

IMPACT REPORT

FY25



ACKNOWLEDGEMENT OF COUNTRY

St John Western Australia acknowledges the First Nations peoples of the many Traditional lands and language groups across Western Australia as the Traditional Custodians of the Country we live and work on. 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 90.



Pictured cover Event Health Officer Niamh Foster is one of a 992-strong team who celebrated 130 years of serving the WA community this year.



CONTENTS

- 02 Acknowledgment of Country
- 05 About St John WA
- 06 Highlights
- 08 Strategic Plan
- 12 Impact Framework
- 18 Group Chief Executive Foreword
- 22 Preventative
- 42 Community
- 50 Emergency
- 74 Volunteering
- 86 People

ABOUT ST JOHN WA

St John WA (SJWA) is a social enterprise dedicated to the wellbeing and health of every Western Australian. From first aid training and community care to ambulance services and urgent care, we're here to help — wherever and whenever we're needed.

With more than 9130 volunteers and paid team members, we deliver care across 2.5 million square kilometres. More than 55,000 trained community members are also registered through our First Responder App — ready to step in when every second counts.

We also partner with local communities and funders to close the health equity gap, especially in regional, remote and First Nations communities.

Our impact is guided by three strategic pillars:

HELP TO LIVE WELL — promoting healthier lives through education, prevention and culturally relevant partnerships

HELP TO CONNECT — building trust, capability and community leadership to strengthen care close to home

HELP TO RESPOND — making lifesaving tools and knowledge accessible, visible and available 24/7



HIGHLIGHTS

THE ST JOHN WA STORY

9139

team members

219,931

patients avoided emergency
ambulance and/or EDs

196

Ambulance
locations

437,648

volunteer hours donated

169

First aid
training locations

1025

fleet vehicles

6

Health Centres, with
urgent care, dental
and GP services

9592

Automated External
Defibrillator locations

1

General Practice

▶ PREVENTATIVE ◀

114,673

People trained in First Aid
in person and online

55,217

Registered Community
First Responders

3139

Trained in Mental Health
First Aid

413

St John Safe assessments

11,967

Registered Automated
External Defibrillators in WA

12,000

First Aid equipment and kit
servicing customers

327,243

connected to first aid through
training, sales and engagement

▶ COMMUNITY ◀

122,164

Urgent Care patients

187,085

General Practice patients

24,906

Dental patients

992

Event Health Services volunteers

24,550

Patients cared for through EHS

70,930

Hours donated to
3149
community events

413,647

cared for close to where they
live, work or play

▶ EMERGENCY ◀

4731

Ambulance and
transport volunteers

317,979

Triple Zero (000) calls answered

9045

Patients supported to seek care
via Secondary Triage Team

65,917

Community transport cases

108,560

Patient transfer service cases

25,283

Secondary Triage
Assessments

468,462

enabled to access care when
they needed it most

St John WA had more than **1.33 MILLION** community connections during the year by delivering or receiving education and training initiatives and care services.

STRATEGIC PLAN THROUGH TO JUNE 2026

PURPOSE

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

VALUES



LEAD WITH HEART



THINK TEAM



MAKE IT BETTER



WALK THE TALK

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 REIMAGINED

Reset the volunteer value proposition to become the leading organisation.

THE BEST PLACE TO WORK IN WA

Built 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.

STRATEGIC PLAN

PROGRESS

CONNECT AND GROW WITH OUR COMMUNITY

- Prioritise customer experience in everything we do and embed Net Promoter Score surveys for ongoing performance tracking and trend analysis.
- Customer personas developed for First Aid training to support roll-out of a new Learning Management System.
- Interview customers and stakeholders to take action and make things better.

St John WA teamed up with leading gold mining company Gold Fields to develop and pilot a new Critical Response Training (CRT) product, specifically tailored to build skills and experiences suited to working in remote WA.



BUILD A WELLBEING AND HEALTH ECOSYSTEM

- Establish and embed an enterprise-wide stakeholder engagement framework.
- Develop a stakeholder engagement tracking solution.
- Launch a strategic impact framework and identify key focus areas for wellbeing and health advocacy and impact.

New partnerships to provide scholarships for First Nations students in health professions will help build the future workforce and bridge the health inequity gap.



VOLUNTEERING REIMAGINED

- Volunteer Advisory Team embedded in the organisation to lead new pathways for volunteers.
- Launch of St John Academy WA, an after-school leadership program for school-age students.
- Development of a Volunteer Management Framework.

Launched in 2024, the Passport Training Centre removes barriers and unlocks flexibility by equipping volunteers to serve across metro and regional WA with dual-scope credentials.



THE BEST PLACE TO WORK IN WA

- Frontline activities implemented to promote development and leadership pathways.
- Values rolled out and embedded as part of workplace culture initiatives.
- Aligned digital real-time reporting for both Psychosocial and fatigue risks implemented.

A new recognition program based on the St John WA Values celebrates team members who don't just talk—they lead with heart, think team, make it better, and live our values in every action, every day.



BECOME AN EXCELLENT ORGANISATION

- Organisation transformation design complete across the organisation, including new leadership and development model for Emergency Stream.
- Work with stakeholders to implement major patient-centric and system coordination systems.
- Learning Management System (Phase 1) for first aid learners complete and compliant.

Setting a new benchmark in innovation, St John WA was a finalist in five categories at the 2025 Council of Ambulance Authorities Awards—including a win for Excellence in Technology.



IMPACT FRAMEWORK

At St John WA, we're driven by a bold ambition: connecting every Western Australian with care to benefit wellbeing and health by 2030.

To achieve this, we've introduced a new Impact Framework – a strategic lens that focuses, aligns and maps our efforts across prevention, community connection, and emergency response. It captures how our people, programs and partnerships come together to create lasting change, especially in the places where access is hardest and needs are greatest.

The three impact pillars – Help to Live Well, Help to Connect and Help to Respond – reflect the essential ingredients of resilient communities.

On their own, each pillar matters. But together, they represent a powerful ecosystem: one where early intervention reduces avoidable harm, where people are empowered to lead and care for each other, and where lifesaving tools and support are always within reach.





This framework is not just a map of what we do. It's a roadmap for where we're going — and a call to partners, supporters and funders to join us in expanding our reach, lifting outcomes, and delivering measurable, community-led impact across Western Australia.

HELP TO LIVE WELL

Promoting healthier lives through education, prevention and local partnerships.

HELP TO CONNECT

Connecting local capacity to respond, lead and care.

HELP TO RESPOND

Making lifesaving tools accessible, visible and functional 24/7 — improving survival rates and helping bystanders become lifesavers.



Promoting healthier lives through education, prevention and local partnerships



Connecting local capacity to respond, lead and care



Making lifesaving tools accessible, visible and functional 24/7
– improving survival rates and helping bystanders become lifesavers.



Warnkarunku Day in Leonora during May brought together more than 100 students and health partners for a fun, community-led event focused on first aid and wellbeing.

The initiative builds health literacy in remote areas through hands-on, culturally grounded learning and is one of the series of walkabout days supported by St John WA.

HELP TO LIVE WELL

Promoting healthier lives through education, prevention, and local partnerships.

Help to Live Well is giving people the knowledge, tools, and support they need to care for their health and wellbeing. Through culturally appropriate education and partnerships — especially in regional and First Nations communities — we support people to live well and have healthier, fulfilling lives.

- Community-led initiatives like Yarning Circles and Walkabout Days.
- Partnerships with organisations like Diabetes WA and RU OK?
- Expanding access to First Aid and Mental Health First Aid.



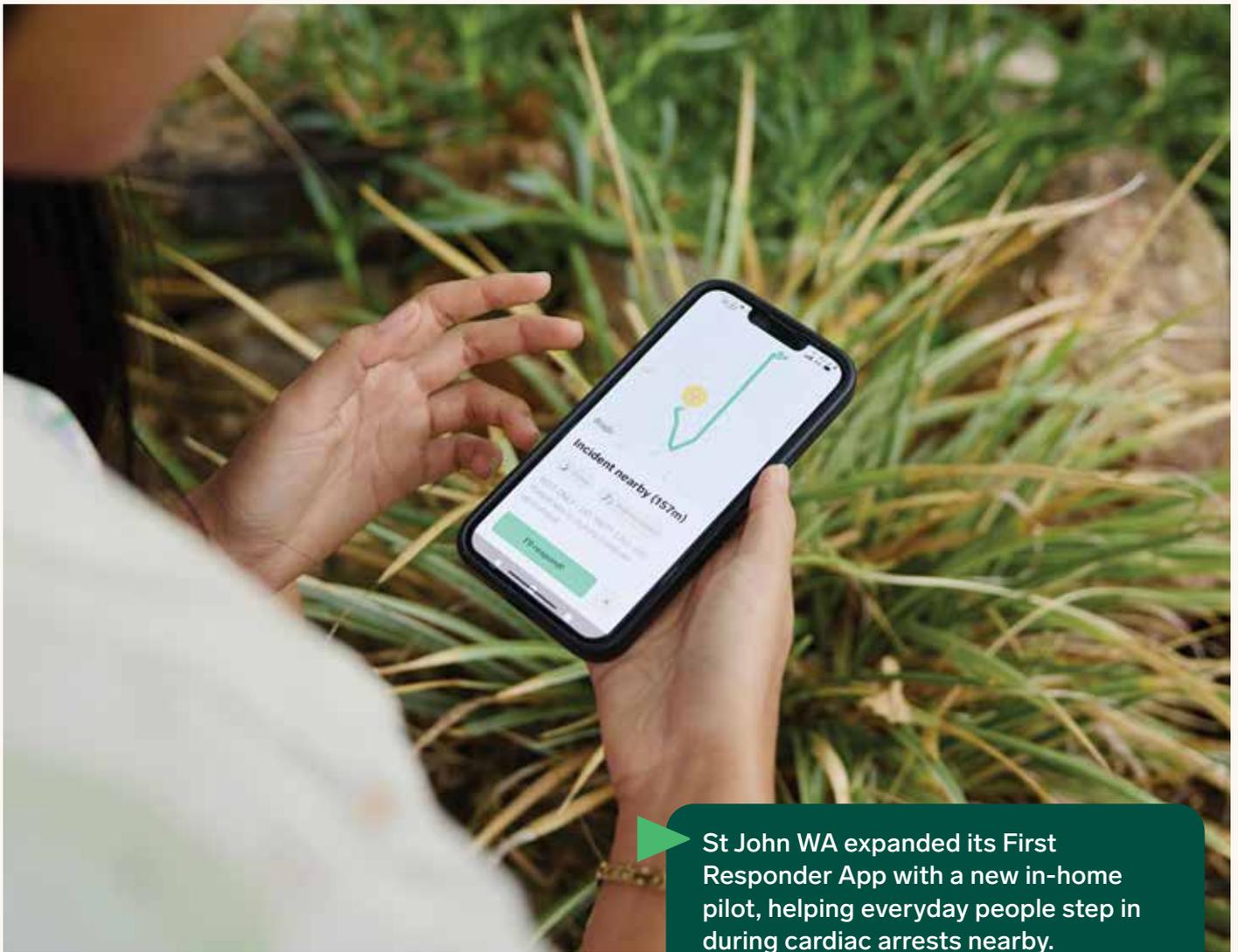
12
Yarning Circles
reaching

187
First Nations adults
Read more, page 92



2
Walkabout Days
reaching

350
school children



St John WA expanded its First Responder App with a new in-home pilot, helping everyday people step in during cardiac arrests nearby.

With just a phone and a pair of hands, trained locals are becoming lifesavers in their own neighbourhoods.

HELP TO CONNECT

Strengthening local skills and capability within communities to act and care for each other.

Helping to Connect is about building bonds between people through education, confidence for the future, and preparing for the unexpected. We aim to create communities that are united and prepared to act.

- Training and supporting volunteer First Responders.
- Encouraging participation through St John Academy.
- Providing First Nations scholarships to emerging First Nations leaders in health.



55,217
registered
First Responders



5
First Nations
scholarships



437,648
volunteer hours



112
Academy team
members



The State Defibrillator Network grew by a record 973 locations this year, including five which were donated by the Waroona Sub Centre, resulting in a remarkable 24 publicly-accessible Automated External Defibrillators (AEDs) in the local community.

HELP TO RESPOND

Making lifesaving tools accessible, visible and functional 24/7.

Help to Respond aims to increase the safety and readiness of communities in Western Australia. This includes ensuring lifesaving tools like AEDs are available 24/7, making them accessible to everyone, anytime, anywhere and supporting local sub centres and volunteers with resources to respond quickly and effectively.

- Supporting sub centres with the tools they need to expand their fundraising strategies.
- Mapping and maintaining thousands of community AEDs.
- Supporting organisations with St John Safe assessments.



9592
registered AED
locations in WA



413
St John Safe
assessments

GROUP CHIEF EXECUTIVE FOREWORD

KAYA NOONAKOORT.

This year St John WA continued to grow and adapt as a leader in wellbeing and health services for every Western Australian, supporting people in community to live well, connect with care, and respond when it matters most.

Our new impact strategy has guided this work. It focuses on three key areas: Help to Live Well, Help to Connect, and Help to Respond. These pillars keep us focused on what communities need and how we can make the biggest difference.

Under Help to Live Well, we launched our Innovate Reconciliation Action Plan in March. Uncle Neville Collard helped mark the occasion, reflecting on St John's long-standing presence in regional and vulnerable communities. Already, more than a third of our 74 deliverables have been submitted to Reconciliation Australia. On the ground, we rolled out yarning-style first aid sessions, reaching nearly 190 Aboriginal participants, and launched Walkabout Days which bring culturally relevant preventive services to regional communities.

Through Help to Connect, we strengthened our community roots. Our First Responder App saw a 9.9 per cent increase in registered users. We also trialled an in-home pilot, inviting trained St John WA team members to attend suspected cardiac arrests in nearby homes. It's early, but already showing signs of impact.

We also saw growth in volunteering – up 2.2 per cent to 437,648 hours – with strong recruitment across the regions. The new St John Academy launched in Term 1, giving young people practical skills, recognised proficiencies, and a supported pathway into health and leadership.

Help to Respond is about putting lifesaving tools where they're needed. This year the State Automated External Defibrillator (AED) Network

grew to 11,967 devices across 9,592 locations – including 3,333 accessible around the clock. No other state runs a managed defibrillator network at this scale. We work directly with community members to keep devices registered, maintained and integrated into our State Control Centre, so they're ready when someone calls Triple Zero (000).

We're also helping people avoid unnecessary hospital visits or ambulance transport to an emergency department. In fact, 33.3% per cent of ambulance incidents this year didn't result in a trip to a busy public emergency department, which is a good outcome for patients and the health system alike.

Safety stayed a top priority. More than half of all reported incidents now include a psychological element - a sign that people are becoming more aware and more willing to speak up. We also saw a reduction in lost time injury frequency rate (LTIFR) events this year, which reflects strong effort across the business to improve systems, reduce harm and make it safer to do the work.

As we continue toward our 2030 goal of connecting every Western Australian with care, we've also focused on long-term sustainability. We measured our carbon footprint, introduced electric vehicles into our Community Transport Service, and worked with partners to co-design practical programs, like a new Critical Response Training course designed for those working in some of WA's most vital industries new mental first aid health course tailored for young people in the construction industry.

In FY25, we responded to 129,419 Priority 1 ambulance incidents in the Metropolitan area – a 7.7 per cent increase on the previous year – and answered 97.4 per cent of Triple Zero (000) calls within 10 seconds. According to the most recent national Report on Government Services, St John WA achieved the fastest capital city ambulance median response time in Australia at 9.6 minutes.



Five of our initiatives were shortlisted at this year's Council of Ambulance Authorities awards — a nod to the pace and quality of change. We also supported the launch of the new State Health Operations Centre, now based in Perth city and co-located with partners including WA Health, DFES and the Royal Flying Doctor Service.

This year, we introduced a new brand platform, Here to Help. It reflects a deliberate shift in how we show up — not just in emergencies, but in everyday moments where practical support, presence and trust matter. It's a reminder that care isn't always clinical, and that our role in the community goes beyond response.

The team which deliver on that brand promise of “here to help” now comprises a total of 9139 people — including more than 1000 new volunteers and 900 paid team members recruited over the past two years. Women make up 61 per cent of our total workforce, 61 per cent of manager roles and 38 per cent of key leadership positions. This year we saw improvements in the gender pay gap across multiple streams, and we became the first emergency service in Australia to be accredited by Menopause Friendly Australia.

I want to thank our outgoing Chair, Sally Carbon, for her 12 years of service on the Board — including three as Chair. Sally has guided the organisation through complex change and helped build the governance foundations we now stand on. I also extend my thanks to Board member and former Risk and Compliance Committee Chair Andrea LeGuier, who will be finishing her final term with St John WA after eight years.

We also lost two valued members of our team — Alex Gibson MStJ and Wayne Cranstoun MStJ. Alex was a former joint Volunteer of the Year with his wife Niki, and he took great pride in his event wide range of experience. I greatly enjoyed the time I had with him volunteering with Event Health Services. Wayne was a paramedic of more than 30 years who was deeply dedicated to the Busselton community. I had the privilege of knowing both and will remember them with deep respect.

To our funders, partners and supporters — thank you. To the teams in WA Health and its Health Service Providers, WA Mental Health Commission, WA Police Force, Department of Fire and Emergency Services, Royal Flying Doctor Service, the Department of Communities, and to every person who contributed to our charitable work this year - often out of your own pocket — we appreciate your trust and backing.

To everyone across the St John WA team — thank you. Whether you strengthen communities through education and engagement, care for patients, support your colleagues or respond to emergencies, your work matters.

KEVIN BROWN

MBA, MSC, BENG(HONS), CENG, FIET, FAIM, GAICD
GROUP CHIEF EXECUTIVE OFFICER

“
**WE'RE HERE
TO HELP. AND
WE'RE PROUD
TO KEEP DOING
THE WORK.**”



MEGAN O'DONNELL

B.COMM GAICD
CHIEF PREVENTATIVE OFFICER



DARREN WEBB

B.SC
CHIEF COMMUNITY OFFICER



BRENDON BRODIE-HALL

B.ENG MBA
CHIEF EMERGENCY OFFICER



MARTYN JENKINS

FCCA GAICD
CHIEF FINANCE OFFICER



RENE ANDERSON

MHRM
CHIEF PEOPLE OFFICER

PREVENTATIVE

HELPING EVERY WEST AUSTRALIAN BE PROACTIVE
WITH THEIR WELLBEING AND HEALTH.

The Preventative Stream brings together the teams who help Western Australians live well by building everyday confidence and capability.

From first aid training and equipment innovation to youth programs, brand engagement and customer experience, every part of this stream is focused on connecting all Western Australians with the knowledge, skills, products and services they need to actively improve their wellbeing and health.

Whether it's learning CPR, accessing the right first aid kit, joining a leadership program or connecting through a community event, we're here to empower people to care for themselves, their loved ones and their communities — and to live a healthier, happier and longer life.

ST JOHN ACADEMY DEVELOPING WA'S FUTURE LEADERS

St John Academy re-imagines what building skills for life, study and future work can look like in a new contemporary program for young people aged 12 to 17.

Piloting in six locations across metropolitan and regional WA, the Academy launched in Term 1, 2025 and supports secondary school students to grow their confidence and capability through weekly term-time sessions. The curriculum blends leadership, wellbeing and hands-on health skills, offering participants a chance to earn capability badges and contribute to their communities.

Students can also work towards nationally and internationally recognised achievements such as the Duke of Edinburgh Award and the Grand Prior's Award. Just as importantly, they are introduced to meaningful pathways into health and emergency services careers.

112

enrolled team members

6

Academy locations:

- Morley
- Rockingham
- Warnbro Community High School
- Northam
- Tom Price
- Woodridge



FROM CADET TO CLINICAL LEAD – AND PODCASTER

With what's fast becoming one of the most trusted voices of authenticity and advice at St John WA, Nick Overington has made the rare leap from teenage Cadet to Clinical Lead – and now, podcast co-host.

Nick's St John WA journey began in 2011 with the Melville Cadet Division. From the outset, he knew he'd found his path and credits programs like St John Academy with having a lifelong impact. As soon as he was eligible, he joined Event Health Services before embarking on a career as an Ambulance Paramedic,

which took him across the State and into leadership roles, including Event Operations Manager and mentor in the Student Ambulance Officer program.

Today, Nick responds solo to high-acuity Triple Zero (000) calls, mentors frontline teams, and lends his voice to Clinical Practice Radio – a podcast helping clinicians across the country learn from the frontline, co-hosted with fellow Clinical Lead Megan Curry and Deputy Director of Paramedicine Andy Bell.



CHOOSING TO JOIN THE PROGRAM WILL BE ONE OF THE BEST DECISIONS YOU MAKE. EVEN IF BECOMING A PARAMEDIC ISN'T YOUR GOAL, THE FRIENDSHIPS AND SKILLS YOU GAIN ARE LIFE CHANGING.



CULTURAL AWARENESS

In Term 2, all 112 St John Academy members completed the Cultural Awareness proficiency, culminating in a vibrant celebration of culture, connection and community.

Through role plays, discussion, hands-on activities and storytelling, participants explored themes of personal bias, cross-cultural communication and inclusive leadership to learn, listen, share and build empathy.

At Warnbro Academy, the experience was further enriched by a meaningful partnership with the Warnbro Community College Stars Foundation. Four Stars participants and their coordinators joined the session, leading an afternoon of dot face painting, yarnning and shared

storytelling. Together, the group contributed to a collaborative artwork symbolising unity across the Warnbro Sound region.

This partnership created space for reflection, understanding and joy – and gave young leaders a deeper connection to First Nations culture and respectful relationships.



WHEN LEARNING BECOMES LIFESAVING

St John WA has been teaching Western Australians how to save lives for more than 130 years.

From workplace incidents to weekend mishaps, our first aid training has empowered generations to act with confidence when it matters most. Today, our training is part of a broader mission to help Western Australians live well, connect with care, and respond in emergencies.

198,918

first aid trained in-person, via digital learning, and through school programs



‘ANYONE CAN SAVE A LIFE’ COMES TRUE

A loud crunch of a car and a driver slumped in their seat set in motion the first aid training which Trevor Screaigh had just completed less than a week earlier.

Mr Screaigh was part of a Northam Clontarf Academy group who received free first aid accredited training on October 16, funded by community donations to St John WA.

Mr Screaigh held the driver’s head back against the head rest while another person rang Triple Zero (000) and a retired nurse assisted on scene until an ambulance arrived.

The first aid scenario of tilting a head back to open an unconscious driver’s airway was featured in a joint St John WA/WA Road Safety Commission’s Anyone Can Save A Life campaign to encourage road users to learn first aid.

“

I TILTED THEIR HEAD BACK AND THEY STARTED TO BREATHE AGAIN JUST LIKE THE AD ON THE TV

- FIRST AID LEARNER
TREVOR SCREAIGH

”



FIRST AID HITS HOME

When Derek Edwards completed a first aid refresher course with St John WA in July, he didn't expect to need it weeks later, let alone to save the life of his wife.

In early August, Donna Edwards began choking while eating dinner at home. Their 16-year-old son Lachlan raised the alarm, and Derek called Triple Zero (000). With Donna unresponsive, not breathing and unconscious, Derek followed instructions from St John WA Communications Officer Tegan Wix and began CPR.

For seven minutes, until the first ambulance crew arrived, Derek performed lifesaving compressions.

"When it's a loved one, it's terrifying," he said. "The training just kicked in. If I hadn't done it, I don't think Donna would be here."

Now recovered, Donna and Derek are looking forward to celebrating their 20th wedding anniversary — together.





THAT TRAINING GAVE ME THE CONFIDENCE TO ACT. WITHOUT IT, I DON'T THINK I WOULD'VE STEPPED IN

- ST JOHN WA FINANCE MANAGER (AND FIRST AIDER) ASH KRETZMANN



QUICK THINKING ASH STEPS IN

When St John WA's finance manager Ashleigh Kretzmann heard cries for help at her local shops, she didn't hesitate. A young girl, about four years old, was choking on a lollipop which had come off its stick. While others froze, Ashleigh – recently trained in first aid through St John WA – stepped in. She encouraged the child to cough. When that failed, she calmly delivered two back blows which cleared the blockage.

The girl's mother was overwhelmed with gratitude, and bystanders praised Ashleigh's calm response. But for Ashleigh, the moment was personal: Months earlier, she had witnessed a choking incident at her daughter's birthday party and felt helpless. That experience prompted her to enrol in a first aid course, with a focus on choking scenarios.

Ashleigh now urges others to update their first aid skills, saying the worst response in an emergency is doing nothing.



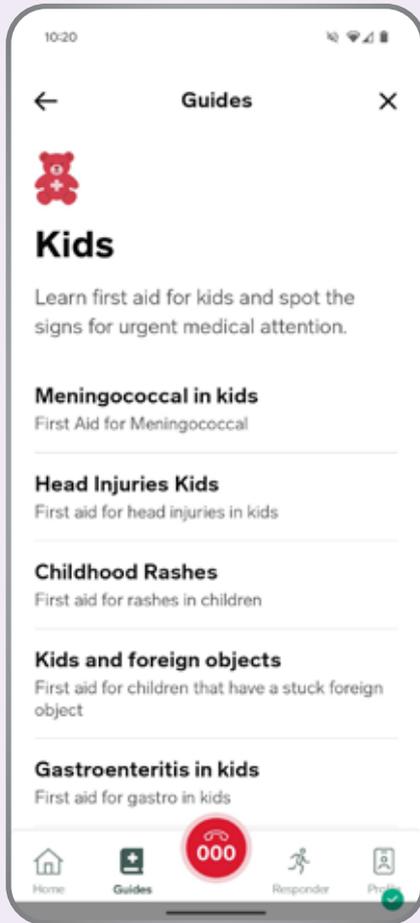
BEING THE CHANGE

Seven First Aid training centres in metropolitan Perth were furnished with Containers for Change bins during the year under a new partnership with Good Sammy.

Each 240-litre collection bin is used to collect drink containers, and are in situ at Bassendean, Osborne Park, Ellenbrook, Joondalup, Kelmscott, Rockingham and Mandurah.

Containers for Change offers a 10-cent refund per item, helping reduce waste and promote recycling. Profits from the collections will fund charitable work at St John WA, with a small percentage going to Good Sammy, supporting environmental sustainability and community inclusion.

- Partnering with Good Sammy to increase Containers for Change bins.
- 14 bins put across seven metro First Aid Training Centres.
- 10-cent refund per item shared between St John WA and Good Sammy.



KIDS' SAFETY TOP OF MIND AND TIP OF FINGERS

Tiny Tots, St John WA's specialised first aid course for parents and carers of young children, has taught first aid to 12,000 people over five years. The program is designed to build confidence in responding to emergencies involving infants and toddlers, covering choking, burns, CPR and allergic reactions.

The course's ongoing popularity prompted both a refresh of its content and the introduction of child-specific First Aid Guides in the widely-used St John First Responder App. These new guides were developed in response to participant feedback, offering quick, reliable advice for managing common childhood symptoms and helping parents decide when to seek emergency care.

Tiny Tots continues to offer practical, approachable learning to help parents feel prepared – not panicked – when it matters most.

▶ **12,000**

Tiny Tots learners over five years:

- Refreshed course content
- Child-specific first aid guides added to First Responder App.

100K GET THE ROAD SAFETY MESSAGE

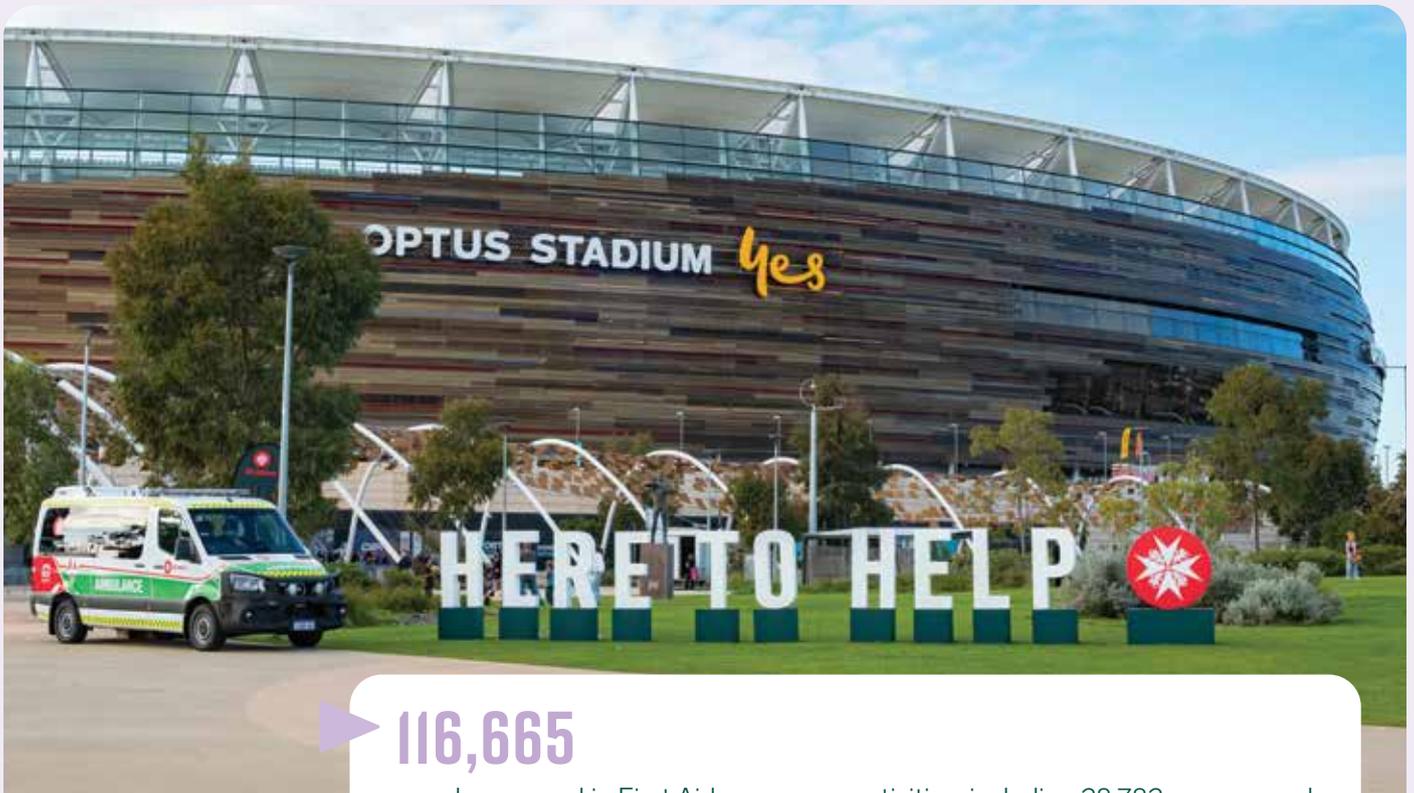
Almost 15,000 teenagers flocked to RAC Arena over two days, not for the likes of pop star Katy Perry but as part of the growing popularity of RAC bstreetsmart events with WA emergency services.

St John WA, alongside the Department of Fire and Emergency Services and WA Police Force, re-enacted a live car crash, requiring the jaws of life to free trapped actors, to public and private high school students on March 25 and 26.

▶ **100,000+**

RAC bstreetsmart participants since its 2012 inception.





▶ **116,665**
 people engaged in First Aid awareness activities, including 28,782 young people.

- First Aid Focus delivered to 86,236 school students.

FIRST AID SKILLS AT ANY EVENT

Giving every Western Australian – particularly children – the skills and confidence to respond to an emergency is a key focus of St John WA’s Youth and Community Engagement (YCE) programs. Through hands-on experiences and playful learning, these programs help lay the foundation for a safer, more resilient future.

The YCE team works alongside colleagues from across St John WA to bring first aid to life at major community events, including:

- Perth Royal Show
- Teddy Bear’s Picnic
- Government House Open Day
- Caravan and Camping Show
- Playgroup WA’s Annual Fun Day
- Lights and Sirens AFL Rounds

At the 2024 Perth Royal Show, a new interactive experience let children explore the “send for help” step in DRsABCD using a replica of the Triple Zero (000) State Control Centre – alongside ambulance tours and CPR races. These events also encouraged families to download the free First Responder App and consider joining St John WA as a volunteer.

The YCE team also joined Event Health Services and first responder agencies at Optus Stadium’s Lights and Sirens Rounds, celebrating frontline care while engaging thousands of footy fans. Five proud members of the newly-launched St John Academy took to the field as part of the guard of honour, representing the next generation of healthcare heroes. These major match-day moments helped launch the Here to Help brand platform, and brought families face-to-face with emergency crews, vehicles – and of course, Kura Bear.



WELLBEING AND HEALTH AT WORK



CRITICAL RESPONSE TRAINING

Magic happens when two safety-focused organisations come together to solve real-world challenges.

St John WA teamed up with respected miner Gold Fields to pilot a Critical Response Training course designed for those working in some of WA's most vital and remote industries.

The course builds practical, high-level capability in trauma response – skills that boost confidence across teams and could make a life-saving difference, whether at work or in the community.

Learners trained using professional-grade specialised trauma kits, and covered scenarios such as bleeding control and oxygen therapy. Importantly, the course is designed for those likely to be first on scene.

Piloted at the Bassendean Training Centre, the course involved 14 participants covering both half-day (bleeding control) and full-day (including oxygen therapy) formats and the curriculum was reviewed for clinical rigour by Paramedic Deputy Director Andy Bell.

NOT MADE OF ROCK: KEEPING MENTALLY SAFE

Mental health first aid is just as vital as physical safety when it comes to going home well at the end of the day – a message reinforced at Bruce Rock Engineering's Forrestfield site on World Day for Safety and Health at Work.

About 150 employees attended a keynote session from St John Safe First Aid Specialist Glenn Willan, who spoke on how to "Mind Your Mate" and support colleagues through mental health challenges. The company also recently invested in three St John WA AEDs as part of its broader workplace safety commitment.

St John WA research commissioned for WA Mental Health Week revealed more than 40 per cent of adults in the state have experienced or witnessed a mental health emergency, but only one in five felt "very confident" they would know how to respond.



Encouragingly, almost 70 per cent of Australians said they would be open to undertaking mental health first aid training such as St John WA's First Aid for Mental Health course.

413

St John Safe assessments in FY24/25, up 6.4% on the previous year.

3139

trained in Mental Health First Aid.

HERE TO HELP – WHEREVER YOU ARE

PARTNERING WITH COMMUNITIES TO DELIVER FIRST AID WHERE IT'S NEEDED MOST.



WARNKARUNKU DAY 2025

More than 100 students from across the Northern Goldfields gathered at Leonora Oval for 'Warnkarunku Day' – a health and wellbeing event designed to equip young people with essential life skills.

Organised by Leonora Sub Centre and the Shire of Leonora, the event focused on proactive, place-based health education and was named by local Elder Cheryl Cotterill, meaning 'good health, good healing'. Students took part in interactive sessions on first aid, mental and physical health, nutrition, hygiene and financial wellbeing.

Paramedics Peter Jensen and Jeremy Maitland-Smith, alongside local volunteers, led demonstrations on DRSABC, CPR, the recovery position and snake bite scenarios.

The day also featured activities from allied health services including Headspace, Shooting Stars and Wanslea, creating a fun, educational atmosphere, fostering health literacy and showing students they are not alone.



100+
students

Participants included Shooting Stars, Hope Community Care, Headspace, Anglicare, Centrecare, Wanslea, EarBus, Starlight and WA Country Health Service.



- Milestone initiative delivers first aid accreditation to four Year 12 students from Northam Clontarf Academy.
- Funded through community donations.

NORTHAM CLONTARF ACADEMY TEENS AIDED IN FUTURE EMPLOYMENT

Four students from Northam’s Clontarf Academy have become first aid accredited, marking the launch of a milestone initiative supported by St John WA’s Impact Framework. Delivered in partnership with First Nations specialists, the training empowers young people with lifesaving skills and opens doors to future employment.

Northam is among the first response locations to deliver first aid training in culturally appropriate ways, supported by First Nations specialists. This work was identified through St John WA’s commitment to its Innovate Reconciliation Action Plan.

Pictured: This initiative is a deliverable of the Innovate Reconciliation Action Plan.



HIF support brings first aid skills to Moorditj Noongar Community College.

BOOSTING LIFESAVING SKILLS

First Nations students at Moorditj Noongar Community College recently received lifesaving first aid training, thanks to a partnership between HIF, St John WA and Binar Futures.

Held in August, the session combined the efforts of two longstanding HIF-supported programs. HIF CEO Justin James said it was powerful to see both partnerships come together to support community health equity.

“Learning first aid from a young age empowers children and helps build safer, stronger communities,” he said.

Delivered through St John WA’s free in-school program First Aid Focus, the training is tailored for students from pre-kindy to Year 12 and includes cultural input from local Elders to ensure relevance and respect.

Binar Futures, a not-for-profit focused on Indigenous youth, also supports Moorditj students through weekly homework classes.

NEW SKILLS AND TOOLS FOR NORTH MIDLANDS

North Midlands' towns in the Mid West benefited from almost \$30,000 worth of first aid training and equipment to help save lives thanks to Beach Energy and Mitsui E&P Australia.

Dongara, Mingenew, Three Springs, Carnamah and their surrounds received free first aid education at three primary schools and two high schools, plus two accredited adult first aid courses to train community first responders. In addition, the funds serviced 86 AEDs and installed four new publicly available AEDs in Dongara.

More than 400 students at Eneabba, Mingenew and Three Springs Primary Schools, and Morawa and

Carnamah District High Schools received St John WA's specialised First Aid Focus program.

First Aid Focus is a free in-school program offering age-appropriate first aid classes for Western Australian students ranging from pre-kindy to Year 12, ensuring they are empowered to take the right steps to save a life in the event of a healthcare emergency.

Dongara District High School Deputy Principal Robyn Niemack said Beach Energy's generously funded First Aid Focus training had inspired future paramedics, doctors and nurses.



400

students trained in first aid.

4

new 24/7 AEDs in Dongara.

86

AEDs serviced.

Funded by Beach Energy and Mitsui E&C Australia.



\$10,000

raised for AEDs and first aid training in farming regions.

BOARDERS HALED FOR GENEROSITY

The Hale Boarding Farmers' Market raised an impressive \$10,000 for St John WA, supporting emergency response in rural and remote communities – especially for sudden cardiac arrest, where survival depends on quick action. The funds will help provide essential equipment like AEDs and first aid training in WA's vast farming regions.

Speaking at an assembly for National Boarding Week, student Jack Hallam reflected on the importance of volunteering in rural life and praised the collective effort behind the market's success. "Ordinary people trained to do extraordinary things," he said of St John's regional volunteers.

Pictured: Hale boarding student Jack Hallam gifting cheque to Social Sustainability Manager Angel Robins.

BEATING HEART OF STATE DEFIBRILLATOR NETWORK

Passion and grassroots advocacy helped grow the State Defibrillator Network through community fundraising, grants, first aid sales and active management of the network.

Narrogin

Thanks to a surplus device from the Dawesville Sub Centre, a life-saving defibrillator was donated to Keedac, a First Nations-focused organisation in Narrogin. The donation followed training delivered by St John WA's Yarning team, who identified Keedac's need for an AED. Keedac, which supports Aboriginal families through training and wellbeing programs, is now better equipped to respond to cardiac emergencies.

Waroona

Sub centre volunteers significantly improved cardiac arrest preparedness in their district by installing five new public AEDs, bringing the total to 24 and growing to 29 by year's end. These life-saving devices were placed in high-traffic areas thanks to local business support and community fundraising. The sub centre also hosted refresher first aid training for locals.

Northam

Following widespread publicity about popular footy star Wade Hunter's survival from sudden cardiac arrest during a 2023 game, CBH Group supplied a public AED at Northam's Henry Street Oval from donated Harvest Mass Management Scheme funds. The initiative strengthens WA's 'Chain of Survival', ensuring vital life-saving equipment is accessible where crowds gather and emergencies occur.

Mount Magnet

The town's IGA supermarket has received a community-funded 24/7 accessible AED after one of its workers suffered a sudden cardiac arrest at the start of the year. Local legend, known as Bull, is a regular fixture doing IGA deliveries and thanks to the quick actions of the St John team he was able to return to the job three weeks later.

Manning

Thanks to funding from Member for South Perth Geoff Baker, the Manning Men's Shed received a St John Safe Defibrillator Demonstration during the month of Shocktober, which is dedicated to promoting the importance of AED use in the event of sudden cardiac arrest.



11,967

AEDs registered on State Defibrillator Network, up 11.9% on the previous year.

9592

registered AED locations, up 11.3%

3333

24/7 publicly accessible AEDs in the community, up 7.8%

242

total donated AEDs across grain-growing regions thanks to CBH Group's Harvest Mass Management Scheme.



Pictured clockwise from left Waroona sub centre is among those leading the way with AED numbers.

Mount Magnet's IGA supermarket has a community-funded 24/7 accessible AED.

Survivor Wade Hunter with the CBH-donated AED at Northam's Henry Street Oval.



Up 10%:

55,217

registered First Responder App users.

Up 77%:

466

466 incidents accepted by community first responders.

PILOT PROGRAM SENDS HELP TO YOUR DOOR

The popular First Responder App (FR App) program was expanded to pilot first aid qualified St John WA team members to assist when a cardiac arrest occurs in a home during the year.

Under the six-month pilot, team members could opt in to receive notifications for the highest priority medical emergencies occurring in private residences within 500 metres of their location.

The pilot ran from December 2024 to June 2025 during which time 900 eligible in-home cardiac arrest incidents were recorded resulting in 40 incidents responded to by a St John WA first-aid trained team member in the critical first few minutes, whilst an ambulance was on the way.

The pilot underscores St John WA's commitment to community health by empowering trained individuals to act swiftly in emergencies, potentially improving patient outcomes through timely intervention.



SPRINGING IN TO ACTION

Emergency Medical Assistant and State Control Centre Communications Officer in-training, Noah Hales, was out walking his dog when he received the notification to attend an unconscious and not breathing patient.

Armed with first aid training, Noah made his way to the scene. Inside the home, a family member was giving CPR under guidance from the State Control Centre. Noah took over and began CPR until paramedics arrived.

"Having a calm helper like Noah, who is skilled in CPR, means we can do other tasks like talking to family

members to assess the situation," Paramedic Lizzy Willan said.

The app provides clear instructions and a metronome to guide compressions. It's a personal choice to respond, but with the right tools and training, every set of hands could be a life-saver.

**IT GAVE ME EVERYTHING I NEEDED
TO STEP IN** - FR APP IN-HOME RESPONSE
PILOT PARTICIPANT NOAH HALES



St John WA records best-ever cardiac arrest survival outcomes.

142

survivors - up 11%, highest in five years.

16%

of patients had an AED applied before ambulance arrival (best ever).

WA LEADS CARDIAC ARREST SURVIVAL

The 2023 St John WA Out of Cardiac Arrest Report, published during the year, revealed WA achieved its highest-ever survival rate from out-of-hospital cardiac arrest (OHCA), with 39.6 per cent of patients in the internationally benchmarked 'Utstein' group surviving.

The Utstein group includes those most likely to survive: Patients whose collapse is witnessed, whose heart rhythm can be shocked, and who receive resuscitation from paramedics. Western Australia ranked highest in Australia and New Zealand, and sat among global leaders in cardiac arrest outcomes, including Seattle & King County Emergency Medical Service, Denmark and Norway.

Highlights included:

- 142 Western Australians survived their cardiac arrest – up 11 per cent on the previous year, and the highest number in five years.
- Community defibrillator use, prior to ambulance arrival, reached a record 16 per cent of OHCA patients.
- Almost half (43 per cent) of OHCA in public places had an AED used prior to ambulance arrival, reflecting the reach and impact of the State Defibrillator Network.
- More than 80 per cent of patients who received resuscitation from paramedics also received bystander CPR.
- Over 94 per cent of cardiac arrests were correctly identified by call-takers and prioritised as life-threatening emergencies, with CPR coaching and AED guidance provided over the phone.
- SJWA Resuscitation Improvement Specialist Jason Belcher was appointed as the representative for St John Ambulance Australia (SJAA) to the Australian Resuscitation Council (ARC).

THE STORIES BEHIND THE STATS



PETER HALL

Andreas Kolm, a beach inspector with the City of Stirling for 36 years, was on holiday down south with his family when he saw UK tourist Peter Hall collapse in a Dunsborough carpark in February.

Retrieving his own personal AED from his car, he went to assist a City of Busselton worker, Steve, who had commenced CPR on Peter.

By the time the ambulance crew arrived, Peter was alive, thanks to the swift CPR and early defibrillation from two strangers.

“I always wondered what would happen if I ever needed a defibrillator. Well now I know, it saved my life,” Peter said.

Pictured: Andreas Kolm and Peter Hall.



TERRY CHAPLYN

As a 70-year-old former police officer, Terry Chaplyn wasn't too keen on asking for help when he started feeling unwell one morning in January.

But his sister Hillary insisted on calling for an ambulance and paramedics Cecilia Webbe and Connor Halliday recognised Terry was having a heart attack.

By the time the ambulance arrived at hospital, Terry had gone into cardiac arrest three times, resulting in three defibrillator shocks that brought him back to life each time.

Reuniting with his “angels” was important to Terry, who said “if it wasn't for my sister calling the ambulance, and then the two angels who saved my life, I wouldn't be here.”

Pictured: Terry and his sister Dorothy with paramedics Cecilia Webbe and Connor Halliday.



GAVIN MIPPY

Gavin Mippy knows he's lucky to be alive – “This could happen to anyone, anywhere.”

The 50-year-old Pilbara man suffered a sudden cardiac arrest while playing football in July, 2024.

His teammates performed CPR and retrieved a nearby defibrillator. After a shock, followed by more chest compressions, Gavin regained consciousness much to the relief of his wife and registered nurse Cody.

“[Gavin] had the right team lined up,” she said.

Gavin had no symptoms leading up to the arrest, despite a similar incident 11 years earlier.

“I want the community to be prepared — get trained and learn how to use this equipment,” he said. “It’s all about giving people a second chance at life.”

Pictured: As a tribute, Gavin painted a picture of his ‘chain of survival’.

ALLAN DUNCAN

Allan Duncan, 75, was swimming laps at Swan Active Ballajura when he realised from his first aid training that he was having a heart attack.

Allan alerted lifeguards to call Triple Zero (000), and SJWA paramedics Gareth and Tia arrived eight minutes later but his health deteriorated in the back of the ambulance, and he soon went into cardiac arrest.

Allan wants everyone to learn first aid - “It may save your life. It may save your child’s life. In my case it saved me twice.”



Pictured: Paramedic Tia reunited with Allan Duncan and the Swan Active Ballajura lifeguards who helped save Allan’s life.

BRINGING 'HELP' TO LIFE

Not all care looks like a clinic. Not every intervention is clinical. Across the Preventative stream, we also invest in the ways people connect, belong, and feel proud to be part of something bigger.

This year saw the launch of our new brand platform - Here to Help. More than a slogan, it's a visible reminder of what we stand for: practical, kind, and sometimes a little playful. The first activation offered warmth on the coldest day of the year — a billboard at Yagan Square that gave away socks, soup, and tissues with no catch, just comfort. Since then, the platform has continued to take shape through quiet, thoughtful interventions in the real world, new templates and tools, and the 2025 Brand Guidelines.

We also reimagined The Experience, our flagship celebration of team culture, recognition and shared learning. With more than 1900 participants in person and online, this year's conference and ball included practical breakout sessions, regional participation, and a simplified format that brought people together

without losing sight of impact. The theme – Connected Care – came to life through meaningful conversations, cross-organisational and expert insights, and inspiring speakers like renowned burns surgeon and Australian of the Year Professor Fiona Wood. Her keynote offered a powerful reflection on innovation, humanity, and the power of connection — setting the tone for a day focused on collaboration and pride.

Of course, the highlight was the Volunteer Awards in the main program – see more page 103.

Together, these initiatives show that prevention isn't just about early intervention: it's about fostering a culture where people feel recognised, informed and proud to show up.

2351

giveaways through brand activations.





COMMUNITY

ENABLING THE WESTERN AUSTRALIAN COMMUNITY
TO ACCESS HEALTH CARE CLOSE TO WHERE THEY
WORK, LIVE AND PLAY.

The Community Stream brings together the teams delivering real-world care across Western Australia – from urgent care, general practice and dental, to onsite industrial medical services and event health coverage.

Whether it's a child injured at school sport, a FIFO worker needing support onsite, or a local community member visiting their GP or dentist, St John WA is here to help people get the care they need, when and where they need it.

As the stream continues to grow, so do the synergies between services. New roles and structures are helping strengthen collaboration, clinical leadership and governance across sites and settings. One example is the creation of a new Head of Nursing for Community, a position that brings together nursing leadership across St John Health, Industry Medical Services and Event Health Services.

With 120 years behind our Event Health Services team – and a growing reach through primary and on-location care – the Community Stream plays a vital role in everyday wellbeing and health, helping keep care connected to the community.

EVENT HEALTH SERVICES

992

volunteers, up 3.5%

70,930

volunteer hours delivered,
up 15%

24,550

people helped, up 17%

3149

events supported,
including 15 as a
charitable contribution.

58

bushfire activations.





CELEBRATING 120-YEAR LEGACY

EHS marked its 120th anniversary in December, celebrating a legacy of first aid at events since its founding in 1904 as the St John Ambulance Brigade.

The milestone brought together past and present members who explored vintage ambulances, memorabilia, and museum displays, highlighting EHS' evolution.

The Divisional Leadership Awards recognised standout volunteers, with Andrew Moffat named Divisional Leader of the Year.

Chief Community Officer Darren Webb said the anniversary honoured “the dedication of volunteers and the enduring importance of first aid in our community.”



RUN-UP FOR FUN

With more than 40,000 participants and over \$2 million raised for charity, the 2025 HBF Run for a Reason once again saw the Event Health Services team at the heart of the action, keeping runners, joggers, walkers and wheelers safe across the 12km route.

To strengthen preparedness for mass events, Clinical Quality & Governance Manager Nathan Ross and Dr Mohammed Ashfaq shared insights from the Race Emergency Medicine Course (REMC), completed

Major events supported by the team in green included:

- OPTUS STADIUM SPORTING FIXTURES
- RUGBY AT HBF PARK
- ROTTNEST CHANNEL SWIM
- PERTH RUNNING FESTIVAL
- KINGS PARK LIGHTSCAPE
- CITY2SURF
- CITY OF PERTH
- CHRISTMAS PAGEANT
- PRIDE PARADE

through the World Academy for Endurance Medicine in Japan. Their learnings informed detailed planning across team structure, logistics, access points and patient data, supporting a smooth and coordinated response on the day.

“Assisting at events like these is as much about good planning and execution as it is about talented clinicians and rigorous training,” said EHS Support Services Manager Emma Kake.

VOLLIES SAVE FATHER-OF-FIVE

Runner Paul Jolly reunited with the EHS volunteers who helped save his life after he collapsed from sudden cardiac arrest near the finish line of a Perth fun run in May.

The fit father-of-five had no warning signs before losing consciousness. His survival depended on immediate CPR and defibrillation — every minute without it reducing his odds by 10 per cent.

An event doctor and bystanders quickly stepped in, followed by EHS volunteers Amy Stone and Suchi Kalia who delivered the first shock using an AED. Paramedics arrived soon after and delivered a second shock. Ten minutes later, Paul was conscious.

Reunited with Officers Amy, Suchi and EHS Command Centre Officer Jaimee Styles who coordinated the response on the day, Paul tearfully thanked them: “These girls wouldn’t have me unless you’d restarted my heart,” he said, referring to his two young daughters.



SWAPPING SCREEN TIME FOR 'REAL TIME'

Prospective volunteers were called on to “swap screen time for real time” as part of a month-long campaign across January and February to grow the EHS team.

Targeting the metro area, the campaign doubled applications with 125 new starters in February - up 40 per cent on last year.

EHS volunteers attend Perth’s biggest events, from concerts and festivals to motocross and community fairs, and these unique experiences and meaningful connections offer a real-life alternative to endless scrolling on screens.

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.



51,695
peopled helped.



AIRPORT SAFETY ON DEMONSTRATION

Perth Airport is one of Western Australia's busiest transport hubs, with 17.48 million passengers travelling through its terminals in FY25.

To meet the complex health needs of this 24/7 environment, St John WA's Industry Medical Services (IMS) team provides a dedicated Airport Medic service, delivering rapid clinical support across Terminals 1 and 2.

From June 1, the Airport Medic team has delivered more than 2376 hours of frontline care, responding to emergencies, offering early clinical intervention, and coordinating with ambulance services for timely hospital transfer.

That's 390 people helped when they needed it most, more than half between 3pm and midnight.

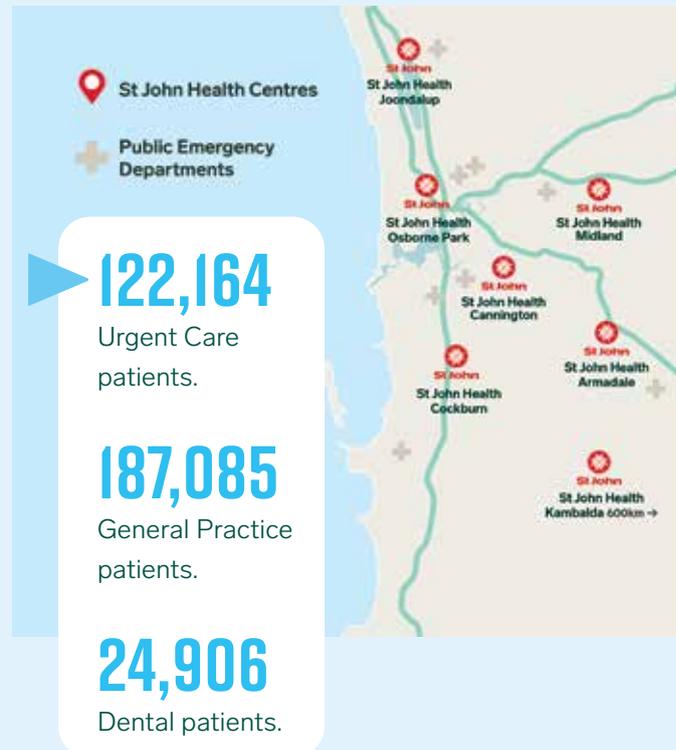
IMS continues to deliver high-quality care across diverse and remote settings – from FIFO mine sites to offshore facilities.

ST JOHN HEALTH

St John Health is growing its reach across Perth to help more people access fast, connected care when they need it.

More than 120,000 people visited our urgent care centres last year – a trusted option for walk-in treatment of non-life-threatening injuries and illnesses. In early FY26 the Armadale Urgent Care will relocate to a new, purpose-built site in Kelmscott, improving access for surrounding communities. St John Dental and General Practice services will continue to operate at the existing Armadale site.

With a strong track record in family-centred care, St John Health is here to help Western Australians live well, close to home and with confidence.



TRUSTED TO HELP WHEN IT MATTERS MOST

In March, Rick Bell walked into St John Health Kambalda with chest pain that had lingered for two days. What happened next was an extraordinary display of community-based care and calm under pressure.

Thanks to the quick thinking of the reception team, Rick was taken straight in for monitoring. Minutes later, he went into sudden cardiac arrest.

The team sprang into action, starting resuscitation immediately and stabilising Rick until the volunteer ambulance crew and Community Paramedic arrived. Together, they ensured his safe transfer to Kalgoorlie Health Campus.

All those involved – including WA Country Health Service staff – were awarded Certificates of Commendation in recognition of their outstanding response.

Operating through a fly-in, fly-out GP model, St John Health Kambalda continues to deliver trusted care in a regional community.

Pictured: Patient Richard Bell with some of the Kambalda team who saved him – Bethany Kirk and Dr Suresh.



EVERYTHING JUST FELL INTO PLACE AT THE RIGHT TIME. I HAVEN'T STOPPED SMILING SINCE THE 10TH OF MARCH

- OHCA SURVIVOR AND KAMBALDA ST JOHN HEALTH PATIENT RICK BELL.





Pictured: Notre Dame University nursing student Isha Rabadia (right) with St John Health Clinical Facilitator Nicola Heffernan and "patient" Registered Nurse Maddy Giles.

NURSING STUDENTS TEST THEIR METTLE

St John Health's Urgent Care has welcomed its first nursing students from the University of Notre Dame Australia on clinical placement during the year.

Part of the Clinical Facilitation Program, the placement offers enrolled and registered nursing students the opportunity to gain hands-on experience in one of six metro-based locations.

Students work across urgent care, general practice, occupational health, and care for all ages, with a strong focus on real-world learning.

Clinical Support Nurse Jenny Love said the program offered a supported environment for students to apply theoretical knowledge. "Our eight clinical facilitators and health centre teams go above and beyond to deliver a well-rounded experience," she said.

Also a highlight of nursing during the year, the second annual Nurse of the Year awards went to team members Grace Gawlu, Krystal Malone, Pippa Chard, Rose Ann Richards, Helen Gillon, Kerry Bruhn and Adrianna Cicchini.

“ LEARNING UNDER SUCH KIND AND KNOWLEDGEABLE NURSES AND DOCTORS WAS A PRIVILEGE

- NOTRE DAME UNIVERSITY STUDENT ISHA RABADIA

”

SMILE PART OF A DAY'S WORK

Fronting a bold new dental campaign was all part of a day's work for Medical Equipment Technician Casey Greenfield and Marketing Coordinator Jules Plant who lent their pearly whites to a photoshoot for a playful campaign promoting St John WA's six dental clinics.

Titled Your Teeth Do a Lot, the campaign creatively highlights the many and varied ways people use their teeth, sometimes in a manner they were not designed for.

Overseen by Head of Dentistry Mark Brazier, the campaign underscored the importance of regular dental care.

"Teeth are versatile and strong, but we often use them in ways they were not designed for," Mark said.



Pictured from left Jules Plant, Casey Greenfield.



DENTAL DEVELOPMENT

The dental team has continued to strengthen its clinical capability and team culture through a range of professional development initiatives.

Highlights included hands-on CPD workshops in endodontics, clear aligners, ridge preservation, practical training for dental support staff in infection control and patient recall, and the first Dental Manager Development Day. This session included training on handling difficult conversations — a key focus area raised through team feedback.

In July, a CPD evening brought dentists together to explore referral pathways for surgical cases and featured a guest session on back care and injury prevention with physiotherapist Felicity Kermode.

From clinical upskilling to communication and wellbeing, the program reflects a commitment to supporting both patient outcomes and the people who deliver them.

EMERGENCY

ANSWERING THE CALL FOR HELP BY PROVIDING TRUSTED PRE-HOSPITAL HEALTH CARE WHEN IT'S NEEDED MOST.

The Emergency Stream delivers care and transport across the full spectrum of need — from life-threatening incidents to essential journeys connecting people to wellbeing and health services. Operating statewide, it brings together Emergency Ambulance, Patient Transfer Services and Community Transport to support patients at every stage of their care journey.

It is powered by a diverse and committed workforce, including paramedics, critical care specialists, control centre teams, fleet and communication system crews, and volunteers in both ambulance and community transport teams. Together, they ensure help is available when and where it's needed most.

With 24/7 coordination through the State Control Centre, strong clinical governance, and specialist capabilities such as Special Operations, Extended Care and Critical Care Paramedics, the Emergency Stream plays a vital role in connecting Western Australians to timely, appropriate care.

METROPOLITAN AMBULANCE RESPONSE PERFORMANCE

EMERGENCY

129,410

Emergency Ambulance activity
Up 7.7%

15mins

Response time target 90%

83.3%

Down 3%

URGENT

68,646

Urgent Ambulance activity
Up 0.8%

25mins

Response time target 90%

74.4%

Down 4.5%

NON-URGENT

36,529

Non-Urgent Ambulance activity
Down 0.7%

60mins

Response time target 90%

77.1%

Down 3%

STATE CONTROL CENTRE

317,979

Calls made to Triple Zero (000)

3.4%

Increase on the previous year

97.4%

Answered within 10 seconds

COUNTRY AMBULANCE CASES AND PRIOR YEAR COMPARISON

EMERGENCY

32,767

Up 6.5%

URGENT

16,757

Down 1.5%

NON-URGENT

10,590

Up 1.7%

PLANNED TRANSPORT

27,657

Up 2.2%

St John WA met its required performance targets in FY25 with record numbers of patients supported through alternative care pathways that, in turn, avoided unnecessary transport to Emergency Departments (ED).

A total of 33.3 per cent of Triple Zero (000) calls were resolved without ambulance transport to a public ED. This is the highest proportion ever recorded and reflects the growing capability of St John WA's integrated clinical services, including the Clinical Hub and Secondary Triage Team, to deliver safe, effective alternatives to ED.

These services provided real-time clinical advice, virtual consultations and tailored care options. More patients were able to remain at home, access community care or be referred to specialist services. This more connected approach helped keep ambulances available for time-critical cases while ensuring patients received care suited to their individual needs.

QUICK RESPONSE TOPS NATIONAL LEADERBOARD

St John WA achieved the quickest median response time of all the ambulance services across Australian capital cities at 9.6 minutes, according to the Report on Government Services published in February.

Statewide, WA had the quickest median response time of 9.9 minutes, in line with Tasmania.

The Report on Government Services is published by the Productivity Commission each year and provides information on the equity, effectiveness and efficiency of government services in Australia.

The State Control Centre Triple Zero (000) call takers achieved the strongest results for the past decade, with the highest proportion of calls answered in 10 seconds or less at 97.4 per cent, only behind Victoria (97.7 per cent) and well ahead of the national median (94.9 per cent).

About 97 per cent of WA patients surveyed were very satisfied or satisfied with SJWA in line with the national median, with WA leading the nation in the phone answer time and ambulance arrivals time “being quicker than [patients] thought it would be”.



Quickest metropolitan ambulance service
Priority 1 average response times at

9.6

minutes, and 9.9 minutes statewide.

Triple Zero (000) call takers answer

97.4

per cent of calls in under 10 seconds.

STATE HEALTH OPERATIONS CENTRE OPENS

Teams dedicated to patient flow and ambulance diversion joined the new State Health Operations Centre (SHOC) in Perth's central business district this year, creating a single 24/7 integrated clinical operations environment under one roof alongside Department of Health, WA Country Health Service, WA Police Force, Royal Flying Doctor Service and other partners.

The St John WA teams which joined SHOC included the Clinical Hub's Special Service Desk, Acute Patient

Transport Collaboration Liaison Paramedic, Paramedic Navigator function within the WA Virtual Emergency Department, and the Secondary Triage Team – which also celebrated its fifth anniversary during the year.

The Secondary Triage Team was established in the early days of the COVID-19 pandemic to support patients avoid unnecessary ambulance transport and now has more than 20 clinicians who help about 180 patients a week avoid busy Emergency Departments.



Pictured: The Secondary Triage Team in their new digs at the State Health Operations Centre.

NEW RECORD ON NATIONAL STAGE

St John WA has been named as a finalist in all five categories it entered for the 2025 Council of Ambulance Authorities (CAA) Awards for Excellence, marking a record-breaking achievement and celebrating the breadth of innovation across the organisation.

Five initiatives shortlisted in national awards:

- **Clinical Practice** – Extended Care Paramedics Trial
- **Staff Development** – Family and Domestic Violence (FDV) Education Program
- **Leadership** – Menopause Friendly Accreditation
- **Mental Health & Wellbeing** – Early Intervention Physiotherapy Program (EIPP)
- **Technology** – MyOSH Clinical Incident Management System

EXTENDED CARE PARAMEDICS BRING CARE HOME

NOMINATED FOR CLINICAL PRACTICE

Launched in February 2024, the Extended Care Paramedic (ECP) program completed its first full year of operations delivering high-quality care in the community and reducing unnecessary Emergency Department visits.

ECPs are experienced paramedics with additional training and an expanded clinical scope. Working closely with the WA Virtual Emergency Department (WAVED) and GPs, they assess, treat and manage low-acuity patients in their homes, offering services such as IV fluids, blood tests, prescriptions and referrals.

Of the first 1000 patients seen by the service, more than 70 per cent were safely treated without hospital transport.

Almost **70%** of patients supported to avoid transportation to ED.

96% of patients engaged with the recommended follow-up care.

FDV EDUCATION PROGRAM NEARS FINAL GOAL

NOMINATED FOR STAFF DEVELOPMENT

A sector-first Family and Domestic Violence (FDV) education program rolled out across the organisation reached a major milestone, building the capacity of more than 2380 team members to recognise and respond to the needs of patients who may be experiencing FDV.

Delivered in partnership with specialist provider and peak body Stopping Family Violence, the initiative is backed by \$2.1 million from the Department of Communities and aims to reach 3000 emergency responders, including all paramedics, State Control Centre (SCC) team members and regional clinical volunteers.

It is the first structured FDV education program tailored for ambulance responders, including regional volunteers, filling a critical gap in Australasian ambulance training.

2385 team members completed Family and Domestic Violence (FDV) education.

114 regional sessions (delivered to volunteers across 84 sub centres and all 6 regions) and

154 metro sessions (delivered to paramedics within CEP), equipping team members with the tools to recognise and respond to FDV.

PAUSE FOR CHANGE

NOMINATED FOR LEADERSHIP

A sector-first Family and Domestic Violence (FDV) education program rolled out across the organisation reached a major milestone, building the capacity of more than 2380 team members to recognise and respond to the needs of patients who may be experiencing FDV.

Delivered in partnership with specialist provider and peak body Stopping Family Violence, the initiative is backed by \$2.1 million from the Department of

Communities and aims to reach 3000 emergency responders, including all paramedics, State Control Centre (SCC) team members and regional clinical volunteers. It is the first structured FDV education program tailored for ambulance responders including regional volunteers.

▶ Accreditation achieved by Menopause Friendly Australia.

PHYSIO KEEPING FRONT LINE MOBILE

NOMINATED FOR MENTAL HEALTH AND WELLBEING

A new Early Intervention Physiotherapy Program (EIPP) has contributed to St John WA reducing its Lost Time Injury Frequency Rate (LTIFR) for operational staff by 31.9 per cent compared with last financial year.

The program gives workers 24/7 access to triage and up to four physio sessions with Biosymm WA, without needing time off or immediate workers compensation claims. Staff report feeling more supported and less stressed compared to traditional processes.

EIPP has reduced compensation claims from average 13.8 to 12 per month, and lowered the LTIFR for operational staff from 36.1 to 24.6 — well below the emergency services benchmark of 39.3.

Following a successful pilot, the program is being expanded, with future plans to add allied health options and wellness technology.

▶ New physiotherapy program helps reduce LTIFR for operational staff by

31.9% from last financial year.

Program offers 24/7 access to triage and up to four physiotherapy sessions available to team members. Of the

56
pilot participants,

22
accessed
transitional duties,

44
received
treatment,

39
returned to
pre-injury roles.

SMARTER, FASTER CLINICAL INCIDENT MANAGEMENT

NOMINATED FOR TECHNOLOGY

A purpose-built Clinical Incident Management System (CIMS) was launched in early 2024, designed in collaboration with MyOSH for the ambulance and pre-hospital sector. CIMS replaced the outdated Workflow system and addresses long-standing gaps in data capture, classification and accountability.

The new platform offers real-time tracking, cloud-based access, advanced analytics and role-based security. It supports complex, multi-stakeholder workflows, links clinical and occupational safety incidents, and includes paramedicine-specific taxonomies.

Early results show faster triage, improved classification, and better system-wide visibility. One case involving medication error analysis demonstrated how CIMS uncovered systemic issues that would previously have gone undetected.

CIMS aligns with National Safety and Quality Health Service standards and is built for national scalability, with future enhancements including AI-powered pattern recognition and benchmarking tools.

▶ Improved reporting and management of clinical incidents.

INNOVATING WHERE IT COUNTS

From the earliest moments of life to critical moments of communication, these recent advances are making emergency care safer, more responsive, and more inclusive – especially for patients who may face barriers when it matters most.



AUSLAN INTERPRETING ENHANCING EMERGENCY CARE

A new partnership with Convo Australia has helped improve communication with Deaf and hard of hearing patients by giving St John WA crews access to on-demand Auslan interpreting via video call.

The system can be used on scene or in St John Health Centres, allowing paramedics on the road or clinicians in centres to connect with accredited interpreters in real time. It's the first time a service of this kind has been implemented by an Australian emergency services provider.

Paramedic Lauren D'Arcy, who advocated for introduction of the service and improving the experience for Deaf and hard of hearing patients when experiencing an emergency, said the change is already making a difference.

First emergency service in Australia to implement on-demand Auslan interpreting.

About

20 HOURS

of translation enabled since inception.

Empowers first responders to deliver equitable, culturally appropriate care to Deaf and hard of hearing patients.

“

HAVING INTERPRETERS ALLOWS US TO PROVIDE CULTURALLY SAFE AND APPROPRIATE CARE FOR DEAF AND HARD OF HEARING PATIENTS

– PARAMEDIC AND ADVOCATE LAUREN D'ARCY

”

HELPING PRE-HOSPITAL MATERNITY CARE

St John WA's State Obstetric Referral Call (STORC) service continues to lead the way in pre-hospital maternity care, combining frontline expertise with a strong focus on safe outcomes for birthing parents and newborns.

Established in 2023 by dual-registered paramedic and midwife Melissa Gardiner, STORC provides 24/7 clinical support to paramedics managing unplanned out-of-hospital births. Melissa Gardiner has previously presented STORC to the Australian College of Midwives National Conference in Melbourne, as well as written two magazine articles on the initiative.

The service was recognised by WA Country Health Service and nominated for Maternity Service of the Year by the Australian College of Midwives.

The service received 438 calls and consults during the financial year, with about 10 per cent from regional and remote first responders. Some of the most challenging but important calls are from clinicians caring for people experiencing pregnancy loss and in need of crisis and emergency care.

Melissa is also helping drive innovation in neonatal education through a separate research collaboration

with Edith Cowan University. Together with Clinical Quality & Governance Manager Nathan Ross, the team received a \$45,000 Research Acceleration Award from the Women and Infants Research Foundation to pilot NEONATE in VR — a first-of-its-kind virtual reality training tool simulating neonatal emergencies for student paramedics and midwives.

To date, 49 Ambulance Paramedics, 19 Volunteer Ambulance Officers and 36 Edith Cowan University paramedicine students have completed the training, with more to come, and the program won a Merit Award at WA's premier technology awards, the INCITE Awards.

▶ **438** consults supporting clinicians responding to obstetric emergencies.

\$45,000 grant for virtual reality training research.

State Obstetrics Resource Coordination (STORC) nominated for recognition from the Australian College of Midwives.

SWIFT RESPONSE ENSURES SAFE HOME BIRTH

An unplanned home birth in Albany highlighted the impact of regional teamwork, with support from paramedics and volunteers.

On the morning of 16 May 2025, expectant mum Jenna Gibellini experienced a rapid labour, leading to the birth of her third child in her bathroom.

Her husband, Kyle, called Triple Zero (000) resulting in St John WA paramedic Gerard Monks and volunteer ambulance officer Lisa Kelder arriving within five minutes. Baby James was born just 10 minutes later, presenting with the umbilical cord around his neck.

Drawing on 26 years of experience, Gerard was able to successfully manage the situation and mum and bub are doing well.



SPOTLIGHT ON THE STATE CONTROL CENTRE

Behind every Triple Zero (000) ambulance call in Western Australia is a team of trained professionals working calmly under pressure to connect people in crisis with the help they need.

St John WA's State Control Centre plays that critical role – answering 711,435 calls over the past year, including 317,979 emergency calls which is a 3.4 per cent increase on the year prior.

For the second year running, the team achieved a benchmark result, answering 97.4 per cent of emergency calls within 10 seconds, and delivering high caller satisfaction as independently reviewed by the Council of Ambulance Authorities.

The team describes itself as the “first voice of help and comfort during times of crisis” – offering not just technical precision, but compassion, courage and calm.

Their mission is clear: to support people through their most vulnerable moments and make a life-changing difference with every call. From clinical triage and emergency dispatch to coordination with other services, the State Control Centre operates 24/7 to keep communities



DISPATCHER OF THE YEAR

Just two years after transitioning from the construction industry, State Control Centre Emergency Medical Dispatcher Nathan Halbert has been recognised as the St John WA Dispatcher of the Year.

Nathan's approach to emergency calls is notably personal and conversational, providing comfort and clear guidance to callers in distress.

Reflecting on his rapid progression, Nathan credits the comprehensive training and unwavering support from his colleagues.

“You always have a high level of support in the room and your colleagues always have your back, so it has been pretty smooth sailing since the end of training.”

▶ **317,979**

Triple Zero (000) calls.

97.4%

of calls answered in 10 seconds.

“

**BY THE TIME YOU
ARE INDEPENDENT
AND TAKING CALLS,
YOU HAVE GOT ALL
THE NERVES OUT OF
THE WAY**

– NATHAN HALBERT,
ST JOHN WA
DISPATCHER
OF THE YEAR

”



ART OF EMERGENCY CALL HANDLING

Gareth Miller, an Ambulance Network Coordinator in the State Control Centre, has channelled his 13 years of emergency call handling experience into art – and it earned him a finalist spot in the City of South Perth’s Emerging Artist Awards.

His hand-drawn self-portrait, titled *Okay, tell me exactly what’s happened*, reflects the emotional toll and meaningful moments of his career in the SCC.

“The title is the first thing we ask after getting a caller’s details,” Gareth said. “It’s where we start helping.”

Among his most memorable experiences is guiding bystanders through childbirths over the phone. His artwork includes *The Body Keeps the Score*, a book about trauma, and a pink ‘Stork Club’ mug – celebrating both his daughter and his involvement in numerous successful deliveries.

“ **DRAWING HELPS ME PROCESS THE STRESS. HAVING CREATIVE OUTLETS AND TIME WITH MY FAMILY KEEPS ME GROUNDED**

– ARTIST AND AMBULANCE NETWORK COORDINATOR GARETH MILLER ”

WHEN COMPLEXITY CALLS

As a designated combat agency under Western Australia's emergency management arrangements, St John WA plays a critical role in multi-agency incident response. From vertical rescues and bushfires to sieges and confined space incidents, St John WA works alongside other emergency services agencies preparing for – and helping WA – on its toughest days.

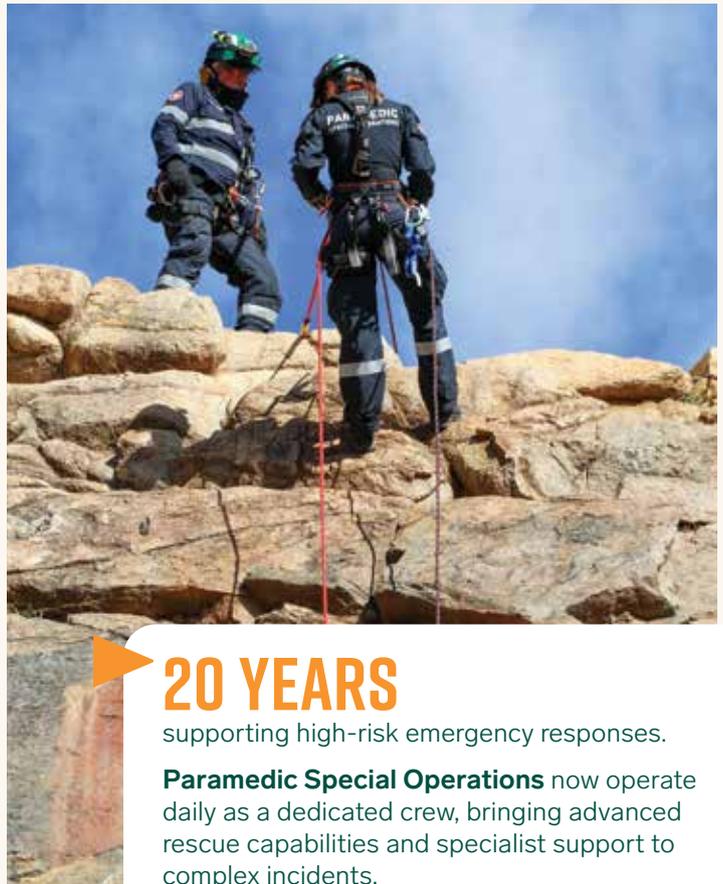
MARKING 20 YEARS OF SPECIAL OPERATIONS EXCELLENCE

From vertical rescues to siege support, confined spaces to major fires, St John WA's Special Operations Paramedics (PSOs) have spent 20 years stepping into WA's most dangerous emergencies to support safety, coordination and patient care.

Established in 2004, the team evolved from surface-only operations to a highly trained, multi-skilled unit of 22, operating in partnership with DFES, WA Police and WA Health.

In 2024, PSOs began operating daily as an on-road unit, bringing advanced rescue capabilities to the front line.

PSOs maintain 38 specialist competencies including HAZMAT, vertical rescue, confined space and breathing apparatus - ready to respond when conditions are too extreme for standard crews.



20 YEARS

supporting high-risk emergency responses.

Paramedic Special Operations now operate daily as a dedicated crew, bringing advanced rescue capabilities and specialist support to complex incidents.





OPERATION HERMES

More than 50 St John WA team members joined “Operation Hermes” — a full-scale mass-casualty training exercise at Perth Airport involving more than 300 participants from key emergency agencies.

Simulating a hard landing with fuel onboard and 60 casualties, the scenario tested triage, treatment, and transport capabilities. Event Health Services, metropolitan and regional ambulance teams, Paramedic Special Operations and Clinical Leads worked alongside WA Police, Department of Fire and Emergency Services, Australian Federal Police, and others to deliver coordinated care in a complex, high-pressure setting.

LEARNING ON THE FRONTLINE

Whether it's through university partnerships, peer mentoring, or lived experience, St John WA is investing in the growth and development of paramedicine professionals across every stage of their journey.

BUNBURY PLACEMENT A FIRST FOR PARAMEDICINE STUDENTS

In a WA-first, paramedicine students are now able to gain experience in the regions under a collaboration between St John WA, Edith Cowan University (ECU), and the University Department of Rural Health South West.

ECU students Mikaela Muller and Nicholas Durrant spent two weeks on placement in Bunbury, completing eight on-road shifts, more than typically offered in metro placements. The experience gave them valuable clinical exposure and a deeper understanding of regional healthcare challenges.

Spearheaded by St John WA paramedic Justin Ingrey, the placement aims to build interest in rural health careers by giving students hands-on experience in supportive, real-world environments. With strong early feedback, it marks a promising step toward growing a sustainable regional workforce.



THE BIGGEST THING I'VE LEARNED IS THAT YOU HAVE TO BE ABLE TO ADVOCATE FOR THE BEST PATIENT OUTCOME"

- ECU PARAMEDICINE STUDENT NICHOLAS DURRANT

PARALLEL PATHS

Jana Biddle became a paramedic intern after her interest was sparked by personal experience — recovering from a serious road accident at 18 that left her managing chronic pain.

Her mum, Kirsten Janke, was her main support through that recovery. Today, she brings the same calm and capability to her role as a Community Transport Service volunteer, where her bilingual background helps her support a wide range of clients.

Jana says her mum has always shown up for others, even while juggling study, work, and family: "Even when she was studying for her social work degree and working, she was still looking after her parents and looking after me."

Kirsten says Jana has a natural ease with people: "She's just naturally a caring person."



A mother and daughter bring lived experience and community connection to their roles.



Pictured: Paramedics Nick Wagstaff, Alisha Riebel, Jane Jennings, Hwee Lim, Nicole Cropper, and Michael Moore with ECU students Natasha van der Wolff and Natasha McDonald.

CELEBRATING MENTORSHIP AND COMMUNITY

St John WA's University and Industry Engagement Program is helping build the next generation of confident, capable paramedics by pairing students with experienced mentors across Western Australia.

Every day of the year, two dedicated mentoring ambulances are on the road enabling students and observers to join frontline response crews across metropolitan and regional WA. In addition, some supported shifts take place in State Control Centre where emergency calls are handled and response vehicles are dispatched.

On track for
1700
supported
mentoring shifts.

UP-AND-COMERS ARE BRIGHT SPARKS

Three outstanding Edith Cowan University (ECU) students were presented with St John WA awards at the 2025 School of Medical and Health Sciences Prizegiving Ceremony in March.

As part of the growing ECU-SJWA partnership, Head of Wellbeing, Safety and Injury Management Rudi Brits and Urban & Coastal Operations Lead Brooke Cook awarded \$250 book vouchers to Event Health Officer Lauryn Consantino, Emergency Medical Assistant Briony Robinson and Mackenzie Ibbotson for excellence in cultural understanding and female leadership.

All three students will undertake SJWA-facilitated Clinical Placements across rural and remote WA in the coming year.



Student Leadership Award
– Lauryn Consantino, presented by Brooke Cook.



Academic excellence award (1st Year)
– Briony Robinson (accepted by Alecka Miles), presented by Rudi Brits



Academic excellence award (2nd Year)
– Mackenzie Ibbotson, presented by Rudi Brits.

SHINING A LIGHT ON PARAMEDICINE

From the streets to the studio, St John WA is helping raise the profile of paramedicine – showcasing the profession to the public and strengthening clinical knowledge within it.

PARAMEDICS COMES TO WA

A camera crew joined St John WA team members on road for 10 weeks of filming for the 2026 season of popular Channel 9 TV program Paramedics. St John WA brought the program to WA for the first time, noting the efficient filming process minimising impact to patients and put their consent firmly in the driver's seat.

Filming began in March and concluded in June 2025 and not only showcases the vital work of frontline teams but also provides the public with a deeper understanding of the complexities involved in pre-hospital care. The upcoming season is set to air in 2026.



WA paramedics to be featured in the 2026 season of Nine Network's **"Paramedics"** TV series.



CLINICAL PRACTICE RADIO

St John WA's inaugural public podcast Clinical Practice Radio (CPR) launched in 2025 to five star reviews and, at the time of publication, sat in the top 10 per cent of Buzzsprout podcasts across Australia.

It provides clinicians at all levels with access to the latest evidence-based research and discussions on clinical practice, offering valuable insights to enhance their practice.

Hosted by Deputy Director of Paramedicine Andy Bell, alongside Clinical Leads Megan Currie and Nick Overington, the podcast aims to serve as a platform for sharing insights and fostering professional growth.

"The podcast intends to be a conversation starter and an opportunity for paramedics and other clinicians to get new ideas, rethink old concepts and challenge existing thoughts," Andy said.



New clinical podcast launched.
1000 downloads in first week.



Pictured: Psychology and Wellbeing Services Manager Janice Wong and Paramedic Rachel Hutt with the Public Information Support Guide.

SUPPORT THAT STAYS AFTER WE GO

A new Public Information Support Guide launched during the year giving patients, families and bystanders clear, compassionate information after an emergency.

Developed by Paramedic Rachel Hutt and piloted with the Albany team, the guide draws on experience from both WA and Victoria. It's designed to answer common questions and offer immediate support when emotions are high and time is short.

The pocket-sized booklet includes guidance on what happens next, where to seek help, and how to access mental health and bereavement support. It also tackles practical matters, such as how ambulance billing works, with QR codes linking to more information online.

Available in every ambulance and on the St John WA website, the guide helps close the loop on care.

CREATING A SAFER PLACE TO WORK

In line with the strategic ambition to make St John WA the best place to work in Western Australia, the organisation continues to invest in a proactive, accountable and inclusive safety culture.

St John WA made steady progress in safety performance, injury prevention, and wellbeing support across operations including a significant reduction in the Lost Time Injury Frequency Rate (LTIFR), which dropped by 26.5 per cent to 17.5 – exceeding internal target for ambulance services. Workers' compensation claims also fell to their lowest level in more than five years, reflecting sustained improvements in early intervention and return-to-work practices.

Psychosocial hazard reporting has increased, with over half of all incidents now including a psychological element, demonstrating greater awareness and a stronger culture of reporting.

Ownership of safety continues to be embedded across service streams through the Road to Better Safety committee structure, while the deployment of Regional Wellbeing Support Coordinators to the South West and Wheatbelt has strengthened local support.



Pictured: Tiq Rehman Health and Safety representative finalist.

Stryker Pro roll-out wins health and safety award.

Safety Representative Tiq Rehman, a finalist.

27

team members nominated for internal Safety Recognition Awards.

WIN ON A ROLL

In October 2024, St John WA was awarded for Best Solution to a Work Health and Safety Risk for its Stryker Pro stretcher roll-out. This category recognises innovation, implementation and/or design of systems or procedures to improve health and safety. In addition to winning this category, Paramedic Tiq Rehman was a finalist in the Health and Safety Representative of the Year awards which recognises an elected health and safety representative who has made a significant contribution and demonstrable difference to health and safety in the workplace.

In addition, the St John WA's Safety, Wellbeing, and Injury Management team recognised 27 team members for their continual demonstration of promoting a good safety culture among their colleagues and the wider organisation.



Pictured: Dr Gayle Christie presenting at the conference.

INSIGHTS INTO TRAUMA CARE

The WA State Trauma Conference in October was co-hosted by St John WA for the first time, alongside the Royal Perth Hospital team to explore the evolution of trauma care locally and globally.

Keynote speaker Professor Teo Li-Tserng shared his experience leading trauma centres and disaster responses in Singapore, and St John WA Medical Director Dr Gayle Christie also presented.



2168 fit tests conducted on 1130 customers, including 430 students.

8093 fit tests conducted on 3,054 SJWA team members, including 939 Paramedics.

BREATHING EASY

In industrial workplaces, respirator fit testing is important for individuals who wear respirators for work or other activities to have a proper fit, as a poorly fitting respirator may not provide adequate protection.

St John WA provides this important service to ensure a respirator properly fits the user and provides the intended level of protection against respiratory hazards, as well as delivering its own fit testing to frontline Paramedics.

The Respiratory Protection Program serviced more than 1000 commercial customers, and more than 3000 team members were tested at 117 urban and rural locations, ensuring widespread access and coverage.

PATIENT AND COMMUNITY TRANSPORT

COMMUNITY TRANSPORT MARKS 10 YEARS

What began as a small volunteer-led initiative in 2015 has grown into a vital service delivering almost 350,000 safe and reliable journeys across Western Australia.

The Community Transport Service (CTS) now operates from 11 locations statewide, helping people access medical care, appointments and community services when other transport options aren't available. It's made possible by the dedication of hundreds of volunteers who bring care and compassion to every trip.

In its 10th year, CTS also became the first public patient transport service in WA to adopt a hybrid fleet — reducing fuel use by around 40 per cent per vehicle and improving comfort for passengers and drivers alike.

With a focus on sustainability, dignity and connection, CTS continues to evolve — proving that transport can be about more than just getting from A to B.

Almost

350,000

safe and reliable journeys.

11 locations.

10 years of service.

10 YEARS OF COMMUNITY TRANSPORT SERVICES

2015:

- Community Transport Services (CTS) starts reducing the use of stretcher and wheelchair vehicles for non-clinical clients.
- Service starts with hire cars and plans to purchase vehicles.
- Volunteers shared between Event Health Services (EHS) and CTS to cover shifts.
- Run Sheets are Word documents printed for volunteers to enter details into GPS to navigate.
- Mid-June: One of the first jobs (dialysis patient picked up).



2017:

- Business grows with provision of transport for outings, day centre and medical appointments.
- Emphasis on volunteer recruitment and increasing fleet size.

2017/18: (FINANCIAL YEAR)

- Expansion of the fleet including an additional 12 new vehicles for community transport.



2019:

- CTS in Kambalda begins servicing from the St John Health clinic.



2015 / 16

2016 / 17

2017 / 18

2018 / 19

2019 / 20



2016:

- Dedicated CTS Volunteers recruited.
- July: First three Honda Odysseys delivered.
- September: First use of PTS Scheduler to generate Run Sheets followed by implementation of Pocket CAD phones to all fleet.

2016/17: (FINANCIAL YEAR)

- Launch of Hopetown and Ravensthorpe community transport vehicle.



2018:

- CTS awarded contract to service 'Over-65 clients' by the Department of Health.
- CTS gains expression of interest in regional WA.

2018/19: (FINANCIAL YEAR)

- 29,428 community transport cases.
- Number of people utilising CTS increased by 76%.

ROD'S SECOND ACT

After retiring, Rod Caton found himself busier than ever - this time behind the wheel for others.

Rod first came across the Community Transport Service as a passenger, relying on it for medical appointments while managing type 2 diabetes. When he realised there were few drivers from the Perth Hills, a friendly chat with a volunteer inspired him to sign up himself.

Now Rod's out on the road weekly, taking passengers from as far as Two Rocks and Bunbury for essential appointments.

"I love driving and I love chatting to people as I go," he said. "You have no idea about the different jobs and lives people have led."

A proud Aboriginal elder, Rod also volunteers with local First Nations organisations and cares for four beloved dogs – two greyhounds and two chihuahuas. The flexibility of CTS volunteering fits his lifestyle perfectly.

He's picked up new skills, including first aid, and has even used them in the community.

IF YOU'VE GOT THE TIME, LIKE DRIVING, AND ENJOY MEETING PEOPLE, JUST DO IT

- COMMUNITY TRANSPORT VOLUNTEER ROD CATON

2021:

- St John Giving and HIF launch new community transport service for South West residents.
- CTS continues its service in recovery for clients socially isolated due to COVID.

2021/22: (FINANCIAL YEAR)

- 43,992 cases (up 17.4% from year before).



2023:

- HIF supports expansion of CTS in Northam.



2020 / 21



2020:

- CTS continued providing transport for essential medical appointments during COVID.

2021 / 22



2022:

- Contractual changes with Department of Health see the start of paid Community Transport Officers to service 'Over-65' clients.

2022 / 23

2023 / 24

2024 / 25



2025:

- Transformation of CTS and Patient Transport Services (PTS) to form Patient and Community Transport Services (PaCTS).
- February: introduction of hybrid vehicles into CTS, marking the first hybrid fleet dedicated to serving the WA public

COUNTRY OPERATIONS

COUNTRY AMBULANCE KEY



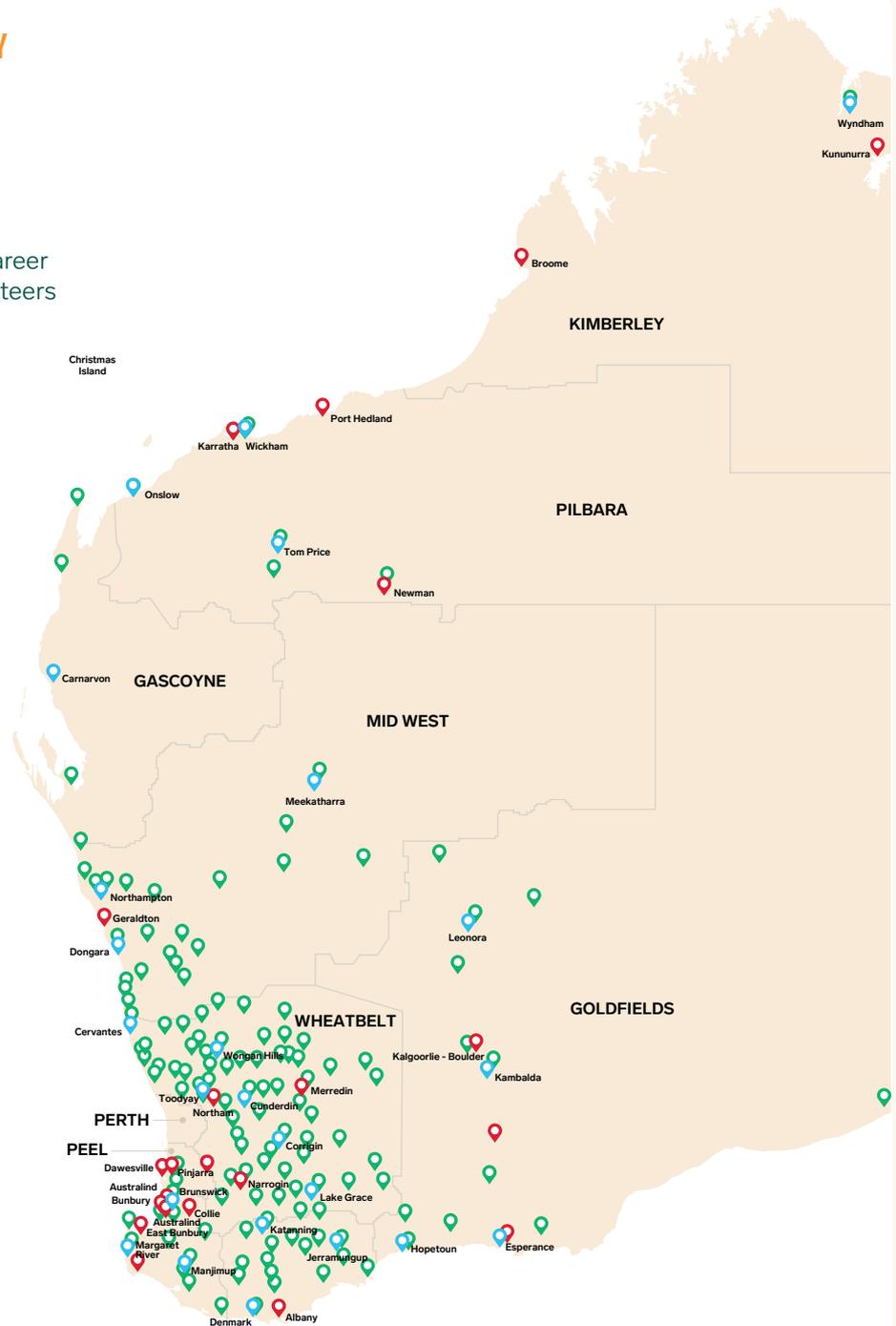
COMMUNITY PARAMEDICS
Support volunteers in surrounding areas



HYBRID STATIONS
Teams include both career Paramedics and volunteers



VOLUNTEER SUB CENTRES AND BRANCHES
Volunteer-led and locally managed



REGION	CASE NUMBERS
KIMBERLEY & CHRISTMAS ISLAND	8466 ↑0.2%
PILBARA	7765 ↑4.1%
MID WEST & GASCOYNE	10,428 ↑5.2%
GOLDFIELDS/ESPERANCE	9540 ↑0.7%
WHEATBELT	14,167 ↓0.3%
GREAT SOUTHERN	10,731 ↑7.6%
SOUTH WEST	32,810 ↑4.3%



TEAMING UP

In recognition of growing regional demand, more paid paramedics joined teams in five key regional locations – Albany, Geraldton, Broome, Carnarvon and Jurien Bay.

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

The 12.2 additional FTE paramedics allowed Albany to deploy a full-time night shift crew, and Carnarvon to work towards transitioning to a hybrid volunteer/paid model.

The initiative included 1.2 FTE in relief coverage for Community Paramedics, including in Jurien Bay.

▶ **12**
additional full-time
equivalent (FTE)
Ambulance Paramedics
for the regions.



HARVEY CELEBRATED

St John WA Harvey team celebrated 90 years of operations in May, with a proud ambulance history dating back to April 1935, when a Ford V8 ambulance cost £360.

After operating as a volunteer-only sub centre for 88 years, it transitioned to hybrid model in 2023, with the South West region being recognised as an operational growth corridor.

The introduction of two paid paramedics to the sub centre has provided more support to the dedicated local volunteer base of 48, and the broader community.

Harvey also was recognised with Community Group Award at the Shire of Harvey Homegrown Heroes Community Awards in 2025.

CONNECTION AT HEART OF GREAT SOUTHERN FORUM

Volunteers from across the Great Southern came together in Albany in May for a St John WA Great Southern Volunteer Forum, celebrating National Volunteer Week. The day offered connection, learning and recognition – a rare chance for volunteers, some based hundreds of kilometres apart, to share stories and strengthen ties.

The event featured special guests including former Olympic hockey coach Dr Ric Charlesworth, who spoke about teamwork and resilience, and two former patients who shared their powerful stories of survival – each cared for by local St John volunteers. From a light plane crash near Jerramungup to a farming accident in Denmark, their gratitude was a moving reminder of the impact volunteers make.

Community Paramedics also demonstrated a cardiac arrest scenario from Triple Zero (000) call to recovery, while leaders like Andy Bell and Mark Hill shared their paramedicine journeys. District Operations Manager Toni Melia said the day was designed to inspire, connect, and acknowledge the essential role volunteers play in their communities.



80

volunteers connect across region.



“ THE MINDSET OF BUILDING A SERVICE FOR THE COMMUNITY, BY THE COMMUNITY, HAS ALWAYS BEEN THE CORNERSTONE OF OUR SUCCESS

- TOODYAY SUB CENTRE CHAIR
PAM TENNANT



80 YEARS OF SERVICE

Toodyay celebrated 80 years of St John WA service, honouring generations of volunteers who have kept the town safe since 1944.

From humble beginnings in borrowed sheds to a purpose-built facility on Stirling Terrace, the sub centre now responds to more than 400 callouts a year.

The team also runs a busy Community Transport Service, can be found at community events throughout the year and delivers first aid education across the community.

Toodyay Sub Centre chair and volunteer of 29 years Pam Tennant thanked all the volunteers who had given their time and energy to help the service grow.

“Without the hard work, dedication and persistence of those who have gone before us, we would not be in this enviable position that we are in today.

“The mindset of building a service for the community, by the community, has always been the cornerstone of our success,” Pam said.



Pictured: Volunteers gathered at the sub centre on August 31, to celebrate the lives touched and the impact made by the service over eight decades.

VOLUNTEERING REIMAGINED

Volunteering has always been part of the St John DNA – from the community-led sub centres of regional WA to the green uniforms seen at major events and countless support and behind-the-scenes roles. But as WA changes, so do the needs, expectations and opportunities for people who give their time and skills.

This year, St John WA has taken active steps to refresh the volunteer experience by reducing barriers, increasing flexibility, and improving development pathways. In fact, during the year 74 volunteers from EHS and Country Ambulance were accepted into a Medic program. It's about honouring the legacy of our volunteers while reshaping what it means to serve with the organisation today and into the future.

By embedding volunteers more deeply in decision-making, providing better training and recognition, St John WA is working towards being the state's number one volunteer organisation by 2030 – where helping to give back feels good, fits better, and goes further.



AMBULANCE
VOLUNTEER

AMBULANCE
VOLUNTEER

AMBULA

16ZL 62

VOLUNTEERING A PASSPORT TO EVERYWHERE

Since its launch in mid-2024, the Passport Training Centre in Belmont has become a pivotal training hub for volunteers, delivering tailored programs that streamline the pathway to dual-scope service and expand volunteer reach across the state.

By undergoing Conversion Courses and the Continuous Education Program (CEP) for Volunteer Ambulance Officers (VAOs), team members receive a 'Volunteer Passport', a virtual credential that facilitates seamless volunteering across Event Health Services and their sub centre or hybrid station.

This innovative model provides flexibility for metro-based volunteers wanting to support rural and remote operations without undertaking extended travel or training evenings.

96

volunteers have completed programs at the Passport Training Centre:

51

through continuous education program.

34

through Event Health to Emergency Medical Assistant conversion.

2

from Emergency Medical Assistant to Event Health conversion.

9

participated in Stryker training.



MANY FACES OF STEVE

Steve Fraser is a man of many talents, renowned photographer. Intrepid traveller. Businessman. And one of St John WA's most decorated volunteers.

Steve has taken advantage of the Passport Training Centre by completing his annual CEP for Event Health Services and combining the requirements of his Emergency Medical Technician CEP competencies. This has facilitated Steve to complete more volunteer hours.

"The PTC has made such a huge difference for metro-based volunteers who also love supporting country areas," Steve said.

VOLUNTOURISM A NOVEL WAY TO SAY G'DAY

In the world's largest single ambulance footprint, St John WA's Voluntourism program gives volunteers the opportunity to serve remote communities while building skills, confidence and unforgettable life experiences.

Launched in 2020, Voluntourism supports volunteer ambulance officers to travel across WA and join sub centres which experience high demand. With travel and accommodation covered, volunteers can immerse themselves in different regional environments while making a meaningful impact.

Emergency Medical Technician Sharon Batchelor has embraced the program wholeheartedly, clocking up more than 44 weeks in locations like Broome, Leonora and Wyndham.

"Voluntourism is the best thing I've ever done," she said. "It's the best way to gain confidence and skills."

Dunsborough volunteer Jenny Howe mapped out her roving adventure in 2021 and has since found a second home in Eucla.

With volunteers responding to everything from trauma to remote highway emergencies, Voluntourism is strengthening patient care and community connection in some of WA's most isolated regions.

GET AS MANY SKILLS UNDER YOUR BELT AS YOU CAN AND DON'T HOLD BACK - BE AN ADVENTURER

- DUNSBOROUGH VOLUNTOURISM ENTHUSIAST JENNY HOWE



- Hundreds of rural and remote Triple Zero (000) calls supported by roving voluntourists.
- Sub centres strengthened and team members gain exposure to high-acuity, diverse clinical experiences.



LEND A HAND ANYWHERE YOU WANT PERMANENT VOLUNTOURISM LOCATIONS:

- | | |
|-----------------|-----------|
| CARNARVON | LEONORA |
| EUCLA | SHARK BAY |
| HOPETOUN | WAROONA |
| IRWIN DISTRICTS | WILLIAMS |
| LANCELIN | WYNDHAM |
| LAVERTON | |



NEW DIGS FOR LAVERTON GUESTS

Laverton's new two-bedroom accommodation depot is opening the door for more St John WA voluntourists to support the local ambulance service – thanks to a generous \$140,000 contribution from Glencore's Minara Community Foundation and AngloGold Ashanti Australia.

The fully equipped, air-conditioned accommodation is now home base for volunteer ambulance officers during school holidays, with travel and costs covered.

For volunteers, it's a chance to grow skills while exploring outback WA – with Laverton's team covering up to 180,000 square kilometres.

The new depot includes a shared lounge, TV, comfy couches, queen-sized beds and even a spare vehicle to explore the stunning mulga woodlands.



\$140,000

from Glencore's Minara Community Foundation and AngloGold Ashanti Australia for depot accommodation.

Laverton team covers up to

180,000 square kilometres.

PARADISE WITH A PURPOSE

Coral Bay may be a slice of paradise, but when the population surges during peak tourist season, the town's safety relies heavily on a small team of dedicated St John WA volunteers.

Among them are Katie and Brad Booth, a couple who originally planned a three-month stay but have now called Coral Bay home for two years.

Katie, a registered nurse, and Brad, already volunteering with DFES and Marine Rescue, joined St John WA to support the community they love.

"Sometimes, just Katie and I are the St John volunteer team in town – but now we have more numbers, it's definitely growing," said Brad.

To bolster their ranks, the Coral Bay team set up a voluntourism opportunity, inviting existing St John WA volunteers to spend time in the town with the incentive of free accommodation and local discounts in exchange for being on call.



HELPING WHERE IT COUNTS

From new boots to new beginnings, our volunteers have helped in big and small ways all year long. Whether it's gearing up, stepping in, or showing up, these snapshots from across the state show what help really looks like, in every corner of WA.

MANY CULTURES, ONE CALLING

Across Western Australia, volunteers from all walks of life come together with a shared purpose: to serve their communities with compassion and care.

Event Health Services volunteer Suchi Kalia, an international student, says it's the people that keep her coming back. "We're like a family," she says of her close-knit team.

In Wundowie, Shu Yin Chia volunteers across multiple roles, from ambulance to events, and encourages others

to give it a go. "You don't need a medical background. Volunteering builds a social network — and lifelong friends," she says.

For Community Transport Services volunteer Ranganath 'Ranga' Bhashykar, who speaks 15 languages, it's about making people feel at ease. "Giving back brings us all together," he says.

Whether providing first aid at events or helping someone reach a vital appointment.



JERRAMUNGUP FACE-LIFT CELEBRATED

Locals gathered for a community morning tea to celebrate the official reopening of the St John Jerramungup Sub Centre — the first major renovation since the 1980s.

The milestone event brought together volunteers from Jerramungup and surrounding sub branches, alongside State Office representatives and the Great Southern District team, including Chief Emergency Officer Brendon Brodie Hall.

The upgrade project began in 2019 and reflects years of planning, fundraising and local commitment. Among the driving forces was former sub centre chair Danielle Wisewould — an active EMT and Volunteer Development Officer — who, with her family, contributed countless hours to the restoration.

The refreshed centre enhances the region's emergency response capability and serves as a welcoming hub for volunteers as well as community members.



CLOCKING FOUR CENTURIES OF EXPERIENCE

In Mount Barker, helping others isn't a sideline — it's a way of life. Together, the 35 active volunteers at the local sub centre have clocked up more than 400 years of service, providing care, comfort and capability to their community when it matters most.

For many, the decision to step up comes from lived experience. Elsa Drage has served for over 51 years — a journey sparked by a childhood farm accident involving her daughter. "I didn't realise at the time that I should've picked the toes up and brought them too," she says with a wry smile. "That experience changed everything."

Lynda Tyler, a volunteer of nearly 30 years, recalls the moment that compelled her to join. After a devastating farm fire, she and her family had no choice but to

transport their injured neighbour themselves. "It was horrendous," she said. "Now I make sure others don't have to go through that."

Their stories reflect a deeper truth: in regional communities, volunteers are often the first and only line of emergency response. And in Mount Barker, that commitment spans lifetimes.

Mount Barker's

35

volunteers have contributed more than

400

years of combined service to their community.

VISITORS TIP THEIR HATS TO WALPOLE

With rising tourist numbers and no local hospital, Walpole's volunteers raised funds for a much-needed new sub centre through their annual Giveback Getdown party.

The May 24 event at the Walpole Country Club, attracted visitors with live music from Sweet Water and The Nomadics, a bonfire, silent auction, wacky hat competition, kids' entertainment and hearty local food.

Volunteer and organiser Mala Haslem hoped the event would raise at least \$15,000 to kickstart planning and early works.

"This event is about more than fundraising — it's about raising awareness of the unique challenges we face in remote communities," Mala said.

Walpole's

24

volunteers respond to

335

calls a year, servicing tens of thousands of visitors and locals alike.

Volunteer and Giveback Getdown organiser Mala Haslem aimed to raise

\$15,000

to kickstart planning and early works for new sub centre.



Pictured: Amy Pedersen and Donna Corker at an event.

HEARTFELT STORIES FROM KARRATHA

In picturesque Karratha, volunteers are the lifeline of the community.

Meet the dedicated individuals who bring their unique backgrounds and an unwavering commitment to ensure the wellbeing of their fellow residents.

Amy Pedersen

A Registered Nurse and Clinical Facilitator, Amy has dedicated 13 years to volunteering with St John WA.

Her journey began after a chance conversation at a social event, leading her to become an Emergency Medical Technician and Volunteer Development Officer.

“Working in emergency services provides a constant reminder of how quickly life can change for the worse and I think that helps me stay focused on being grateful for the little things in life.”

Donna Corker

At 64, Donna transitioned from a 27-year banking career to volunteering with St John. Seeking connection and a way to give back, Donna found her calling.



Pictured: Peirson Hornby has always wanted to help others.

“I volunteer for 12-hour shifts either day or night and also for backup jobs when required,” she said.

Donna said her eight years with SJWA had been “the most rewarding thing” she had ever done.

Peirson Hornby

Growing up in Point Samson and living in Karratha for the past 20 years, Peirson Hornby has always harboured a desire to help others.

As the fifth of six siblings, Peirson’s journey to volunteering was deeply personal.

“My mum passed away when I was 13 years old and it opened an interest in me to learn the ins and outs of the emergency sector,” she said. Peirson began volunteering with St John in January 2023.

Karratha Sub Centre named Sub Centre of the Year at the 2024 St John Experience awards ceremony, recognising its impressive growth and outstanding service to the Pilbara community.

Santos Ltd, Scarborough Energy Project (operated by Woodside Energy), Chevron Australia and the local community commit

\$220,000 to Exmouth Sub Centre. The sub centre responds to around

300 emergency calls each year across Exmouth and the Ningaloo Coast.

EXMOUTH EDGES CLOSER TO A BRAND-NEW MARK 7 AMBULANCE

Thanks to generous contributions from Santos Ltd, Scarborough Energy Project (operated by Woodside Energy), Chevron Australia and the local community, Exmouth’s volunteer-led ambulance service is close to its \$470,000 fundraising target.

The new Mark 7 Mercedes Sprinter fitted with the latest equipment, it will improve communications and care delivery for at least the next decade.

PRICELESS CONTRIBUTION

Meet some of the St John WA 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.



HOOKED ON HELPING

Since 2016, Alana Eru has been a cornerstone of the Shark Bay community, dedicating 30-40 hours weekly as an Emergency Medical Technician and chair of the local sub centre.

Her unwavering commitment, especially during peak tourist seasons, ensures the region's safety and wellbeing.

Recognised as the Shire's 2025 Citizen of the Year, Alana's passion for service and community engagement continues to inspire.

Shark Bay's

6

volunteers respond to

155

calls a year, servicing thousands of visitors and locals alike.

I JUST LIKE BEING OUT THERE IN THE COMMUNITY AND HELPING ANYWHERE I POSSIBLY CAN - ALANA ERU



COMPASSION ON THE ROAD

At 77, John Molcher brings warmth and reliability to his role in CTS, volunteering four days a week.

His dedication goes beyond transportation; he offers companionship and support to clients like Pamela Barry, who credits John for his kindness during challenging times. In addition, he stepped into the role of Volunteer Development Officer for CTS, covering the Peel region.

Honoured as St John WA's Metro Volunteer of the Year in 2024, John's 2000 hours of service highlight his profound impact on the community.

“ HOW LONG I’LL BE DOING THIS FOR, I DON’T KNOW, BUT I’LL BE DOING IT AS LONG AS I FEEL COMFORTABLE AND COMPETENT - JOHN MOLCHER



INCREDIBLE COMMITMENT

A staggering 437,648 hours of time is dedicated to supporting community by St John WA volunteers. Here are some of the incredible legends who went above and beyond.

COMMUNITY TRANSPORT	COMMITMENT
John Molcher	2209 hours
Graham Locker	1818 hours
Ron Clynk	1289 hours
Chuck Franz	1231 hours
Andrew Peck	1201 hours

ST JOHN ACADEMY	COMMITMENT
Natasha Clements	40 hours
Steven Douglas	38 hours
Morena Carusi	32 hours
Don Atkins	32 hours
Matthew Merritt	30 hours

EVENT HEALTH OFFICERS	COMMITMENT
Eve Cullity	728 hours
Ray Duncan	728 hours
Stephanie Jones	641 hours
Don Atkins	575 hours

VOLUNTEER LOGISTICS OFFICERS	COMMITMENT
Bob Hudson	529 hours
Glynne Thomas	261 hours
John Allnut	258 hours
Graham Harnwell	231 hours
Bruno Zbinden	176 hours





COUNTRY AMBULANCE

COMMUNITY TRANSPORT	COMMITMENT	MID WEST	COMMITMENT
Margaret Treen, Kambalda	54 shifts	Carl Ciml, EMT, Coorow	916 hours
Llesa Hawke , Kambalda	52 shifts	Victoria Taylor, EMT, Geraldton	790 hours
Jacinta Arnold, Walpole	51 shifts	Amy Herring, EMA, Geraldton	545 hours
Peter Dean, Denmark	51 shifts	Ben Woolley, EMT, Dongara	445 hours
Kathryn Lindup, Kambalda	48 shifts	Brian Kane, EMT, Carnarvon	348 hours

GOLDFIELDS	COMMITMENT	NORTH WEST	COMMITMENT
John McQueen, EMT, Esperance	1557 hours	Jason Hopkins, EMA, Newman	1669 hours
Steve Sims, EMT, Esperance/Norseman	968 hours	Zoe Trewick, EMA, Hedland	1187 hours
Trudy Pengilly, EMT, Esperance	954 hours	Linley Cilia, EMT, Broome	1164 hours
Iain Waite, EMA, Kalgoorlie	704 hours	Ginette Brugmans, EMT, Broome	962 hours
Edwin Gilchrist, EMT, Esperance	659 hours	Lorraine Lee, EMT, Broome	786 hours

GREAT SOUTHERN	COMMITMENT	URBAN AND COASTAL	COMMITMENT
James Hunter, EMA, Albany	1402 hours	Stacey Wickens, EMT, Pinjarra	1217 hours
Phillip Button, EMA, Albany	1257 hours	Susan Emmerton, EMT, East Bunbury	1195 hours
Daniel Moore, EMT, Albany	790 hours	Micahale Lauder, EMA, Bridgetown	1032 hours
Lynda Tyler, EMT, Mt Barker	684 hours	Brian Roby, EMT, Busselton	1080 hours
Tony Chounding, EMT, Albany/Denmark	647 hours	Terry Larney, EMT, Pinjarra	913 hours

PEOPLE

EMPOWERING AND CULTIVATING THE GROWTH OF THE ST JOHN WA TEAM BY DELIVERING COMPREHENSIVE SUPPORT SERVICES AND FOSTERING A POSITIVE CULTURE.

As our organisation grows, so too does our focus on what it means to belong. From our Reconciliation Action Plan and Pride initiatives to new pathways for training, recognition and inclusion, we're working to create an environment where every team member feels supported, seen and empowered to help others.



BRINGING HEART (AND PARAMEDICS) HOME



HELENA AND JORGE

Helena and Jorge McCulloch came to WA unsure of what to expect.

After four years of serving with the London Ambulance Service and navigating a complex system during the COVID-19 pandemic, the paramedic couple felt disconnected: “It was like being ships in the night.”

So when the time came to return to Australia, they knew they needed more than a job and that’s where St John WA came in.

They have been put on the same shift colour, and Helena and Jorge have felt a real difference in workplace culture and quality of life.

“We actually see each other and get days off together,” Helena said.

They speak with warmth about the volunteers they work alongside and the culture of care that pulses through the organisation.

“Volunteers aren’t just helping; they’re looking after their own communities,” Jorge said. “There’s real heart in that.”

Additional

95 Paramedics call WA home,

64 from overseas and

31 from interstate.

LAUREN

After seven years in Queensland, paramedic Lauren Tenardi has returned to WA – bringing her career full circle and embracing a new chapter with St John WA.

Lauren made the move back in July 2024 and completed six weeks of onboarding.

“Breaking out of old lingo habits has been a hard one to kick, but three months on-road and I’m finally starting to get the swing of it,” she said.

“The senior team members and management here make contact and questioning easy.”





PATHWAYS TO PARAMEDICINE

Career pathways to join the “team in green” were on show at the 2025 Perth Careers Expo in May.

Over four days, the team connected with more than 12,000 students, jobseekers, and career changers, highlighting opportunities across paramedicine, patient transport, and corporate services.

Visitors had the opportunity to speak directly with paramedics, recruitment specialists, and patient transport officers about real-world experiences and entry pathways.

Deputy Director of Paramedicine Andy Bell spoke on the ‘Future You’ stage, emphasising the evolving nature of pre-hospital care.

Patient and Community Transport Officer Kienan Davis highlighted the essential role of support services in the health system.

“Everyone, from the road to the office, helps deliver care and connection,” he said. The event inspired many to consider careers that truly serve the community.

▶ **95**
WA and
10
interstate university
students onboarded.

INNOVATE RAP IN ACTION

St John WA launched its Innovate Reconciliation Action Plan (RAP) at the new Coolamon Centre in Belmont, marking the second stage of its reconciliation journey.

The Innovate RAP outlines St John's commitment to strengthening relationships, respect, opportunities, and governance with Aboriginal and Torres Strait Islander peoples.

The event featured a Welcome to Country by Noongar Elder Neville Collard, a yarning circle, and interactive sessions highlighting cultural initiatives, health literacy programs, job pathways, and First Nations scholarships.

Attendees enjoyed bush tucker and catering by Sirens Café. First Nations Lead Jeremy Maitland-Smith shared insights on the RAP's progression, while Group CEO Kevin Brown unveiled a future vision including mobile clinics and telehealth services co-designed with Aboriginal communities.

St John WA's RAP is focused on delivering real, measurable benefits by increasing equity, fostering selfdetermination, and embedding cultural awareness across its services. This milestone reinforces the organisation's dedication to reconciliation and building trusted, culturally responsive healthcare networks across Western Australia.

Recently commenced Innovate RAP well on track at:

39%

completed of

74

deliverables submitted to Reconciliation Australia.



Pictured: Simon Menz, far left, and Brandon Reid, second from right, with family members of Tinesh Tamilkodi and Fiona Lavelle.

6

Edith Cowan University scholarships granted, including two leadership opportunities.

Aboriginal and Torres Strait Islander students studying health sciences granted up to

\$20,000 each.

Supported by Shaw and Partners'

\$30,000 contribution.

HEALING SCHOLARSHIPS NAMED DURING NATIONAL RECONCILIATION WEEK

The legacy of beloved team members Tinesh Tamilkodi and Fiona Lavelle was honoured by St John WA through presentation of memorial scholarships to Clinical Lead Simon Menz and District Operations Manager Brandon Reid. Selected by the families of the late Tinesh and Fiona, the scholarships support recipients who exemplify their values — leading with heart, thinking team, making things better, and walking the talk.

Simon's scholarship supports his PhD research on paramedic care in post-partum haemorrhage, while Brandon will undertake a Graduate Certificate in Leadership at UWA.

Additionally, four Edith Cowan University students — Hannah Humphries, Jacinta Walton, Shania Kickett, and Larissa Collard — were awarded scholarships as part of St John's commitment to reconciliation. Each scholarship supports Aboriginal and Torres Strait Islander students studying health sciences, with up to \$20,000 provided per student.



FIRST NATIONS RECIPIENTS:

- **Larissa Collard**, 27, is a Noongar woman from the Ballardong tribe and single mother of two studying nursing to become a culturally safe healthcare provider and role model for Aboriginal youth. She says volunteering in foster care, aged care and community health has shaped her passion.
- Another proud Noongar yorga with strong Ballardong connections, **Hannah Courtney Humphries** is deeply committed to improving health outcomes of her community. Inspired by traditional healing and modern medicine, the 32-year-old mother studies nursing and completed a work placement at a local Aboriginal Medical Service delivering holistic, culturally respectful care.
- **Shania-Lee Kickett**, 27, will use the scholarship to study a Bachelor of Science (Nursing). As an Aboriginal woman, she has never encountered an Aboriginal nurse on her own healthcare journey, which she is determined to change. “I want to provide culturally safe, compassionate care and be a voice for those who feel silenced. Juggling motherhood, pregnancy, and studies amid rising living costs is tough, but I’m committed to finishing my degree to build a better future for my children and community.”

- **Jacinta Walton** is a proud 32-year-old Noongar (Wilman) woman from Wardandi Boodjar, whose passion for health promotion led her to study a Bachelor of Health Science. She has spent six years coordinating community-led health research that empowers Aboriginal families to build the skills needed to lead impactful, culturally informed projects. She aims to drive change in areas like skin health, rheumatic heart disease, and mental health by involving Aboriginal communities in every step of the research.



Pictured: Student Larissa Collard, SJWA First Nations Lead Jeremy Maitland-Smith, PTS officer Kienan Davis, First Nations Relations Specialist Jordon Mogridge, ECU Scholarships Coordinator Janelle Lynch and previous scholarship recipient Kaitlyn Barrow at Reconciliation Week Breakfast.

PUTTING PURPOSE ON THE PAGE

St John WA has partnered with Indigenous-owned and Supply Nation Certified business Muru Office Supplies (MOS) to provide office consumables across the organisation.

The move reflects a deeper commitment to values-led procurement, embedding the Innovate RAP into everyday operations and investing in long-term outcomes for First Nations communities.

The partnership supports the goals of St John WA's Innovate RAP by fostering relationships with First Nations suppliers and ensuring our procurement practices contribute to more equitable social and economic outcomes.



- Three events sponsored for NAIDOC week.
- Yarning first aid delivered at Meerilinga Beechboro childcare centre, Mirrabooka and City of Armadale.

NAIDOC WEEK

'YARNING' FIRST AID CONNECTS AND INSPIRES

St John WA proudly celebrated NAIDOC Week by sponsoring key Aboriginal conferences and delivering hands-on, culturally sensitive first aid engagement at community events.

As part of an ongoing commitment to supporting Aboriginal-led initiatives and building stronger relationships with First Nations communities, St John WA sponsored three major events including the Aboriginal Health Council of WA (AHCWA) State and Youth Conferences and the NAIDOC Forum.

These events brought together hundreds of delegates and exhibitors from across the state to share knowledge, strengthen partnerships and celebrate culture.

First Nations Lead Jeremy Maitland-Smith said sponsorship of the Youth Conference reflected the organisation's desire to open doors for future First Nations health professionals.

"We want more First Nations young people coming through pathways into paramedicine."

Beyond sponsorship, SJWA's Aboriginal engagement teams were active on the ground during NAIDOC Week, bringing culturally tailored first aid sessions to local events in Armadale and Mirrabooka, as well as visit to Meerilinga Children and Community Services in Beechboro.

Led by our First Nations First Aid Yarning Crew and the Youth and Community Engagement team, the Yarning Crew brings first aid education to community members in culturally appropriate language and places from local parks to community sheds.

First Nations Specialist Priscilla Moody said the program was built on respectful engagement and meaningful conversations.

"It's about doing it more respectfully, being welcomed in by the community," Priscilla said.

"I meet with Elders first, get to know the community, and let them guide what they need. It becomes more like a two-way conversation."

This approach not only builds trust but empowers communities to respond with confidence in emergencies.



YOU CANNOT BE WHAT YOU CANNOT SEE

- AMBULANCE PARAMEDIC AND FIRST NATIONS
LEAD JEREMY MAITLAND-SMITH



CULTURE ON PROUD DISPLAY IN MID WEST

Geraldton has proudly showcased a new training shirt featuring artwork by former volunteer and local artist Mark Smith, a proud Yamaji, Wajarri, Badimaya and Māori man.

Mark's design reflects the deep, trusting relationships formed between St John WA crews and patients on their pre-hospital care journey.

The artwork, which will also feature on Geraldton's future depot walls, connects the depot, patient's location, hospital, and RFDS transfer, symbolising shared experiences, even if the journey doesn't reach all destinations.

A bloodstream flows through the background, representing the emotional and cultural connections forged in the back of the ambulance. Mark said his goal was to offer comfort and familiarity to Aboriginal patients and encourage greater engagement and participation with St John from the local Aboriginal community.

Volunteers Amy Herring and Corrina Cassin praised the design's cultural meaning and personal connection to Geraldton.

Corrina said: "Mark's ties to the community and his artistic talent made him the ideal designer. His work truly represents our land, people and purpose."



Local artist supported through training uniform design.



160 outfits donated for formal events to remote First Nations communities.

- Supported by Perpetual Trustees.

NEXT GENERATION CELEBRATED IN STYLE

Perth team members donated 10 large boxes of formalwear to support young people in remote Aboriginal communities.

Emergency Medical Technician Jade Maitland-Smith, who has been quietly collecting and distributing ball clothes for six years, extended the initiative across the organisation this year.

With financial support from Perpetual Trustees, more than 150 dresses, 30 suits, dozens of pairs of shoes, handbags, and accessories were sent to Coober Pedy for NAIDOC and Year 12 balls.

Additional items will also be delivered to Fitzroy Valley District High School in the Kimberley.

The donations will help create a communal wardrobe for future events, giving students continued access to formalwear. Perpetual's Paula Stewart said the effort shows how small acts of kindness can create lasting memories.

"Everyone deserves to look gorgeous at their ball," Jade said. "It's about sharing joy and helping young people feel celebrated."

PROUD PRESENCE

The popular Pride Ambulance proudly joined the annual PrideFEST Parade again, navigating the streets of Perth in solidarity with the LGBTQIA+ community.

The vibrant November event included the popular FairDay in Supreme Court Gardens and a colourful parade through Northbridge, where nearly 100 team members danced, waved, and represented the organisation in uniform and specially-designed Pride T-shirts.

Participation in PrideFEST demonstrates St John WA's ongoing commitment to inclusivity across its workforce and the wider WA community. The day celebrated unity, visibility, and community pride.

St John WA team members show their colours at LGBTQIA+ community events across the state.

Pride Ambulance and nearly

100 team members in St John uniforms marched in the annual PrideFEST parade through Perth.





DIVERSITY GOLDRUSH

Pride was across the State with the Pride Ambulance making its debut at Kalgoorlie-Boulder’s Pride Festival and Queernarvon in Carnarvon in September.

The Kalgoorlie Sub Centre created a vibrant stall where kids toured the ambulance, while tunes from the Pride Ambulance added energy to the day.

Volunteers were joined by Station Manager Rachel Lamb, Community Paramedic Shane Austin, and Transport Officer Ben Reich, who brought the spirit of celebration with dancing and first aid education.

Ben, inspired by seeing the Pride Ambulance at other regional events, led efforts to bring it to Kalgoorlie. “I wanted to bring that atmosphere to the Goldfields,” he said.

For Carnarvon’s second annual Pride Festival, the town was awash with colour and celebration as about 100 locals marched in support of the LGBTQIA+ community – also joined by the Pride Ambulance.

Organised by the Queernarvon Pride Group, the weekend featured a screening of Black Divas, a dance party, and a family fun day at Baxter Park.

Community Paramedic Sabrina Fontana praised local volunteers for proudly marching alongside the community and using the Pride Ambulance to spark conversations and attract new recruits.

“It’s great to be involved and have the Pride Ambulance here,” she said.



Pictured top: About 100 people marched to show their support for the LGBTQIA+ community. Middle: Shane Austin, Paul Munroe and Ben Reich represented the Kalgoorlie sub centre.

WOMEN DRIVING CHANGE

Across every level of St John WA, women are shaping the future of care. They make up 61 per cent of St John WA, lead 61 per cent of teams, and are central to closing pay gaps across streams – including eliminating it entirely in the Preventative Stream.

The latest results from the Workplace Gender Equality Agency show a 3.4 per cent reduction in overall gender pay gap, with even sharper improvements in frontline areas like Emergency.

Whether it's through national leadership scholarships, sector awards, or the quiet impact of mentorship, the women of St John WA continue to lead with heart, challenge convention, and make their communities stronger.

St John WA Workplace Gender Equality Agency results

61%

of total workforce are women

61%

of managers are women

38%

of key leaders are women

3.4%

reduction in the overall gender pay gap (Average Total Remuneration) – down to 17.9%

7.6%

reduction in the Median Base Salary pay gap for Ambulance and 1.7% reduction for Primary Health.

8.7%

reduction in the Median Base Salary pay gap in the Emergency Stream.

Preventative Stream has achieved no gender pay gap.

INTERNATIONAL WOMEN'S DAY

Five exceptional St John WA women have been recognised with 2025 Women in Ambulance Awards by the Council of Ambulance Authorities, celebrating their outstanding contributions ahead of International Women's Day.

Community Paramedic Sabrina Fontana praised local volunteers for proudly marching alongside the community and using the Pride Ambulance to spark conversations and attract new recruits.

"It's great to be involved and have the Pride Ambulance here," she said.

5

women recognised for exceptional service.



Honourees include:

- **Dr Janice Wong**, who leads the wellbeing team with humility and compassion,
- **Vikki Bosich**, a values-led senior accountant who advocates flexible work and psychological safety,
- **Anna Kirk**, a visionary leader driving innovative patient care and systemic change,
- **Lee Mack**, known for her calm, hardworking leadership in Medic Operations, and
- **Jo Ruck**, whose integrity and mentorship shape the next generation of leaders.

The CAA awards recognise women in ambulance services across Australia, New Zealand and Papua New Guinea, encouraging diversity and leadership in the sector.

In line with the 2025 International Women’s Day theme “Accelerate Action”, these women exemplify what it means to lead with heart, drive progress, and inspire others. Congratulations to all.

BEST IN THE WEST

Port Hedland Station Manager Justine Fletcher won the 2024 Women in Leadership Scholarship offered annually by the Council of Ambulance Authorities. The program encourages women to step into leadership roles and to support the further development of current women leaders in ambulance health services.

Along with the scholarship winner Justine, St John WA Paramedic and Country Manager Kristy Fraser was named joint runner-up.

Caitlyn Porteous and Shaye Wesley were also finalists.



LESSON IN LEADERSHIP

When the July 2023 cohort of Leadership WA's Rising Leadership Program visited State Office, they left with more than insight – they left inspired. One participant was so moved by the experience, they later applied for a role with the organisation.

Hosted in September and themed around 'Team', the day featured stories from across the business. Chief Preventative Officer Megan O'Donnell introduced the group to the Appreciative Inquiry model, encouraging strengths-based coaching to tackle workplace challenges.

An ambulance tour with Southeast District Area Manager Troy Turner offered a frontline view of leadership under pressure, while Metro Operations Manager Andy Blane reflected on teamwork in major incidents and the value of culture in getting through tough days.

Group CEO Kevin Brown shared lessons in mindset-based recruitment and team empowerment – an approach that struck a deep chord.

Leadership WA's Wendy Wilson described the day as "thoughtful, generous and full of impact," adding that the conversations sparked meaningful reflection and real change.

SPEAKING WITH THE ST JOHN'S TEAM MADE ME WANT TO START VOLUNTEERING AGAIN
- LEADERSHIP WA PARTICIPANT



Pictured top right: A tour with Southeast District Area Manager, Troy Turner.

COMMUNITY CONNECTIONS



75

decommissioned manual Ferno stretchers donated.

Total value

\$800,000+

STRETCHER GOAL

75 decommissioned manual Ferno stretchers, valued at over \$800,000, were donated to hospitals and medical clinics across Kenya, South Sudan, Uganda, and Cambodia through Rotary Australia World Community Service (RAWCS) thanks to the St John WA Fleet and Supply Chain team.

The stretchers, replaced by newer powered models in WA, will support patient transfers and emergency care in underserved regions.

One key recipient, South Sudan's Mary Help Hospital, treats more than 130 patients daily and trains more than 300 future healthcare professionals.





581

gifts for children and families experiencing hardship.

3500+

gifts donated over seven years.

GIVING TREE

Team members showed up for WA's vulnerable communities for the seventh year in a row through the annual Giving Tree Appeal, in partnership with Anglicare WA. In December, across the organisation 581 gifts were donated, to ensure children and families facing hardship had a reason to celebrate at Christmas. Over the lifetime of the partnership, team members have donated more than 3500 gifts.

Held at sites across WA, the initiative saw staff, volunteers, and community members contribute presents for kids from newborns to teenagers.

This year also marked the first St John Family Giving Tree Day in Belmont, bringing families together in the spirit of giving.

1461 MORE PEOPLE HELPED

After the close race, St John WA topped the leaderboard in the Australian Red Cross Lifeblood Emergency Services Blood Drive in WA for the seventh consecutive year.

The team made 487 blood and plasma donations between June 1 and August 31, 2024, which also placed the organisation 10th on the ladder nationally – a remarkable achievement considering the scale of the organisation in relation to Eastern states' emergency services.

This winter, regular donors Group CEO Kevin Brown and Chief Preventative Officer Megan O'Donnell joined police and firefighters at Lifeblood's Perth Donor Centre to launch the 2025 Emergency Services Blood Drive.

The friendly competition among emergency services agencies boosts donations of blood, plasma and platelets – all critical during winter when demand spikes.

487

blood and plasma donations in 2024, equalling

1461 lives saved.

3277

donations over seven years from 500 donors.

St John WA tops emergency services blood drive for

7 years running.



EVERY DROP COUNTS – JUST ASK DES

Team member Desirée (Des) Van Spall started with St John WA in 2019 in the Volunteer Sourcing team looking after volunteer recruitment including location transfers, reinstatements and voluntourism.

It's no exaggeration to say she's one of the most well-known names and faces across more than 4000 volunteers.

Des also has Myasthenia Gravis – a rare neurological autoimmune condition and in December 2020 she experienced a myasthenic crisis triggered by an infection following a wisdom tooth removal. Des required five doses of Intravenous immunoglobulin (IVIg) to save her life.

Since then, to keep her symptoms at bay and give her the energy she needs, she requires a dose of IVIg every six weeks.

The condition and the experience of being a blood product recipient has given Des a deep appreciation of the blood donation process.

“I am forever grateful to everyone who gives blood, especially as one single dose [of IVIg] can be derived from anywhere from 1000 to 10,000 donations depending on the size of the dose and manufacturer,” she says.



AWARDS AND RECOGNITION



DOUBLE WIN FOR VOLLIES WHO GO ABOVE AND BEYOND

St John WA volunteers Brian Gallop and Bree Del Borrello were named WA's top volunteers at the 2025 Volunteering WA Awards, taking out the state's highest honours for their commitment to care and community.

Brian Gallop, a fixture of volunteer emergency response across regional WA, was named Volunteer of the Year. Brian's volunteering journey began in 1998 when he helped establish the sub centre in Sandstone – and never stopped. A Volunteer Development Officer and Emergency Medical Technician, Brian balanced fly-in, fly-out work with a tireless commitment to training others, supporting sub centres, fundraising and outreach. He even knits sensory aids for people with dementia and autism in his spare time.

Bree Del Borrello, 25, was awarded Young Volunteer of the Year. The Lancelin local and enrolled nurse began volunteering three years ago, encouraged by her mother-in-law Tonya – who now volunteers alongside her, along with Bree's partner Tyler. Bree completed over 200 hours in her first year and has now clocked more than 1,000 hours. Her dedication and warmth have made her an integral part of the Lancelin Sub Centre and her wider community.

This marks the third consecutive year St John WA volunteers have been recognised in the statewide awards, held during National Volunteer Week.

2

St John WA volunteers recognised in Volunteering WA annual State awards:

Brian Gallop named Volunteer of the Year.

Bree Del Borrello named Young Volunteer of the Year.

Third consecutive year for St John WA volunteers to be recognised in the State-wide awards.

OF THE YEAR AWARDS

Each year volunteer teams and individuals are recognised by St John WA for going above and beyond through their annual awards. St John WA recognised its finest volunteers in front of a crowd of hundreds at the organisation's annual Experience award ceremony in August.

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, Division of the Year and Sub Centre of the Year.



COUNTRY VOLUNTEER OF THE YEAR

For more than 16 years, Marion Macdougall has been the driving force behind Denmark Sub Centre. A quiet achiever, she leads with integrity, juggling operational shifts, governance, and community outreach – all while living 35km from town.

As chair and Community Engagement Manager, she's enhanced local services, introduced off-grid power and spearheaded a Community Transport Service. Volunteering with her daughters, Marion has given thousands of hours to her community.

Despite personal challenges, she remains a pillar of strength, known for her warmth, accountability and unwavering commitment to building a resilient, connected Denmark.



METRO VOLUNTEER OF THE YEAR

John Molcher brings empathy, professionalism and more than 2000 volunteer hours a year to his role with the Community Transport Service.

Known for going above and beyond, John is a fierce advocate for client wellbeing, recently helping a grieving client access care and support.

At the Mandurah depot, he mentors trainees, manages logistics, and ensures high standards across vehicles and facilities. He's also a visible champion of St John WA at recruitment events.

John's calm leadership, sharp eye for detail and tireless commitment have made him an invaluable part of the CTS team and a role model across the organisation.



SUB CENTRE OF THE YEAR

Karratha Sub Centre is a standout example of what a united, purpose-driven team can achieve.

With 60 active volunteers and a 90 per cent engagement rate, the team is deeply committed to growing together.

Their innovative approach to training, including a reimagined "observer" role, has boosted confidence and enabled dual-volunteer crews on more than 75 per cent of shifts.

From supporting neighbouring towns to championing local events, the team's impact stretches far beyond Karratha.

Backed by a strong Volunteer Leadership Group, they've created a culture of inclusion, celebration and continuous improvement, making the sub centre a genuine hub of community resilience.

MORE LOVE FOR VOLLIES

Volunteers were celebrated in style at the inaugural Joint Metro Volunteer Awards Night on 13 March 2025 at Burswood on Swan.

The event welcomed 128 attendees from Community Transport Services, Event Health Services and Youth and Community Engagement.

Hosted by Craig Spencer, Head of Volunteer Engagement, the evening honoured the vital contributions of volunteers across St John WA.



CTS volunteer Graham Locker



CTS volunteer John Molcher

Community Transport:

- 66 award recipients

Event Health Services:

- 34 award recipients

Youth and Community Engagement:

- 2 award recipients Five year pin:
22 recipients – 12 from CTS and
10 from EHS.

Volunteering:

- 250 hours: 24 recipients
- 500 hours: 37 recipients
- 750 hours: 12 recipients
- 1000 hours: 7 recipients

Clocking up the miles:

- Ron Clynk: 1500 hours for CTS
- Chuck Franz: 1500 hours for CTS
- John Molcher: 2000 hours for CTS
- Graham Locker: 2000 hours for CTS.

HELD ALOFT

The late Alex Gibson, a beloved volunteer who passed in August, was paid homage at a CTS event night at the Aloft Hotel in October.

A former joint Volunteer of the Year award winner with his wife Niki and a Member of the Order of St John, Alex had a wide repertoire of volunteering experience and was often referred to as the example of finding the right type of role – spending time with Event Health Services and Youth and Community Engagement when it worked best for him.

“Alex was a true inspiration, and his dedication to our community will never be forgotten,” Community Transport Services Volunteer Support Manager Daryl Perreau said.

The event acknowledged and thanked volunteers for their contributions to the organisation and wider community as they transport clients between medical

appointments, social engagements, work, enrichment opportunities, and much more.

Over the past year the team of CTS drivers have donated a whopping 75,250 hours of their time to help others in the community.



RECOGNITION

More than 170 St John WA team members were acknowledged for their service to the Western Australian community across two Recognition Awards ceremonies held in October and June.

The event celebrates the remarkable academic and professional achievements of St John WA's paid team members, as well as the latest Paramedic Promotions, Service Award recipients and National Medal and Clasp recipients recognised.

The 2025 Recognition Awards include the following categories:

- Paramedic graduates
- 10-40 Year Service Award recipients
- National Medals to operational staff
- First, Second and Third Clasps to National Medals

Across the two ceremonies, 26 were awarded National Medals and Clasps, 87 paid length of service awards and 63 Ambulance Officers graduated to Paramedic.

Joanne Brand and Alison Winstanley each received 35 Year service awards.



176

team members awarded across two Recognition Ceremonies held in October and June:

63

graduating paramedics,

20

National Medal recipients

6

Clasp recipients

87

10-40-Year service awardees.



PARAMEDICS AND VOLUNTEERS SHARE AUSTRALIA DAY HONOURS AND AWARDS

Ralph (“Dingo”) Briggs

Dingo has demonstrated exceptional dedication and service in his role at the Leonora Sub Centre, where he has effectively managed operations for the past eight years as an Emergency Medical Technician.

He is the backbone of emergency response, consistently attending to calls day and night, often partnering with police due to volunteer shortages.

Beyond his operational duties, Dingo is known in Leonora for his compassionate care and unwavering dedication to patients.

Nicholas Chadbourne

Nic joined St John WA in 2008 as an Ambulance Officer and then worked up to becoming an Ambulance Paramedic, working in the metropolitan service in Perth.

He then became one of the first Community Paramedics in the Midwest, originally looking after the Mt Magnet/Meekatharra area, before being transferred to the central coastal area.

Nic works in a space where he is a single responder to emergency ambulance calls, either attending as first on scene or as backup to volunteer crews who have arrived before him.

Luke Fowles

Luke’s exceptional performance and dedication have significantly impacted St John WA’s emergency management operations.

His role as a Paramedic during northwest cyclone events and the COVID-19 pandemic showcased his unparalleled expertise in logistics, communication leadership, and stakeholder management.

During the cyclone response, Luke played a crucial role in supporting emergency management operations ensuring on-site cyclone management was both effective and efficient.

Blaise Rego

Blaise has 20 years’ experience in emergency clinical and operational response at St John WA, holding numerous operational roles during this time.

He has played a key role in the development and implementation of several key internal programs and also assisted in major collaborations between St John WA, Royal Perth Hospital Cardiology, Fiona Stanley Hospital and Joondalup Health Campus.

Ambulance Service Medals

- Ralph Briggs
- Nicholas Chadbourne
- Luke Fowles
- Blaise Rego

Freeman of the Shire of Gingin

– Bob James

Community Citizen of the Year:

- Michelle Lowen (Cue)
- Emma McKeown (Mt Magnet)
- Dean Mullins (Harvey)
- Danielle Wisewould (Jerramungup)
- Tara Bradford (Perenjori)
- Annie Argent (Lake Grace)
- Garry Davis (Donnybrook-Balingup)
- Yvonne Bowey (Kulin)
- Deb Smith (Plantagenet)
- Travis Hawkins & Emily Jaekel (Gnowangerup)

Senior Citizen Award

- Paul Bradley (Katanning)
- Dennis Wade (Carnarvon)
- Kevin Scarr (Coorow)
- Lesley Murphy (Denmark)

Young Citizen of the Year

- Hugo Lengele (Exmouth)
- Zoe Blurton (Northam)
- Gabby Tempero (Esperance)

Community Group of the Year

- St John Perenjori
- Organisation/Sporting Club Person of the Year
- Rebecca Ettridge (Cranbrook).



Pictured: Chief Preventative Officer Megan O'Donnell (centre) with ASM recipients (from left) Nic Chadbourne, Blaise Rego, "Dingo" Briggs and Luke Fowles.

KING'S BIRTHDAY HONOURS FOR ONE OF ST JOHN WA'S FINEST

St John WA proudly celebrates former Clinical Support Paramedic Shane Toovey, recipient of the prestigious Ambulance Service Medal in the 2025 King's Birthday Honours. Shane's 15-year paramedicine career reflects extraordinary clinical expertise, leadership and courage.

Beginning as an Ambulance Officer in 2010, he quickly advanced to Paramedic and later served the Meekatharra region as a Community Paramedic. His steady rise to Clinical Support Manager in 2021 underscored his ability to lead under pressure and support others through some of the most difficult calls imaginable.

Shane responded to complex trauma cases, often alone, and was known for his calm resolve even when called to treat close colleagues.

He played a pivotal role in developing clinical procedures and mentoring the next generation of paramedics.



In 2022, Shane entered an active crime scene to try to save the life of Lynn Cannon, staying by her side until her final moments.

His bravery and compassion were publicly commended by the Deputy State Coroner and Ms Cannon's family.

THANK YOU

St John WA extends our heartfelt thanks to all our corporate partners, funders and individual donors who've supported our for-purpose programs.

No matter the size, every donation has made a real impact — helping communities across WA to live well, stay safe.

MAJOR PARTNERS



GLENCORE



Santos

SUPPORTING PARTNERS

ATCO

Bendigo Bank

CI Phosphate Resources

City of Karratha

Hale College

Horizon Power

Mitsui

Monadelphous
Group Ltd

Pilbara Ports Authority

Potentia Energy

Richardson Foundation

Rio Tinto

Shire of Leonora

Sodexo

DONORS

**AND TO ALL OUR DONORS –
THANK YOU FOR EVERY CONTRIBUTION, BIG AND
SMALL. YOUR SUPPORT HAS HELPED US REACH
COMMUNITIES ACROSS THE STATE AND DELIVER
PROGRAMS THAT MAKE A REAL DIFFERENCE.**

Roll the credits...

Fellowship of St John
James Acton
Meryl Adams
Mary Allen
Suranie Amadoru
Bente Andrew
Susan Andrews
Pauline Anyon
Val Ashcroft
Graeme & Loraine Atkins
Brian Atkins
Dan Attewell
Kelvin Attwood
Clinton Bailey
Ian Bailey
Denise Bailey
Judith Bain
Katrice Baker
Steve Baker
Clint Baker
Brent Balalas
Tom Balmer
I Banks
Maureen Barton
Mary J Barton
Carol Bascombe
Joan Bathgate
Mary Beattie
Janette Beatty
Adam Bennett
Lauren Bennett
David Bent
Susan Bentien
Verna Blackburn
Betty Blaikie
Michele Bohnen
Robert Borsje

Mel Boyes
Robert Branchi
Michele Brazier
Paul Brennand
Robert Brightwell
Andrew Bullen
Linden Burnett
Pauline Butler
Jo C
Alan Campbell
Amy Campbell
Roslyn De Campo
Jeff Cashmore
Robyn Cashmore
Geoffrey Chandler
Peter Chillemi
Anne & John Chipchase
Tony Chong
Ace Choo
Rosalind Clark
Andrew Clarke
Reta Cleminson
Keith Cockman
Hazel & Barry Cole
Clare Cole
Cory Coles
Layla Collins
Pat Collins
Justin Cook
Michael Cooper
Mihi Cooper
Denis Cooper
Robert Cornelius
Roland Crook
Ross Cutten
Vincent Cwiek
Joanne Daley

Erin Davidson
Priscilla Davy
Shane Day
Ruth DeBruyn
June Deane
Nicole Della
Shae Desmond
Linda Devenish
Bec Didcoe
Lisa Divall
Agnes Donovan
Malcolm Douglas
Edmund Dowling
Eric Duncan
Aron Dunne
Barry Dunnet
Alan Dunning
Ruth Dunwell
Coenraad Engelbrecht
William Evans
Anne Farrell
Lorna Favas
K.W. & J.M. Featherstone
John & Cheryl Flood
Carol Fobizi
Matthew Fotu
Toby Fricker
Catherine Froome
Anne Fullarton
Brooke Gallivan
Linda Gan
Jan Gardner
Matt Garmony
Tessa Gibb
Carolyn Gibbon
Kendra Gibson
Lorraine Giles

James Gilmore
Janet Gobetz
Dennis Goff
Athol Gorn
Michael Gould
Sue Gould
Barry Graham
Michelle Grant
Marjorie Vivian Green
Lorraine Green
Veronica Gregory
John Guthrie
F & P Hainsworth
Matt Hammond
Gillian Hansen
Michele Hanson
Greg Hard
Shelley Harrison
David Hartley
Mark Hastings
Joshua Hay
Abbey Hay
Kate Hedley
Amy Henderson
Amorie Van Den Heuvel
Peter Hewson
Phyllis Hicks
Lilian Hillyer
Pei Chen Ho
Ann Hollamby
Kim Holland
Keith Howe
Melissa Howell
P Howell
Narissa Hribar
Naomi Hund
Marie Hunt

Nova Husten	Chris McMichael	Mitchell Pountney	Jeanette Swift
Graham Irvine	Arthur Mccarthy	Ian Powell	Eleanor Swinburn
Mary Ivey	Ryan Mcconnell	Maria Lo Presti	Melissa Symonds
Cynthia Jee	Tim Mcdonald	Roanne Pua	Cheryl Tan
Gaynor Johnson	Alex Mcinnes	Katrina Pullella	Clare Taylor
Doris Johnson	Simone Mckeown	Jessica Rappard	Gaynor Taylor
Nat Jolley	Kathryn Mcmullen	Simon Rear	Julie Thomas
Damian Jolly	Peter Medd	Evelyn Reeve	Toni Tomlin
Carolyn Jones	Marinelle Meyntjes	Peter Reid	Nancy Tran
Simon Jones	Rob Miller	Wendy Rhodes	Patricia Treharne
Colin Jones	Brian Miller	Caitlin Richards	Chia-Hsuan Tung
Ruth Judge	Jennifer Minol	Denise Richardson	Mes Tura
Mazlin Junid	Maria Moir	Isabella Rideout	John Turner
Andrew Kaiser	Henty Money	Jo Rinaldi	Unnati Upadhyay
Jordan Kaminski	Victoria Mullins	C Riupassa	Tim Vandenbulcke
Erica Kasper	Joyce Murcha	Lana Roberts	Yuliana Vandenbeld
Zainon Kassim	Michael Murray	Angelina Robins	Natalie Vanderheld
Carolyn Kelly	Janette Mutton	J Stead Rocjardspm	Hendrik Velda
Melissa Kett	Allan Mügge	Donna Ross	Paul Verner
Kaye Kift	Kathryn Nadin	Monica Russell	Lucia Di Vincenzo
Jessica King	Lata Neogi	Norma Sale	Dirk Volz
Dymphna Knight	Gail Nevil	Joan Saleeba	Sheila Wade
Brian Kolarich	Muriel Nicol	Suzanne Sayer	Vincent Walkowsky
Pat Kuyer	Michael Nilsson	Jill Scadden	Maurice Walsh
Stanley Kyrwood	Leonie Noble	Annette Schenk	Irene Walters
Harold Laming	Richard Norman	Matthew Schwab	Don Ward
Faye Lanchester	Catherine O'Dea	Rose & Paul Scoote	Margaret Watts
Sharon Lawrence	Helen O'Dowd	Sally Scott	Christopher Wearmouth
Rodney Laycock	Robert O'Halloran	Gloria Scott	Marlene Webb
Jean Lazaroo	Terence O'Neill	Julie Seet	Marcus West
Julie Lazenby	Mary Overton	Amit Setia	Timothy Westcott
Leon Leibowitz	Steve P	Jean Sheppard	Tania Western
Michael Lekias	Alexander Pangan	Cheyenne Simmons	Bernard Wheeler
Fale Lemi	Garry & Chelsea Parker	Marjorie Sloan	Tony White
Mario Di Lena	Sebastian Parker-Fitch	Brad & Lucie Smalpage	Catherine Wilkinson
Grace Ley	Maria Parsons	Wendy Smart	Vincent Wilkinson
Shane Lilley	Elizabeth Patrizi	Wayne Smeathers	Teresa Williams
Suzi Lloyd	Darius Pavri	Doris Smith	Betty Willmott
Dani Lockwood	Robert Payne	Ian Snell	Ereti Wisnesky
Kirsten Lopez	Pauline Pearse	Andrew Sobey	Wendy Wood
Sue Lothian	Neil Pember	Rama Somasunderam	Wayne Worlock
Paul Lusk	Judith Pengilly	Winifred Stait	Stephen Worth
Helen MacFarlane	Eric Pennington	Julian Stawell	Edwin Wright
Diana MacKenzie	Daphne Petkovich	Jacqueline Steinkrug	ChaiTeng Yeap
Charles Mackie	Chris Phillips	Anthony Sterling	Lesley Younger
Thelma Madeley	Pauline Pierce	Frank Stevens	Rocco Zagari
Peter Maher	Rose Pingault	Errol Stone	Kim Zekulich
Gabriel Mare	Jules Plant	Aja Styles	Lynette Zera
Steve Mason	Amado Pollo	Chris Sullivan	
Faye McCarthy	Katrina Pope	Carmel Summers	
Laurton McGurk	Clive Portas	Peter Sumner	

WOULD YOU LIKE TO HELP?

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

E: volunteersourcing@stjohnwa.com.au

T: 08 9334 1306 or toll free 1800 069 393



St John WA

209 Great Eastern Highway, Belmont WA 6104

T: 08 9334 1222 | stjohnwa.com.au