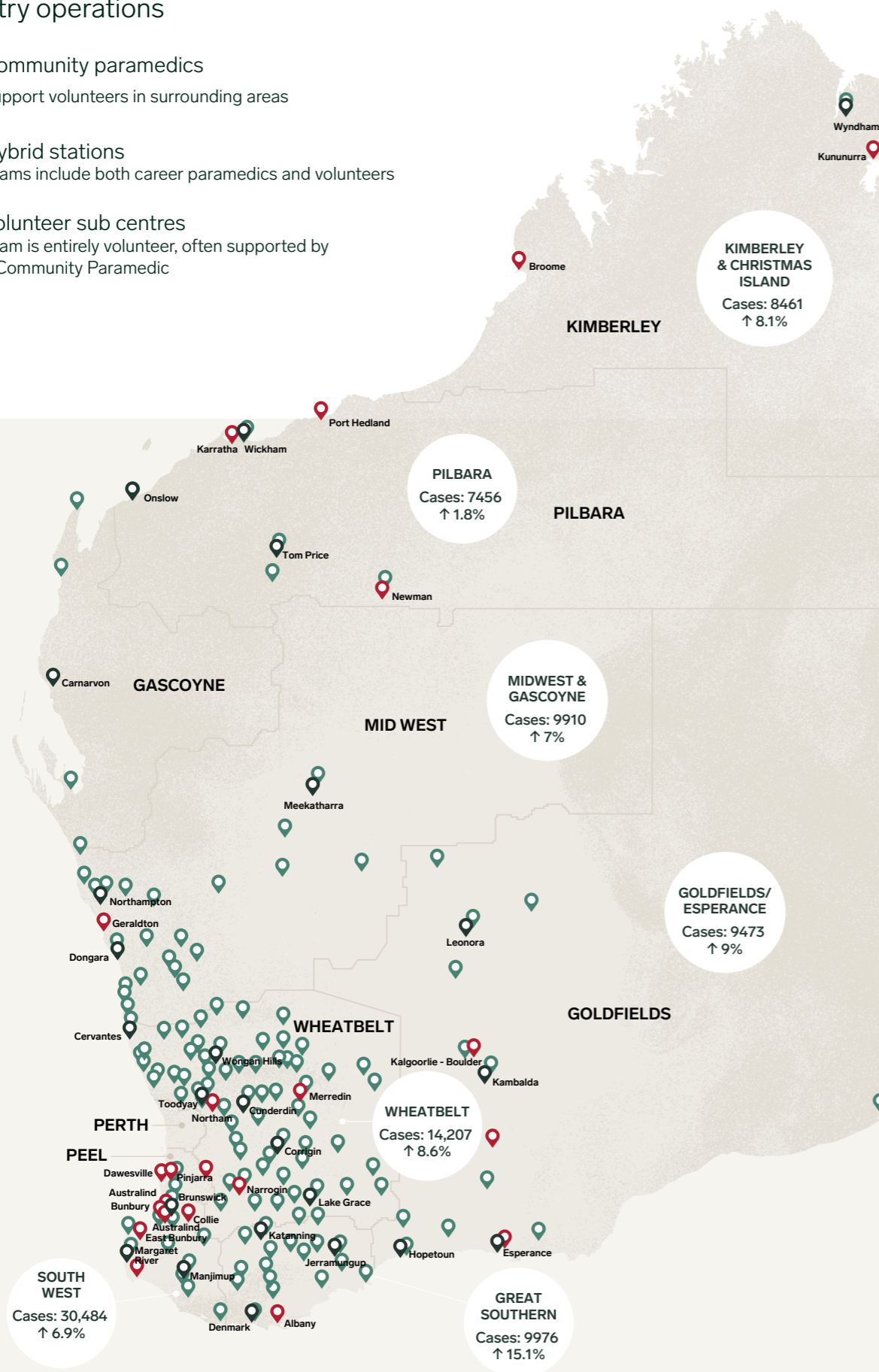


The following were also published in the journal Resuscitation.

- Talikowska M, Ball S, Whiteside A, Belcher J, Finn J. Use of dispatch codes for obvious/expected deaths: Maintaining patient safety while reducing the number of lights-and-sirens responses. Resuscitation. 2023;185:109751.
- Talikowska M, Belcher J, Ball S, Majewski D, Finn J. CPR-induced consciousness in out-of-hospital cardiac arrest patients in Western Australia: case characteristics and CPR quality. Resuscitation. 2024.

## 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



## Services evolve



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

### Esperance, Harvey, Margaret River transition to hybrid stations.

Three locations – Esperance, Harvey and Margaret River – welcomed full time paid team members for the first time, transitioning them from volunteer sub centres to hybrid stations.

Teams in Geraldton, Northam, Busselton, Narrogin, Newman and East Bunbury also welcomed new team members during the year.

The locations and number of new paramedics allocated regionally has been determined in consultation with St John WA and the Department of Health based on community demand.

↑ Pictured top  
Margaret River marking transition to a hybrid station.

→ Bottom  
New Harvey Station Manager Suleen van der Westhuizen, outgoing Chair Paul Beech, and former Harvey Sub Centre Secretary Jennifer Maughan.

## Harvey

Harvey welcomed the new paramedics – Suleen and Cornelus van der Westhuizen – in October and marked the occasion by reflecting on the proud history of the sub centre.

Outgoing chairperson Paul Beech spoke with conviction at the ceremony, and during the year was himself acknowledged with award of both an Ambulance Service Medal and later recognised with an Order of Australia for his dedication to the community.

## Margaret River

For 88 years, the Margaret River community and surrounds was cared for by incredible SJWA volunteers.

In converting to 24/7 paramedic coverage in November, Margaret River became home to 4 FTE career paramedics – station manager Adam Owen, along with Wendy Blackman, Jon Flockton, and Caryl Smith, bringing more than 70 years of clinical knowledge to Margaret River.

## Esperance

Esperance celebrated 65 years of volunteer-led ambulance service before formally transitioning to hybrid team in December, welcoming four paid team members including existing Community Paramedic Paul Gaughan taking up the role of Station Manager.

The community celebrated formal hand-over at the local yacht club with volunteers past and present sharing many tales of their remarkable dedication over time.



### Williams anniversary



Volunteers past and present gathered to celebrate 60 years of Williams Sub Centre and its enduring impact on the region on April 20.

Originally established as a sub branch of St John WA Narrogin in 1963, Williams' ambulance service evolved into a fully independent sub centre a decade later.

Since then, about 130 locals have volunteered their time to serve the community and assist those in need across the region.

↓ Pictured  
Past and present volunteers at the Williams celebration

Inset: Original Williams members John Garlick and Phil Earnshaw



### Emergency access at turn of a key



1693 lock box codes registered with SJWA and accessible to the State Operations Centre.

Nine in Boyup Brook – set to expand under local scheme.

Older and vulnerable people living in Boyup Brook have been offered installation of a free key lock box to support ambulance crews to access their property in event of an emergency, thanks to the dedication

of the Boyup Brook Sub Centre volunteer team.

The team rallied several local businesses to help fund the program which has already installed nine key lock boxes across town.

Boyup Brook Sub Centre chairperson Lynne Schreurs said the program had been well received with applications still rolling in.

“Our volunteers have been called to several properties where residents leave their keys in the door because they are frightened if something happens to them during the night emergency services won't be able

to get access,” she said. “To have a lock box on the house is the way to go.”

Ms Schreurs thanked local businesses Afgri, Boree Park, Old Dog, Boyup Brook Co-op and the Shire of Boyup Brook for helping to make the program a reality.

Key lock box codes can be securely registered with the State Operations Centre to enable emergency ambulance crews to enter a house in event of a Triple Zero (000) call.

It's a program which has been ongoing for about four years, with now almost 1700 lock boxes registered for people who are concerned about paramedics being able to get to them quickly in the event of an emergency. Most people who register their lock box number are older adults, people with disability or chronic health conditions or anyone who may have issues opening their front door if they have an accident at home.

People can also register gate codes and any other information which will help emergency crews to gain access to their property. This information is only provided to ambulance crews on site when they attend a Triple Zero (000) callout to help access a property, which can save vital time in an emergency.



**Lock box codes can be registered by contacting [stjohn@sjohnwa.com.au](mailto:stjohn@sjohnwa.com.au).**



### Leavers' highlight for team

8000 school leavers supported in a safe rite of passage.

St John WA heightened its commitment to the South West community for Leavers WA 2023 ahead of scorching temperatures and a new COVID-19 wave.

More than 8000 school leavers flocked to the South West from Sunday, November 19 to Friday, November 24.

SJWA provided crucial support at the Leavers Medical Zone and additional crews in Dunsborough and Busselton, with more than 38 additional team members attending.

### Busso upgrade takes flight



241 RFDS transfers per year

A new patient transfer facility for SJWA ambulances and the Royal Flying Doctor Service, with a dedicated apron and direct access airside and roadside opened at Busselton Airport on June 10.

The project provides a safe and accessible airstrip set apart from other passenger flights and allows a safer and more private patient transfer experience while ensuring decreased delays in time-critical emergencies.

The Australian Government's Regional Airports Program granted \$214,073 towards the fit-for-purpose facility, with \$58,031 contributed by the City of Busselton.

↓ Pictured  
New RFDS WA transfer facility at Busselton.



# Volunteering reimaged

A strong focus on building a new volunteer experience across the length and breadth of SJWA continued during the year. Efforts to connect volunteering areas closer together, provide new opportunities for volunteers looking for different experiences, and embedding the volunteer voice at every level were key outcomes, as well as growing the volunteer team.

## New Volunteer Advocacy Team



5% increase in total volunteer numbers in FY24, to 5066

A team of 12 active, passionate, and positive volunteer representatives created a new Volunteer Advocacy Team (VAT) tasked with “reimagining the volunteer experience” during the year.

The team is geared to raise awareness and foster a shared understanding of volunteering roles within SJWA and their diverse challenges, and bring together all the different types of volunteering roles within the organisation.

Volunteers work in a range of roles at St John WA from on-road emergency ambulance response in

Country WA, to logistics, volunteer support, community transport and Event Health Services. Volunteering can take as little as a few hours a month to regular shifts and there are options to suit every life age and stage.

## Special guest impressed

Minister for Volunteering Don Punch and Cassie Rowe MLA, Member for Belmont, took time out in August to meet SJWA volunteers, including Volunteer of the Year finalists.

The Minister and Ms Rowe toured the Belmont state office and were able to learn about the history of SJWA, which was founded by volunteers.

Ms Rowe particularly noted her awe of volunteer ambulance officer Machaela Higgins, who was also a registered nurse and mother of four.

## Recruiting for a new age

18 Legend2Legend applications approved through Legend2Legend

271 submissions to sign up as a volunteer through recruitment campaign

## 57 new community transport submissions

To support National Volunteer Week, digital marketing campaigns aimed at supporting Country Ambulance, Patient Transport and Community Transport Services were launched.

Slogans such as ‘locals supporting locals’ and ‘it feels good to give back’ helped build record interest in SJWA’s compassionate services, with website traffic to Changelives volunteering pages up between 200 and 400 per cent over a two-month campaign period.

Most importantly it helped increase overall volunteering for FY24 at SJWA by 5 per cent, with more than 5000 volunteers joining the team at some point during the year.

← Pictured Group CEO Kevin Brown with Minister for Volunteering Don Punch and Cassie Rowe MLA, Member for Belmont, centre, and volunteers including Volunteer of the Year finalists.



## Legend2Legend

Meet some of the volunteer ambulance officers on a remarkable journey with SJWA’s internal referral program, ‘Legend2Legend’.



### Brothers

In Wundowie, brothers Brendan and Jarrad Agnew are learning a lot of new procedures as well as interpersonal skills.

Brendan is a paramedical science student at ECU and a casual concrete labourer, while Jarrad works as an Emergency Services Officer at a local mine site, with a Certificate IV in Health Care.

Brendan joined the Wundowie Sub Centre in March 2022 and recruited Jarrad the following year after recognising the opportunity for his brother to gain practical experience.

“Jarrad transitioned into the emergency services when he got a job on a mine site. He already had plenty of fire and rescue exposure; however, he wanted more experience with the medical side of things,” Brendan said.

### Buddies

Natasha Cross (née Aylmore) has been a country ambulance volunteer at the Geraldton sub centre for the past 10 years, and has not only saved lives, but touched the hearts of many along the way.

One of the lives touched by her unwavering support was long-time friend Jordi, who Tash helped become a volunteer after finding herself at a crossroads in her own life.

After losing a family member unexpectedly and feeling unsatisfied in her job, Jordi moved to Kalbarri in 2022.

With a long-time affinity for paramedicine and feeling disconnected living in a new town, Tash suggested Jordi try volunteering to test the waters of a potential career-move, knowing she’d find a real community there, too.

By the end of 2023, Jordi had applied to study paramedicine at university, was surrounded by her very own SJWA family at the Kalbarri sub centre and was even crowned “Rookie of the Year”.

### Runners

Mahsa Anderson signed up to become a Denmark volunteer with the help of Emma Spencer-Percy, whom she knew through their shared interests: both women are psychologists, belong to a running club, and play on the same soccer team.

It seemed like a natural fit for Emma to bring Mahsa into the SJWA fold through the Legend2Legend volunteer referral program.

“Mahsa has a lot of experience working with complex situations through her work as a psychologist, but also has a lovely, happy personality,” Emma said.

“She works really well in a crisis while still being able to smile and make people laugh.”

Emma has been a SJWA volunteer for nearly two years, serving the Denmark community as an Emergency Medical Assistant (EMA).

Pursuing her master’s degree in neuroscience, Emma juggles volunteering with study by being flexible with her schedule and workspace.

## Priceless contribution



This is normally where we'd put impact figures, but the contribution this team have made to their communities, and Western Australia, is priceless.

Meet some of the SJWA team members who stepped forward during National Volunteer Week to tell their inspiring stories in the hopes it will encourage more to join the team.



### Kimberley queen

One of the dedicated volunteers keeping the Kimberley region safe is hardworking Wyndham sub centre chairperson Jacqui Turnbull.

Jacqui joined SJWA 11 years ago to help her husband Simon, who until recently, was the area's only community paramedic.

Working as an education assistant, Jacqui also provides a comforting face to local children in sometimes very frightening situations.

"Wyndham is full of amazing people, it is an awesome community, and you want it to thrive so I think that is why we try to help out as much as we can," Jacqui said.



### Solid gold

Eleanor 'Elly' Hill wears many hats of volunteer ambulance officer, undertaker's assistant, animal rescuer and mother of five in the remote Goldfields town of Laverton.

For 35 years she has been the driving force and a "rock" for her team in green at the St John WA Laverton Sub Centre, sacrificing countless hours for the community she loves.

Her exemplary service was celebrated earlier this year with the highest honour at the 2024 Order of St John ceremony, a moment she described as one of the "best days of [her] life".

"Every time I put on my uniform, I think of the history of St John WA and the friends I have gained over the years"

- Ian Digweed



### Easy being in green

Ian Digweed's volunteering journey with SJWA began when he was 11 years old when he joined as a young cadet in 1977.

He has since volunteered at sub centres across the South West and Peel regions.

The 58-year-old is currently a dedicated member of the Pinjarra Sub Centre and volunteer with the Department of Fire and Emergency Services, a Justice of the Peace and helps out at the Collie Motorplex.

After a remarkable 47 years, Ian continues to wear his greens with great pride.



### Four generations

Four generations of one family have given more than 90 years of volunteer service to ensure their region's ambulance service runs around the clock.

Geoff Waters has been volunteering with St John WA Kununoppin Sub Centre for 44 years and has served as its chairperson for the past two decades.

His son Mark stepped up to help eight years ago, followed by his grandson John.

The Waters men continue the legacy of Geoff's mother Evelyn, who was one of the founding members of the sub centre in 1952 and a volunteer for about 40 years.

Mark and 24-year-old John usually come as a package deal on the road.

"Our co-ordinator says you need some quality father and son time together," Mark said.



### Cycle of life in Nannup

Cycling fanatic Mark was on the second day of the Tour of Margaret River team race in 2020 when his life changed in an instant.

He suffered a cardiac arrest in the middle of a 99km stretch of the race near Nannup.

Luckily, one of Mark's teammates was a nurse and trained CPR instructor who started compressions straight away.

"Nobody expected me to survive."

Mark recently retired to Nannup to give back to SJWA team who helped save his life.



### Wyndham wonder

As a single mother to a 13-year-old son and the manager of the only childcare centre in Wyndham, Chloe Stott's life is testament to the unwavering commitment to family and community.

Before Chloe joined SJWA, she was heavily involved with the Perth charity 'Family First – People Helping People' providing warm meals, clothing, and essentials to the city's homeless population.

Her son by her side learning the value of compassion and community service.

As an Emergency Medical Assistant, "I always seem to end the job holding hands with the patient," Chloe said.

"I want them to know that even if it may be sadly their last moments, they were with someone who genuinely cared."



## Incredible commitment

A staggering 424,597 hours of time is dedicated to supporting community by SJWA volunteers. Here are some of the incredible legends who went above and beyond.

Metro services		
Community Transport	Event Health Officers	
Ron Clynk: 2150 hours	Ray Duncan, Belmont: 1043 hours	
Graham Locker: 2090 hours	Keita Morimoto, Wanneroo: 889 hours	
John Molcher: 1950 hours	Georgia Waldock, Wanneroo: 760 hours	
Chuck Franz: 1530 hours	Anthony Wijaya, Perth No 1: 676 hours	
Andrew Peck: 1330 hours	Abraham Shapiro, Fremantle: 590 hours	
First Aid Awareness	Heritage centre	Volunteer Logistics Officers
Don Atkins: 124 hours	Edith Khangure: 328 hours	Graham Harnwell: 276 hours
Kelly Pearce: 75 hours	Sharon Teale: 268.8 hours	Glynne Thomas: 255 hours
Niki Gibson: 72 hours	Irene Simpson: 166 hours	Rick Lazar: 173 hours
Ann Chuah: 56 hours	Harry Oxe: 166 hours	Bruno Zbinden: 152 hours
Paul Tan: 51 hours	Margaret Bell: 146 hours	Bob Hudson: 143 hours

Country Ambulance	
Community Transport	Goldfields
Karl Moore, York: 560 hours	John McQueen, EMT, Esperance: 1382 hours
Max Dunwoodie, Mt Barker: 450 hours	Courtney Holt, EMT, Kalgoorlie: 1098 hours
Greta Poulter, Jurien Bay: 430 hours	Steve Sims, EMT, Esperance: 507 hours
Richard Malek, Jurien Bay: 420 hours	Abbey Hay, EMT, Kalgoorlie: 480 hours
Colin Dixon, Bunbury: 400 hours	Jess Lebillon, EMT, Kalgoorlie: 478 hours
Great Southern	Mid West
Lisa Kelder, EMT, Albany: 1737 hours	Kelli Fletcher, EMA, Geraldton: 790 hours
Heather Bell, EMT, Albany: 1538 hours	Victor Gatfield, EMA, Dongara: 506 hours
Jim Hunter, EMA, Albany: 1515 hours	Claire Stringer, EMT, Kalbarri: 401 hours
Phillip Button, EMA, Albany: 1442 hours	Victoria Taylor, EMT, Morawa/Geraldton: 261 hours
Lynda Tyler, EMT, Mt Barker: 669 hours	Damian Wood, EMR, Geraldton: 164 hours
South West	Wheatbelt
Frank Mazza, EMT, Harvey: 1401 hours	Sharon Young, EMT, Jurien Bay: 913 hours
Stacey Wickens, EMT, Pinjarra: 1221 hours	Kim Maddrell, EMT, Morangup: 880 hours
Sharon Batchelor, EMT, Dunsborough: 1035 hours	Tracey Scott, EMT, Kununoppin: 872 hours
Graeme Barrett, EMT, Dawesville: 903 hours	Jasmin Cockram, EMT, Merredin: 844 hours
Susan Emmerton, EMA, East Bunbury: 888 hours	Sue Maddrell, EMT, Morangup: 789 hours
North West	
Jason Hopkins, EMR, Newman: 1448 hours	
Zoe Trewick, EMA, Hedland: 1187 hours	
Linley Cilia, EMT, Broome: 1164 hours	
Ginette Brugmans, EMT, Broome: 962 hours	
Lorraine Lee, EMT, Broome: 786 hours	

# People, Culture and Development

Empowering and cultivating the growth of the St John WA team by delivering comprehensive support services and fostering a *positive culture*.



## Memorial scholarships honour Fiona and Tinesh



Five \$20,000 Edith Cowan University scholarships granted.

Tuition scholarships extended to three First Nations recipients due to strong applications.

Two leadership and development scholarship recipients selected from among 28 applications.

Five Fiona Lavelle and Tinesh Tamilkodi Memorial Scholarships were created by SJWA and their families to honour the late paramedics' shared passion for lifelong learning and service to humanity.

The scholarships were launched in February to mark the 12-month anniversary of respected Ambulance

Paramedic Fiona's death in a hiking incident while off-duty.

They also pay tribute to beloved Clinical Support Paramedic Tinesh, who died in a car crash on the way to a Priority 1 call-out in November last year.

Two types of scholarships – each worth \$20,000 – were presented on June 11, alongside Fiona and Tinesh's loved ones.

Fiona's partner John McLoughlin and Tinesh's close colleague Clinical Hub Paramedic Daniel Sutorious worked closely with the selection panel to choose the final five winners.

Three tuition scholarships were awarded to First Nations students to pursue health sciences qualifications at Edith Cowan University.

Recipients were:

- Kaitlyn Barrow, 21, is an SJWA Event Health Services volunteer who joined as a teenager and in her spare time mentors Aboriginal

high school students. She will study a Bachelor of Science (Paramedical Science).

- Mum of three and SJWA Busselton volunteer Renee Fury will also pursue a Bachelor of Science (Paramedical Studies).
- Dunsborough local Amber Pidek will use the scholarship to study a Bachelor of Science (Nursing) to follow in the footsteps of her grandmother, a nurse and Stolen Generation survivor, and hopes to one day become a doctor.
- Carla Robson is a Clinical Hub Paramedic who will pursue her postgraduate studies in clinical leadership through a Graduate Certificate in Health Leadership and Management. The former Laverton community paramedic is passionate about offering services in remote areas and working with closely SJWA's dedicated country volunteers.
- Kevin Keane, an Ambulance Paramedic, will pursue a Graduate Certificate in Health Professions Education focusing on prehospital obstetrics care having been awarded a leadership and development scholarship. He aims to publish a research project on prehospital post-partum haemorrhage management.

## That's a RAP



Reflect RAP: 74% of the 70 deliverables completed, 19% were listed as ongoing and 7% incomplete.

Innovate RAP with 74 deliverables submitted to Reconciliation Australia.

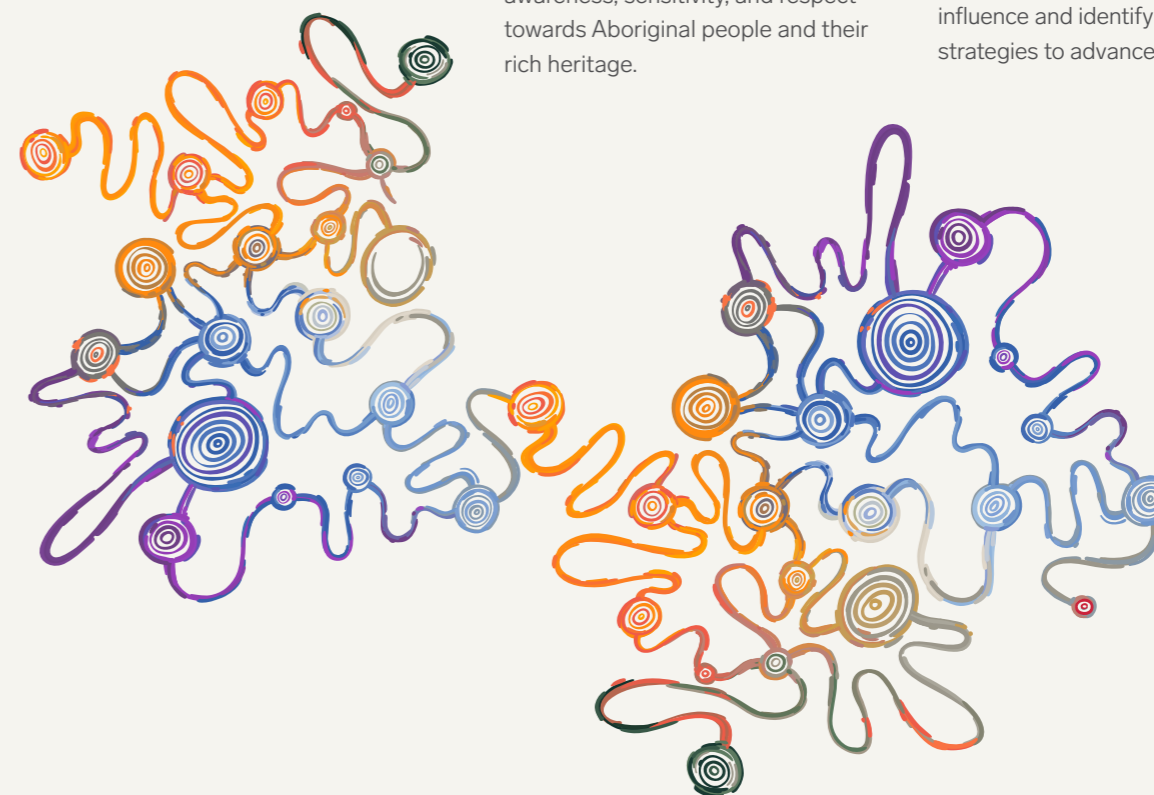
The SJWA Reconciliation Action Plan (RAP) Working Group consists of team members with a demonstrated desire to progress reconciliation, some of whom are First Nations peoples and/or have previously engaged in Aboriginal and/or Torres Strait Islander community initiatives. They represent various business areas and locations of SJWA, aided by an external consultant from IPS Management Consultants.

Across the whole organisation, members are required to complete Aboriginal Cultural eLearning (ACeL) Training. The e-learning course is designed to develop cultural awareness, sensitivity, and respect towards Aboriginal people and their rich heritage.

The SJWA RAP journey consists of four stages:

1. Reflect – Scoping
2. Innovate – Implementing
3. Stretch – Embedding
4. Elevate – Leadership

The next evolution - 'Innovate' RAP - was submitted to Reconciliation Australia in June. The Innovate RAP has 74 deliverables and represents a commitment to implementing meaningful change within the organisation. It aims to deepen understanding of SJWA's sphere of influence and identify the most effective strategies to advance reconciliation.







### Art on your sleeve

As an organisation operating across the length and breadth of WA, SJWA has the opportunity to engage on a local level with First Nations communities across language groups and nations.

To bring those relationships to life, local SJWA teams have worked with artists in their community to create wearable artwork, ensuring the important role of First Nations communities is reflected in a very real way in the community service delivered by SJWA.

The initiative has been ongoing and here are some of the new artworks launched during the year.

### Great Southern

Vibrant artwork by Menang Gnudju Noongar artist Kiya Watt will feature on the black polo shirts worn across the Great Southern.

Featuring whales and turtles swimming in a sea of colour, Watt's artwork is a celebration of the region she calls home.

### East Kimberley

Created by proud Balanggarra and Gidja woman Khandice French, the stunning artwork features barramundi swimming in the blue water holes and rivers of the East Kimberley region in tribute to her culture, family, and hometown of Wyndham.

Khandice said she was raised catching barramundi in the beautiful Pentecost, Ord and King Rivers, fond memories she incorporated into the piece.

"The small dot paintings represent the water holes and rivers, and the larger centre dot painting represents the hidden holes in the rivers where they swim about," Khandice said.

As well as featuring on the new shirts, the artwork now hangs on the walls of the SJWA Wyndham Sub Centre.

### Pilbara

The Karratha sub centre has unveiled their new look thanks to local Indigenous artist Xavier Dhurrkay.

Mr Dhurrkay designed artwork for the sub centre, which has been digitally printed onto new shirts, and said he hoped his painting would "bridge the gap between non-Indigenous and Indigenous mob around the Pilbara and Australia".

His digital artwork represents all the support the St John WA facilities provide to the community.



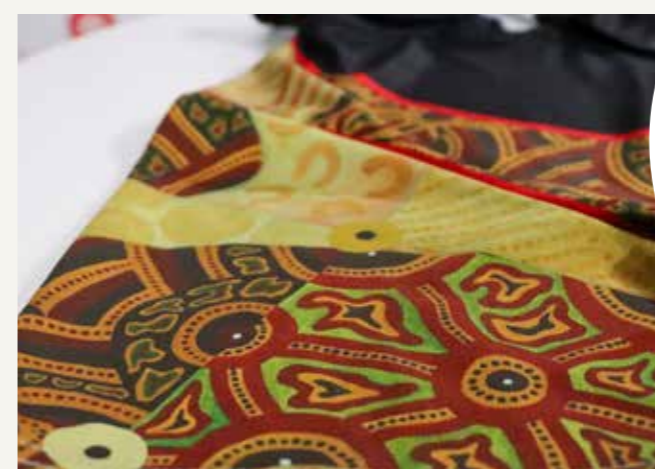
### National Reconciliation Week

The St John WA team kicked off the week with the National Reconciliation Week Breakfast at Optus Stadium.

The event brought people together from across Boorloo/ Perth and the wider WA community and guided powerful discussions about this year's theme.

Team members also took part in a Walk for Reconciliation as a reminder of the continued fight for the rights of Aboriginal and Torres Strait Islander people.

The team joined thousands on the banks of the Derbarl Yerrigan, standing in solidarity with Aboriginal and Torres Strait Islander peoples.



### NAIDOC Week

To celebrate NAIDOC week in July, SJWA ran a polo shirt giveaway competition and regional stations, sub centres and branches were encouraged to take advantage of a SJWA-funded \$200 discount on Acknowledgement of Country plaques when ordered through Kinya Lerrk, a specialist artist-owned collaborative supplier.

Perth buildings, including stations, First Aid centres and St John Health Centres are set to have a Boorloo-appropriate Acknowledgement sign affixed through a joint Brand and Property project.

↓ Pictured Acknowledgement of Country sign in Dawesville



## Taking Pride



SJWA transitioned its Diversity and Inclusion Network to a 12-member Working Group in February which aims to foster an inclusive environment related to both social and professional identities. Achieving this combination can result in people feeling a sense of belonging and feel safe to be their authentic selves.



### November PrideFEST

SJWA team members marched in uniform alongside the LGBTQIA+ community for the sixth year running at Perth's PrideFEST Parade on November 25.

Team members from across St John WA were joined by Group CEO Kevin Brown and Kura Bear to represent the organisation.

The SJWA Pride ambulance also took centre stage as thousands lined the streets of Northbridge for the annual event with the theme for this year's parade being "Brave".

This year's Pride festival showcased the LGBTQIA+ community's bravery, resilience, and determination to fight for equal rights, visibility and respect, as well as a call for allies and community leaders to have the courage to stand up for a more inclusive society.

### Fairday

Event Health Services team made sure everyone was looked after at PrideFEST Fairday in Hyde Park on November 12, while Diversity & Inclusion Working Group representatives kept the crowds entertained and informed.

Kura Bear was joined by Prism, who helped with the St John WA prize wheel, colouring in activities for children, and first aid-related giveaways.



## June Pride Month

Guest speaker Ashara Wills from Let's Queer the Air joined the SJWA team for a presentation during Pride Month.

Let's Queer the Air provides comprehensive educational training programs and consultancy services centred around the LGBTQIA+ community, with a "mission to empower individuals and organisations seeking to foster genuine inclusivity and social sustainability within their operating environments".



### Addressing gender gap

5.3% increase in women at SJWA over past 5 years

61.54% of leadership roles are women

SJWA is working towards achieving the 40:40:20 gender split across the senior leadership team. Data from the Workplace Gender Equality Agency Report will be used to bridge the gender pay gaps identified.

### International Women's Day

To celebrate International Women's Day (IWD) and the theme of 'Inspire Inclusion', the People, Innovation & Experience team hosted a Think Tank on 7 March which allowed team members an opportunity to provide innovative ideas and solutions on how St John WA can improve inclusion and support for women.

Medical Director Dr Gayle Christie was also invited to speak at Veterans, Emergency Services and Police's (VESPIIA) inaugural WA First Responders – IWD event in West Perth on March 7.

Professionals from the WA first response community were brought together for an insightful panel session, which Dr Christie, along with WA Police Superintendent Sharon Bird engaged in a deep dive into this year's theme "Count Her In: Invest in Women, Accelerate Progress".



### CAA Women in Ambulance Award winners

Six women recognised for exceptional service

Six SJWA team members were recognised in the CAA Women in Ambulance Awards, announced on International Women's Day in March, recognise hardworking and exceptional women in ambulance services across Australia, New Zealand and Papua New Guinea.

Team members, Nicki Foster, Pamela Toyne, Belinda Marsh, Katy Aviles, Karen Stewart and Lauren D'Arcy, were honoured this year.

Over a combined 80 years of service to SJWA, the awardees have shown dedication and positive leadership across a variety of roles.

- Pamela Toyne has been part of SJWA for 21 years and was recognised for the key role she plays as Event Health Services (EHS) Team Leader.

- Wundowie Volunteer Belinda Marsh was recognised for her kindness and compassion, and commitment to mentoring new volunteers.
- Area Manager Katy Aviles was recognised for being an approachable, knowledgeable and driven leader who always puts her team first.
- Head of Country Ambulance Operations Karen Stewart was celebrated for her strong leadership over more than a decade and the current push to achieve Menopause Friendly Accreditation.
- Assistant Regional Manager Nicki Foster was awarded for consistently advocating for extending paramedicine and helping women excel in leadership positions.
- Ambulance Paramedic Lauren D'Arcy was also recognised for leading SJWA's Deaf and hard of hearing awareness projects.

↑ Pictured Kevin Brown with Nicki Foster, Katy Aviles, Belinda Marsh, Pamela Toyne, Karen Stewart and Tamsyn Howard.



### Menopause program

Personal Sustainability specialist Thea O'Connor was welcomed on 8 March as part of IWD to discuss how a workplace can support women experiencing menopause.

The changing age of the workforce means that around 8 in 10 menopausal women work. During menopause, women are at a higher risk of suicide and 400 more times at risk to have a depressive episode.

General Manager of Country Ambulance Karen Stewart has formed a Menopause Working Group for all team members (not just women) with the aim of creating open and honest conversations about menopause, which has proven so popular there is a waiting list.

### Wellness rooms

The introduction of Wellness rooms at the State Office in late 2023 was the first step in opening doors to inclusiveness.

Three purpose-built spaces are now available for team members' use.

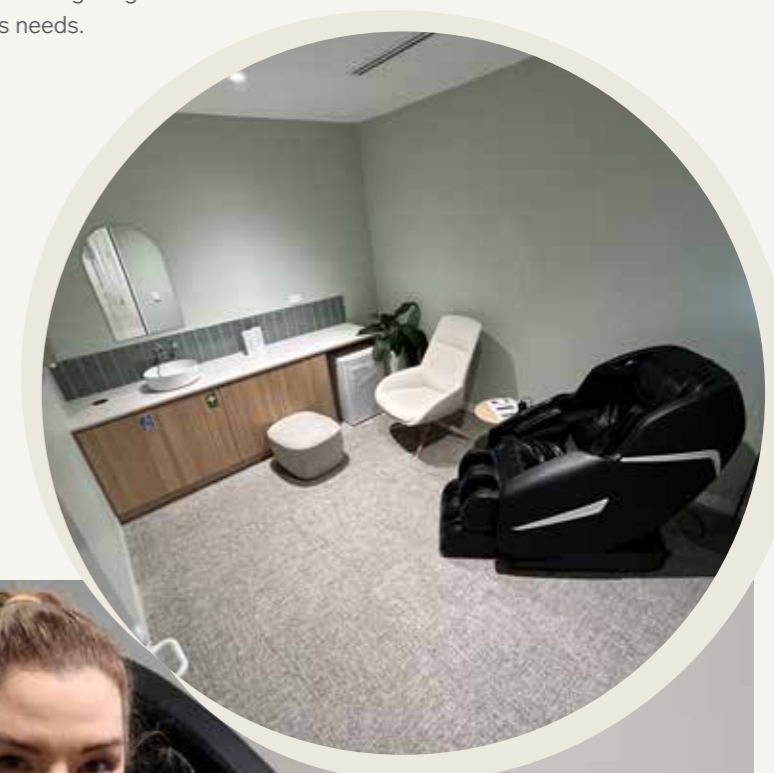
A further four Wellness rooms have been included in station upgrade plans across the metropolitan area, with the organisation making a commitment that all future new builds, and station upgrades where feasible, will include a dedicated facility.

These wellness rooms provide a holistic approach to personal care including:

- Lactation – supporting new mothers in their smooth transition back into the workplace
- Prayer or Reflection
- Mental health

These multi-purpose Wellness Rooms provide a sanctuary for both dignity and privacy to support the diverse wellness requirements of diverse team members.

These rooms have been specifically designed with a lockable door, fridge and hand washing facilities, to enable a soothing, quiet space with neutral decor, a comfortable place to sit, with adjustable lighting to suit the individual's needs.





## Community connections

### November

\$3500 raised for November

\$16,000 raised by dedicated mo-man Chris Hassett over 11 years

### Giving Tree

Since 2018, more than 3000 presents delivered to kids in need.

## November

SJWA joined forces with other emergency services for a “shave down” to launch Movember and raise awareness of men’s mental health and suicide prevention, prostate and testicular cancer.

Frontline ambulance officers, along with representatives from WA Police Force and the Department of Fire and Emergency Services enjoyed a sausage sizzle before taking to the barber’s chair for a clean shave at SJWA’s central hub on November 1.

The emergency services shave down event included a live webinar hosted by Hugo Toovey, a young Army Captain and two-time cancer survivor who shared his personal journey, covering topics of early detection and having challenging conversations about health.

SJWA Paramedic Chris Hassett has taken part in Movember for 11 years and raised \$16,000 over that time.

## Giving Tree

SJWA again worked with Anglicare WA to support families and children across the State facing financial hardship during the festive season.

Continuing the heartwarming tradition of having Giving Trees, more than 7500 SJWA team members across the state donated a raft of brand-new toys and gifts for children who might otherwise go without on Christmas.

In Perth, gifts were transported from SJWA’s Belmont headquarters to Anglicare WA in East Perth via ambulance.

The partnership has run since 2018, with more than 3000 presents being delivered to kids in need.

↑ Pictured top left  
Station Manager Trevor Mason



"I think men like to hide their feelings away and think everything will get better if they don't do anything about it. This is a chance for us to bring it out to the forefront."

- Paramedic Chris Hassett



## Rolling up the sleeves

457 blood and plasma donations, equalling 1371 lives saved

Australian Red Cross Lifeblood Emergency Services Blood Drive winners in WA since 2018.

Last year SJWA’s team ‘won’ the Australian Red Cross Lifeblood WA Emergency Services Blood Drive, having made 457 blood and plasma donations between June 1 and August 31, 2023.

SJWA’s 269 unique donors made 146 donations of whole blood, 12 of platelets and 299 plasma donations, saving 1371 lives in the process.

Paramedic Intern Tia Milligan was diagnosed with a rare autoimmune disorder during childhood which required multiple platelet transfusions Today, she donates when she can.



"To be able to give back... and in turn educate people on its importance, is something that's really important to me."

- Paramedic Intern Tia Milligan

# Awards and recognition

## Of the Year Awards

Each year SJWA recognises the commitment to community through annual awards.

St John WA recognised its finest volunteers in front of a crowd of hundreds at the organisation's annual Experience award ceremony on August 17, 2023.

The event shone the spotlight on the dedicated army of volunteers who donate their time to their communities by recognising those with 10 to 55 years of service, as well as the awarding of the Country and Metro Volunteers of the Year, and Sub Centre of the Year.



### Country Volunteer of the Year

Jay Hammond's commitment has been unwavering to the Wyalkatchem/Koorda community across his roles of Chair, volunteer ambulance officer and Volunteer Development Officer and earned him commendations and the Wyalkatchem Community Citizen of the Year award.

Jay's can-do attitude and approachability made him an exemplary role model for volunteers. By prioritising clear communication, clinical expertise and high-quality training, Jay has built robust relationships within the community and on local emergency management committees.



### Metro Volunteer of the Year

This year's award was shared by husband-and-wife Alex and Nikki Gibson.

The dynamic duo were nominated for their inspirational generosity and willingness to help across many areas of Event Health Services and Youth & Community Engagement.

Whether it's replenishing supplies, organising infrastructure, or tending the barbecue at divisional events, Alex and Nikki left an indelible mark through their joint efforts, making it impossible to separate their contributions.

Sadly, Alex passed away after a long battle with illness on 31 August (ahead of publication). He will be dearly missed.



### Sub Centre of the Year

SJWA awarded the Northam team for working hard to build a loyal group of volunteers and achieving many prestigious community commendations.

The team successfully implemented a drug register pilot program and launched a career progression logbook for new volunteers while achieving roster fill rates of more than 90 per cent.

As well as covering their own patch, crews from Northam also regularly assist Goomalling, Wyalkatchem, and Toodyay with standby cover for community events, and have held successful training days for surrounding depots to increase the skill set of Avon volunteers.

Being part of the Northam community means a constant presence of crews at community events such as markets and swap meets, regular sporting fixtures, cycling competitions, the Avon Descent, motocross and horse trotting events.

Northam crews participate in ceremonial duties for Anzac Day, Police Remembrance Day and Remembrance Day, solidifying their commitment to their town and region.



## Recognition

350+ St John WA team members awarded across two Recognition ceremonies held in May and October.

SJWA welcomed 125 graduating paramedics, 45 national medal recipients, 11 clasp recipients and 179 10–40-year service medal awardees.

Lindsay Scott, with 47 years of service at St John WA, shared his tips on longevity as a paramedic.

More than 180 St John WA operational team members were acknowledged for their service to the Western Australian community in a Recognition Awards ceremony held in May.

The ceremony acknowledges the academic and professional achievements of operational team members, including those who have served more than 25 years spanning country posts from Esperance to Broome and from Patient Transport Services to Critical Care Paramedics.

The May 15 event will be the first of two ceremonies held this year, with 356 award recipients across both ceremonies.

The 2024 Recognition Awards included the following categories:

- Paramedic graduates
- 10-40 Year Service Award recipients
- National Medals to operational team members
- First, Second and Third Clasp to National Medals

Overall, 56 will be awarded National Medals and Clasps, 179 paid length of service awards and 125 Ambulance Officers graduated to Paramedic.



→ Pictured Station Manager Lindsay Scott shared his thoughts on a career spanning almost five decades.



**Melissa Gardiner**

## Honours for St John WA's finest

Three of St John WA's finest team members were acknowledged in the 2024 King's Birthday Honours.

Paul Beech received an Order of Australia Medal (OAM), and Brian Gallop and Phil Stanaitis were each awarded an Ambulance Service Medal (ASM).

Over the past 27 years, Paul has consistently exhibited leadership qualities and a deep passion for service, consistently undertaking rigorous on-call rostered shifts for his Harvey community as well as taken on the additional responsibility of driving non-urgent transfers.

Brian Gallop has been an active frontline volunteer with St John for more than 25 years, and held committee positions in various sub centres, including serving as secretary and deputy chairperson. As a highly competent volunteer development

officer (VDO), Brian constantly strives to improve himself and mentors newer volunteers, some of whom have transitioned to paid roles within St John WA.

He also actively participates in voluntourism and the Rapid Deployment Pool.

Fellow ASM recipient Phil Stanaitis has an exceptional work ethic, unparalleled compassion, and remarkable dedication as a paramedic within St John WA.

Notably, Phil's commitment to community resilience, particularly within Indigenous communities in the Pilbara region, stands as a shining example of his dedication to fostering Australian pride and spirit through active citizenship.

Phil is also passionate about addressing and reducing community suicide and trauma, participating in trauma and suicide prevention initiatives primarily aimed towards at risk youth.



**John Backo**



**Dane Hendry**



**Paul Beech**



**Brian Gallop**



**Phil Stanaitis**

### Order of Australia recipients

Paul Beech

### Ambulance Service Medals

Brian Gallop  
Phil Stanaitis  
Melissa Gardiner  
John Backo  
Dane Hendry  
Paul Beech

### Community Citizen of the Year

Trudy Pengilly – Esperance  
Cathy Fisher – Chittering  
Natalie King – Moora  
Nicole King and husband Caleb – Mount Magnet  
Paramedic Karen Hollings – Rockingham  
Late Grant Hansen – Narrogin

### Senior Community Citizen of the Year

Barbara Groves – Katanning

### Community Group of the Year

Dylan Campbell – Wundowie

↑ Pictured top centre EMT Brian Gallop, pictured with Nileshe Makwana, was nominated for the Community Citizen of the Year award in Esperance.



**Esperance**

Esperance volunteers Trudy Pengilly, Brian Gallop, Tasha Synnot and Steve Sims were all nominees in this year's Australia Day Citizen of the Year awards held in Esperance.

Brian and Trudy were nominated in the Community category for their dedication and support to the subcentre and the wider community, while Tasha and Steve were nominated under the Group category for their cast and crew performance in the local production of Les Miserables.

Trudy was honoured with the 2024 Community Citizen of the Year.

**Chittering**

Emergency Medical Technician and Volunteer Development Officer Cathy Fisher received the Shire of Chittering Citizen of the Year award.

**Corrigin**

Tania Dickson was nominated for Corrigin Citizen of the Year.

**Moora**

Natalie King, who has been a volunteer of the Moora Sub Centre for more than 12 years, received Moora's Citizen of the Year award for her contribution to her community.



**Katanning**

Chair and volunteer Barbara Groves received Senior Citizen of the Year Award.

**Mount Magnet**

Shire of Mount Magnet's Citizen of the Year jointly went to Emergency Medical Assistant Nicole King and her husband Caleb, who serves in the WA Police Force.

**Narrogin**

The highest honour of Citizen of the Year was awarded posthumously to emergency service stalwart Grant Hansen, who died on October 25 last year. Grant was the driving force behind St John WA's new patient transfer facility at Narrogin airport and was also a volunteer with Narrogin Fire and Rescue for nearly 30 years.

**Rockingham**

South West District paramedic Karen Hollings was awarded the City of Rockingham Citizen of the Year 2024 Australia Day award.



**Wundowie**

Dylan Campbell won the 2024 Young Citizen of the Year Award having volunteered his time to attend emergency situations and mentor other ambulance officers in Wundowie.

Dylan has completed a diploma in pre-hospital care and is currently pursuing a bachelor's degree in paramedicine, all while working full-time for St John WA.



**Longtime legend wins state award**

Mukinbudin volunteer of over 40 years Peter Geraghty was named RAC WA Volunteer of the Year for his career of extraordinary service to the Wheatbelt.

The Mukinbudin local joined the Kununoppin Sub Centre as a Volunteer Ambulance Officer in 1980 and has been the sub centre's secretary, treasurer, sole call-taker and ambulance dispatcher since 1985 - four decades.

Peter is also the sub centre's fleet co-ordinator and is responsible for keeping its 12 ambulances and other

support vehicles serviced and ready to go at all times, including at six locations spread 300km across the Wheatbelt.

This means he is on call 24 hours a day, seven days a week ensuring the Kununoppin crew cover 18,000 square kilometres - one of the largest patches in WA - which services the shires of Mukinbudin, Mt Marshall, Trayning and Nungarin.

With the sub centre averaging 290 calls a year spread between emergencies and patient transfers from Merredin, there are few days when Peter's phone doesn't ring.

And he hasn't missed a call yet.





## **St John WA**

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### **Would you like to help?**

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

Email us on

[volunteersourcing@stjohnwa.com.au](mailto:volunteersourcing@stjohnwa.com.au)

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

