St John

YEAR IN REVIEW

FY26



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 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.

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FROM THE GROUP CHIEF EXECUTIVE OFFICER



KAYA NOONAKOORT.

Performance is where strategy becomes visible: In the care people receive, the skills communities build and the systems that support our teams to do their best work.

FY26 marked the completion of St John WA's 2023–26 Strategic Plan. Across our Preventative, Community and Emergency streams, our people translated that strategy into practical improvements for Western Australians.

We introduced new training for clinical and higher-risk settings and made first aid education more representative of the people our learners may need to help. We made community care easier to access through a new Urgent Care centre in Kelmscott and live wait-time information across our metropolitan network. In Emergency, national benchmarking confirmed St John WA's leadership in Priority 1 response, while our Clinical Hub and alternative care pathways continued connecting patients with the care best suited to their needs.

The capability behind these services is equally important. During the year we invested in safer systems of work, emergency-driving capability, psychological wellbeing and a more inclusive workplace. We also strengthened the digital, property, quality and workforce foundations that enable our services to operate effectively across metropolitan, regional and remote Western Australia.

These achievements position us strongly for the next phase of our 2030 Strategy. Our focus is on building a more connected organisation which brings prevention, community care and emergency response together around the needs of the people we serve.

This report presents selected highlights from that work. Each reflects the expertise, commitment and care of our team, and the contribution of the partners who work alongside us.

I thank everyone across St John WA for what they have achieved during FY26 and for their continued commitment to serving humanity and building resilient communities.

KEVIN BROWN
GROUP CHIEF EXECUTIVE OFFICER

PERFORMANCE HIGHLIGHTS
ST JOHN WA IN FY26

EMERGENCY

94.6%

of 330,056 Triple Zero (000) calls answered within 10 seconds.

97%

ambulance patient satisfaction, in line with the national average.

Latest national benchmark

209,291

patients connected to care without an emergency ambulance response or public ED presentation.

PEOPLE

98.5%

of Reconciliation Action Plan deliverables due for reporting completed.

3.4 P.P.

reduction in St John WA's average total remuneration gender pay gap.

WELLBEING

5580

psychology and wellbeing support sessions delivered through the external provider network.

COMMUNITY

NEW

St John Urgent Care Kelmscott opened opposite Armadale Hospital.

170,000

views of the live Urgent Care wait-time dashboard from launch to 30 June.

202

events supported by new South West Event Health Services branch.

PREVENTATIVE

4

New courses: Critical Response Training, IV/IO Access, Blood Collection and ALS 1 launched.

40

locations equipped with female CPR manikins for more inclusive first aid training.

SAFETY

17.9%

Improvement in Lost Time Injury Frequency Rate year-on-year.



STRATEGIC PROGRESS

FY26 marked the completion of the 2023–26 Strategic Plan through which foundations were strengthened to prepare the organisation for its next chapter.

St John invested in people, volunteers, services, governance, systems and partnerships to build a stronger, more connected organisation more equipped to serve Western Australians.

At the end of the reporting period, some initiatives became embedded into business-as-usual and others continued into the next phase of the strategy.

STRATEGY IN ACTION



CONNECT AND GROW WITH OUR COMMUNITY

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

- Introduced a new digital customer experience making it easier for Western Australians to access first aid products and lifesaving equipment. Page 17.
- Expanded St John's education portfolio with Advanced Life Support (ALS1), IV Cannulation and Intraosseous Access courses, strengthening workforce capability for healthcare and industry. Page 16.
- Launched live urgent care wait times online, helping patients make informed choices across the St John Health network. Page 19.

FUTURE FOCUS

Continue building trusted lifetime relationships by expanding access to care, strengthening customer experience and evolving services around community need.



BUILD A WELLBEING AND HEALTH ECOSYSTEM

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

- Partnered with the WA Government to deliver free influenza vaccination clinics at Optus Stadium AFL games to combat vaccine hesitancy. Page 20.
- Established the Community Impact Fund with founding partner RAC to create a pathway for contributions which support locally-led initiatives. Read the FY26 Impact Report.
- Expanded community-led wellbeing and health education through Walkabout Days to bring practical support and training into communities which most at need. Read the FY26 Impact Report.

FUTURE FOCUS

Build on these partnership foundations to create more focused pathways into prevention, education and care to connect Western Australians with the right support earlier, closer to home and in the places they already gather.



VOLUNTEERING REIMAGINED

Reset the volunteer value proposition to become the leading organisation.

- Grew St John Academy to 10 locations and 160 team members, giving more young people access to leadership, first aid, wellbeing and community service pathways. Read the FY26 Impact Report.
- Launched the *'Swap Screen Time for Real Time'* recruitment platform, encouraging more Western Australians to trade scrolling for real-world connection and hands-on community service. Page 32.
- Expanded Event Health Services to the South West region of WA, facilitated by the Passport Training Centre which enables volunteers to be recognised as dual scope across EHS and country ambulance. Page 21.

FUTURE FOCUS

Build clearer volunteer and learning pathways that support safe, confident and sustainable contribution and future opportunities.



THE BEST PLACE TO WORK IN WA

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

- Embedded St John WA's values through recognition and people practices, including embedding Values Awards to celebrate team members who drive culture through everyday behaviour. Page 42.
- Strengthened team member voice through Engagement Surveys and first Psychosocial Safety and Wellbeing Survey, showing improved culture indicators and creating a clearer baseline for psychosocial risk.
- Embedded the Capability Framework into check-ins and people practices, creating a common language for performance, development and career progression.

FUTURE FOCUS

Build a safer, more connected and values-led workplace where paid and volunteer team members can thrive.



BECOME AN EXCELLENT ORGANISATION

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

- Strengthened the Quality Management System, bringing policies, standards, procedures and operational guidelines into a clearer, version-controlled framework.
- Progressed the Property Master Plan and active property pipeline, guiding investment in facilities, crew spaces, operational bases and regional infrastructure to support future service growth.
- Expanded ambulance connectivity capability, with Starlink-equipped locations and satellite phone coverage strengthening communication resilience in rural and remote WA. Page 32.

FUTURE FOCUS

Simplify the way we work, strengthen enterprise standards and give teams the systems, information and infrastructure they need to deliver connected care.

PREVENTATIVE

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

A safer, healthier Western Australia is built long before an emergency — through learning designed for real life, tools that are within reach and people who feel confident to act. During FY26, the Preventative stream made that readiness more practical, inclusive and accessible across communities, workplaces and generations.

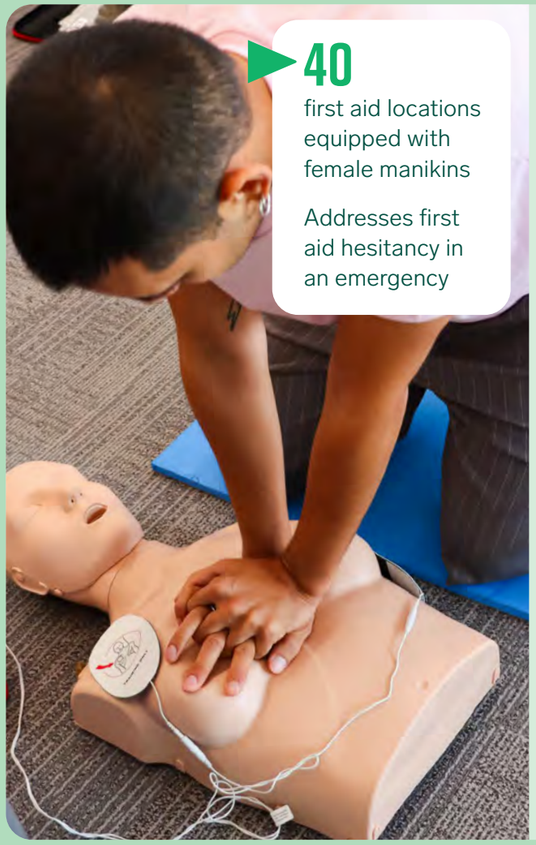
HELPING BUILD SKILLS FOR REAL-WORLD RESPONSE

New training programs translated St John's frontline and clinical expertise into practical learning for higher-risk and professional settings, while investment in more representative training equipment helped learners practise with greater confidence and respect.

Behind the scenes, St John also continued bringing its education capability together across first aid, clinical, operational, leadership, volunteer and workplace learning — building clearer pathways and a stronger platform for future growth.

222,594
learners in-person, online and through school programs





40
first aid locations equipped with female manikins

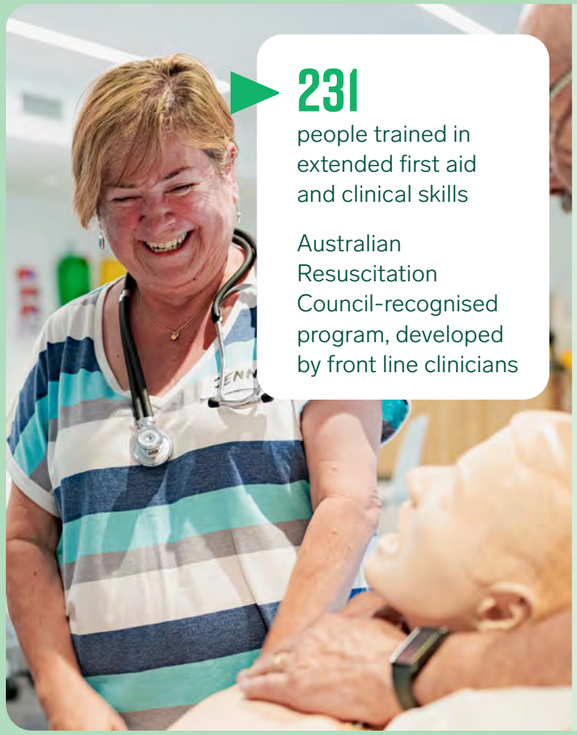
Addresses first aid hesitancy in an emergency

HELPING BRIDGE THE CONFIDENCE GAP FOR RESPONDERS

Female cardiopulmonary resuscitation (CPR) manikins became part of first aid training across 40 locations, giving learners the chance to practise CPR and automated external defibrillator (AED) placement on bodies that better reflect the people they may need to help.

The rollout responded to a known gap in bystander action. Globally, women are 27 per cent less likely than men to receive CPR from bystanders. In WA, bystander CPR rates for out-of-hospital cardiac arrest (OHCA) remain above 80 per cent, but AEDs have been applied more often to men than women in public-place cardiac arrests over the past decade — 43 per cent compared with 37 per cent.

By training people to move clothing, position their hands and place AED pads with confidence and respect, St John is helping reduce hesitation and prepare more Western Australians to act when a woman is in cardiac arrest.



231
people trained in extended first aid and clinical skills

Australian Resuscitation Council-recognised program, developed by front line clinicians

HELPING DEVELOP ADVANCED SKILLS FOR SAFER WORKPLACES

Some roles call for skills that go beyond essential first aid. Health professionals, field teams and community-facing responders need practical training that matches the risks they manage and the people they support.

New courses in Critical Response Training, Intravenous / Intraosseous (IV/IO) and Blood Collection, and Advanced Life Support 1 (ALS1) extended St John's education offering into clinical, high-risk and professional settings.

Delivered by experienced clinical educators, the programs build capability in patient deterioration, emergency response, vascular access and blood collection. St John WA is also an approved course centre for the Australian Resuscitation Council, supporting delivery of ALS1.

FIRST AID FOR THE MIND ON SITE

Construction work can be physically demanding, but the risks are not only physical. In partnership with Master Builders Western Australia, St John developed a new Mental Health Awareness for Construction Apprentices course based on its First Aid for Mental Health program.

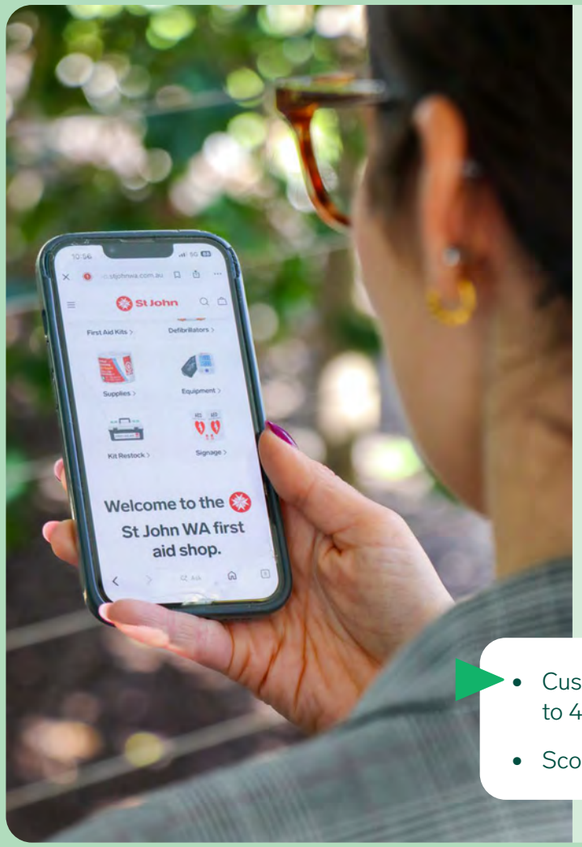
Designed for first-and second-year apprentices, pre-apprenticeship students, school-based trainees and the people who support them on site, the course uses construction-specific examples, language and scenarios. It covers the mental health continuum, worksite risk factors, stigma, early warning signs, stress management tools, and how to listen, support and refer a mate who may need help.

The first session was delivered to apprentices from AE Hoskins, including apprentice plumber Frankie Roberts and apprentice electrician Thomas Dobson.



"PEOPLE MIGHT NOT TALK ABOUT IT, BUT IT'S DEFINITELY A BIG FACTOR IN LIFE"

APPRENTICE ELECTRICIAN AND MENTAL HEALTH FIRST AID GRADUATE THOMAS DOBSON



THE RIGHT KIT FOR THE PLACE YOU'RE IN

Buying first aid equipment often starts with a practical question: what do I need for home, work, car, boat, sport, or a refill?

The new online store for St John first aid products was built around those moments. Customers can browse by context, compare products, view product information and use modern payment options through a streamlined checkout.

Developed through customer testing and human-centred design, the platform reduces friction from discovery to checkout. It also creates foundations for future growth, including corporate purchasing, product bundles and new online services.

- Customer Effort Score more than doubled from 2.2 to 4.7 out of 5.
- Score gauges perceived effort required to purchase

KEEPING REGIONS RESPONSE-READY

A refreshed Bunbury hub brought first aid training, equipment and local support together for the South West, with upgraded training rooms, a dedicated first aid shop and a purpose-built mental health first aid space opening on Bussell Highway.

The centre gives residents and businesses a local place to access first aid kits, defibrillators, supplies and training, while Field Service Officers extend that support across the region.

From mine sites in Yalyalup to wineries in Yallingup, team members like Nicole Bathurst help businesses and community organisations keep their equipment ready — restocking kits, checking defibrillators and emergency oxygen, and supporting first aid compliance.

Together, the Bunbury centre and regional servicing model help people access the right training, equipment and support before an emergency happens.



Pictured: Field Servicing Officer Nicole Bathurst

COMMUNITY

CARE CLOSER, CLEARER AND BUILT FOR THE SETTING.

Care should fit around people's lives — easy to reach, simple to navigate and available where they live, work and gather. During FY26, the Community stream delivered on this ambition by expanding access, connecting expertise across teams and tailoring care to the needs of different communities and workplaces.



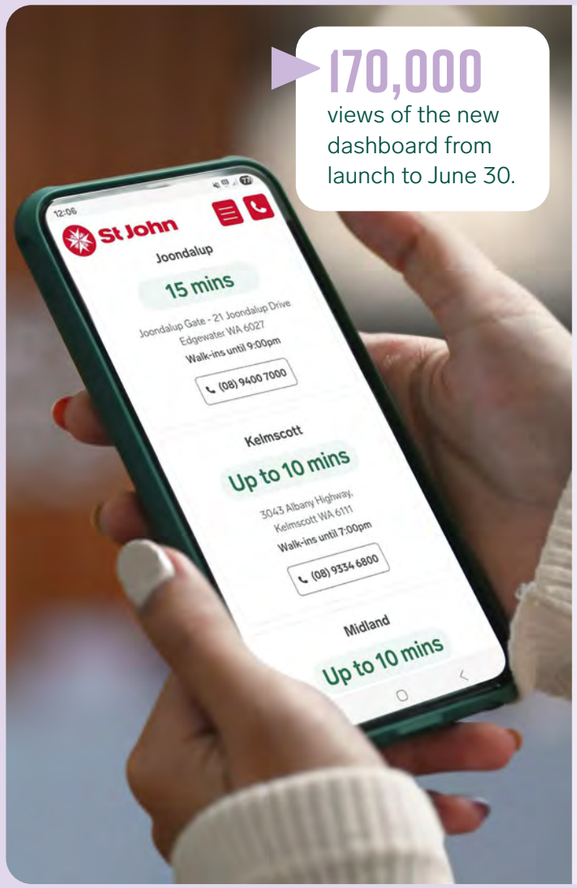
ST JOHN HEALTH

Good community healthcare should be easy to access, simple to navigate and connected to the care people may need next. St John Health delivers that experience across Urgent Care, General Practice and Dental — helping Western Australians receive appropriate care earlier and closer to home, while supporting a more sustainable health system.

101,013
Urgent Care patients.

191,281
General Practice patients.

24,705
Dental patients.



170,000
views of the new dashboard from launch to June 30.

A CLEARER PATH TO URGENT CARE

Unplanned care became easier to access and navigate during the year with the opening of a new, purpose-built Urgent Care in Kelmscott and the launch of live wait times across the metropolitan St John Health network.

Delivered from concept to operations in nine months, St John Urgent Care Kelmscott replaced the former Armadale service and expanded choice for people in the Armadale–Kelmscott corridor. Located opposite Armadale Hospital, the centre provides a dedicated walk-in option close to home for injuries and illnesses that require prompt care but are not life-threatening.

St John also launched live Urgent Care wait times on the St John Health website, enabling patients to compare expected waits before travelling and make a more informed choice about which centre to attend.

Developed collaboratively by clinical, customer experience and business intelligence teams, the dashboard turns real-time operational data into information patients can act on.



10
activations at AFL games.

~800
vaccines delivered, including

40+
new nasal vaccinations.

96%
of people said they'd do the same again next year.

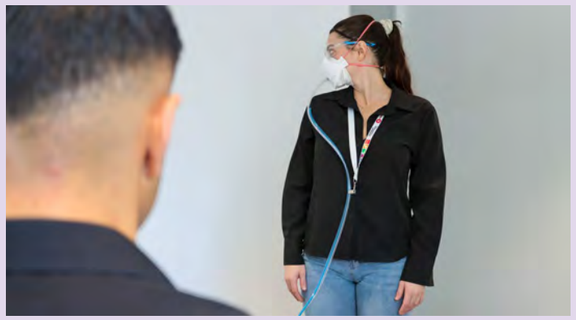
BRINGING HELP TO THE FOOTY

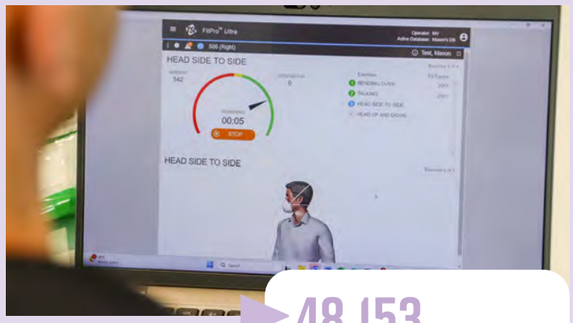
In a WA first, St John partnered with the WA Government to deliver free pop-up influenza vaccination clinics at Optus Stadium across three AFL game days in May and June.

The clinics were designed to make vaccination easier and more visible by taking preventative health into a place where thousands of people were already gathering.

The program brought together clinical and operational capability from across St John with the Health team leading vaccination delivery, supported by Event Health Services.

Survey results reflected a positive experience, with all respondents satisfied with the service and 96 per cent saying they would receive a vaccination at a sporting event again. About two-thirds said onsite promotion and the convenience of not needing to book influenced their decision to participate.





48,153
people helped

430
St John Safe Assessments

1009
Fit testing assessment sessions

136
Workplace health assessment customers

WORKPLACE HEALTH SOLUTIONS

HELP BUILT AROUND THE WORKPLACE

Workplace health needs rarely fit within a single service. St John combines clinical governance, emergency preparedness, onsite healthcare, occupational health, training and equipment to help organisations protect their people and strengthen workplace readiness.

During FY26, this integrated approach supported government and commercial partners across resources, transport infrastructure, aviation, renewable energy, science, custodial and major commercial settings. Support was tailored to each workplace — from readiness assessments and workforce training to embedded clinical teams, medical facilities, vehicles, equipment and escalation pathways.

EVENT HEALTH SERVICES

Event Health Services provides planned first aid and clinical care at events across Western Australia, from local community gatherings to major sporting and entertainment venues. Working with organisers and emergency services, teams tailor the people, equipment and response plan to the risks of each event, treating patients on site and coordinating further care when needed. Powered by volunteers and supported by specialist clinicians and operational teams, EHS also creates flexible opportunities for people to maintain their skills, contribute locally and help communities gather safely.

In FY26, most recorded patient activity occurred at community and sporting events, accounting for 75.9 per cent of presentations. Three in four patients were able to return to their event or go home after treatment, while 15.2 per cent were referred for hospital care by ambulance or private transport when further support was needed.



1100
volunteers

54,259
volunteer hours

24,427
people helped

3825
events supported

47
bushfire activations



202
events supported across the South West

11
officers completed conversion training to serve with EHS

24
officers progressing through the conversion pathway

NEW HELP IN THE SOUTH WEST

Event Health Services strengthened its regional reach during FY26 by building a local service in the South West — increasing medical coverage for events while creating more ways for volunteers to contribute close to home.

Supported by conversion pathways that enable volunteers to serve across country ambulance and Event Health Services, 11 existing ambulance officers completed training to join EHS during the year. A further 24 were progressing through the conversion course, with about 15 more moving through onboarding.

The growing team provided medical coverage at 202 events across the region, from community gatherings to larger-scale activities.

The expansion is building lasting regional capability: giving event organisers access to local medical support while helping volunteers maintain their skills, broaden their experience and strengthen connections across the South West.

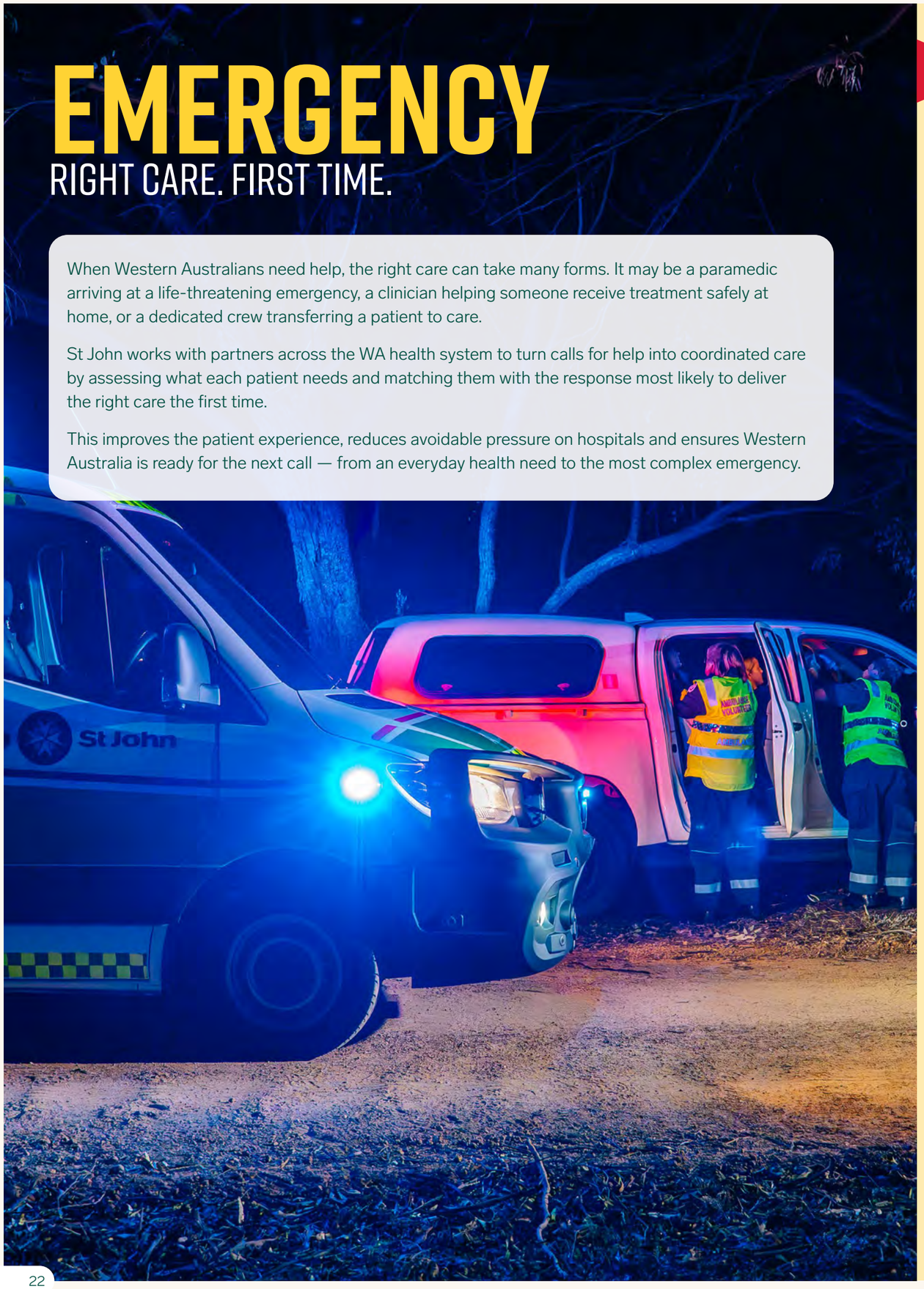
EMERGENCY

RIGHT CARE. FIRST TIME.

When Western Australians need help, the right care can take many forms. It may be a paramedic arriving at a life-threatening emergency, a clinician helping someone receive treatment safely at home, or a dedicated crew transferring a patient to care.

St John works with partners across the WA health system to turn calls for help into coordinated care by assessing what each patient needs and matching them with the response most likely to deliver the right care the first time.

This improves the patient experience, reduces avoidable pressure on hospitals and ensures Western Australia is ready for the next call — from an everyday health need to the most complex emergency.



AMBULANCE PERFORMANCE

METROPOLITAN AMBULANCE RESPONSE PERFORMANCE

PRIORITY 1 EMERGENCY

138,084
Metropolitan ambulance activity
Up 6.3%

15mins
Response time target of 90%

84.7%
Up 1.7 percentage points
Compared to prior year

PRIORITY 2 URGENT

75,112
Metropolitan ambulance activity
Up 8.6%

25mins
Response time target of 90%

74.4%
No change

PRIORITY 3 NON-URGENT

35,424
Metropolitan ambulance activity
Down 3.3%

60mins
Response time target of 90%

76%
Down 1.5 percentage points
Compared to prior year

STATE CONTROL CENTRE

330,056
Calls made to Triple Zero (000)
Up 3.8%
FY26 performance and prior year comparison

94.6%
Answered within 10 seconds
Down 2.8%
FY26 performance and prior year comparison

COUNTRY AMBULANCE CASES

EMERGENCY

34,678
Up 5.5%
FY26 performance and prior year comparison

URGENT

17,610
Up 4.8%
FY26 cases and prior year comparison

NON-URGENT

10,649
Up 0.6%
FY26 cases and prior year comparison

PLANNED TRANSPORT

29,695
Up 6.9%
FY26 cases and prior year comparison

St John WA met its required ambulance performance measures in FY26 while responding to increased demand across much of the service.

Metropolitan Priority 1 activity rose 6.3 per cent and Priority 2 activity rose 8.6 per cent, while Priority 1 response performance improved by 1.7 percentage points. Across the State, the State Control Centre answered 330,056 Triple Zero (000) calls — up 3.8 per cent — with 94.6 per cent answered within 10 seconds.



NATIONALLY RECOGNISED FOR TIMELY EMERGENCY RESPONSE

Independent national benchmarking confirmed St John WA continued to deliver one of Australia's leading ambulance services, recording the fastest median Priority 1 response times across both metropolitan and statewide services in the Report on Government Services (ROGS), covering the period 2024-25.
Additional highlights:

- Fastest metropolitan Priority 1 median response time in Australia at 10.1 minutes.
- Fastest statewide Priority 1 median response time nationally at 10.3 minutes.
- 97% patient satisfaction, in line with the national average.
- 98% of patients rated their ambulance journey as comfortable.

10.1 MINUTES
Fastest Priority 1 median response time in Australia, 10.3 minutes statewide.

97%
patient satisfaction, in line with national average.

98%
of patients rated their ambulance journey as comfortable.



Pictured: The St John WA Clinical Hub leadership team

35.1%
of ambulance incidents resolved without transport to a public Emergency Department, up from 33.3% in FY25

Secondary Triage Team
22,812
assessments

24%
linked to care away from ED

Extended Care Paramedics
3465
cases — up 24% from the previous year

77.7%
of patients cared for in place

CLINICAL HUB

The Clinical Hub helps turn a call for an ambulance into the care pathway best suited to the patient. Working across St John WA's State Control Centre and the State Health Operations Centre, it connects patients and frontline crews with clinical advice, specialist resources and alternative care options.

In FY26, the Secondary Triage Team completed 22,812 assessments, with 24 per cent of patients linked to care away from an Emergency Department. Extended Care Paramedics managed 3465 cases — up 23 per cent — with 77.7 per cent of patients cared for in place.

The Hub also supports specialist tasking, complex patient transfers and joint services including ambulance mental health co-response and virtual emergency care. Together, these capabilities contributed to 35.1 per cent of ambulance incidents being resolved without transport to a public Emergency Department, up from 33.3 per cent in FY25.

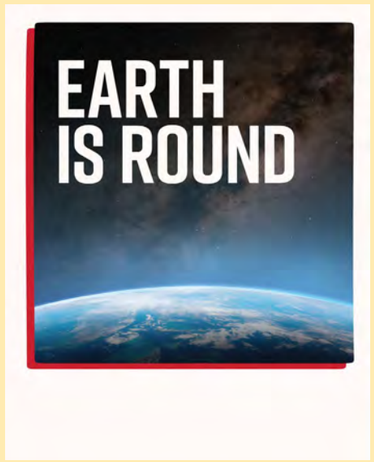
> *When my husband had an episode of deterioration during the visit the paramedic responded quickly, calmly and provided excellent care... The extra time taken was appreciated and will likely prevent a presentation to an ED in the long term. Our sincere thanks to the Extended Care Team.*
>
> **Patient's wife**

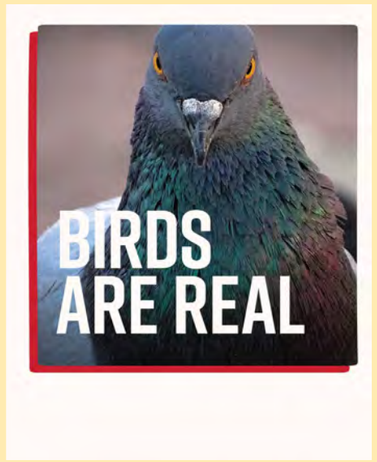


PROTECTING OUR PEOPLE: SAFETY AT ST JOHN

St John's people operate in environments that can be physically demanding, emotionally complex and unpredictable. Risks range from driving, hazardous manual tasks and exposure to infectious disease to fatigue, cumulative trauma, unreasonable behaviour and violence and aggression.

Protecting people requires more than responding after an incident or injury. During FY26, St John WA continued to strengthen prevention, improve visibility of physical and psychosocial hazards, intervene earlier and design safer systems of work.









WE SHOULDN'T HAVE TO SAY IT

Violence and aggression should never be accepted as part of ambulance work. Yet during FY26, St John crews reported 539 incidents — up from 402 in the previous year — and 46 injuries, compared with 32 in FY25.

Alcohol or other drugs were a factor in half of all incidents, while 35 per cent resulted in a Code Black activation and urgent police response.

In March 2026, St John launched *'We Shouldn't Have to Say It'*, calling on the community to stand behind ambulance crews and reject violence toward the people who turn up to help.

The campaign was supported by measures inside the organisation to help teams recognise and respond to danger. Training reinforced conflict de-escalation, personal safety and situational awareness, while crews were supported to dynamically assess risk, withdraw from unsafe scenes, activate a Code Black and seek police assistance when required.

539
reported Violence and Aggression incidents, of which 50 per cent involved alcohol or other drugs.

35%
of incidents resulted in a Code Black alert, down from 41% the previous year.

> **"OUR PEOPLE TURN UP TO HELP. THEY SHOULD NOT HAVE TO WORRY ABOUT BEING THREATENED, ABUSED OR ASSAULTED WHILE DOING THEIR JOB."**
>
> CHIEF EMERGENCY OFFICER WIL WHITE

WELLBEING BUILT INTO THE WAY WE WORK

A redesigned Psychology and Wellbeing Services (PAWS) model is bringing earlier, more accessible support to St John team members across the State, with a stronger focus on prevention, early detection and psychosocial risk.

The model brings together education, clinical support, psychosocial safety and aftercare. Two Wellbeing Operations Support Officers are embedded in the State Control Centre to monitor exposure to critical incidents and coordinate proactive support.

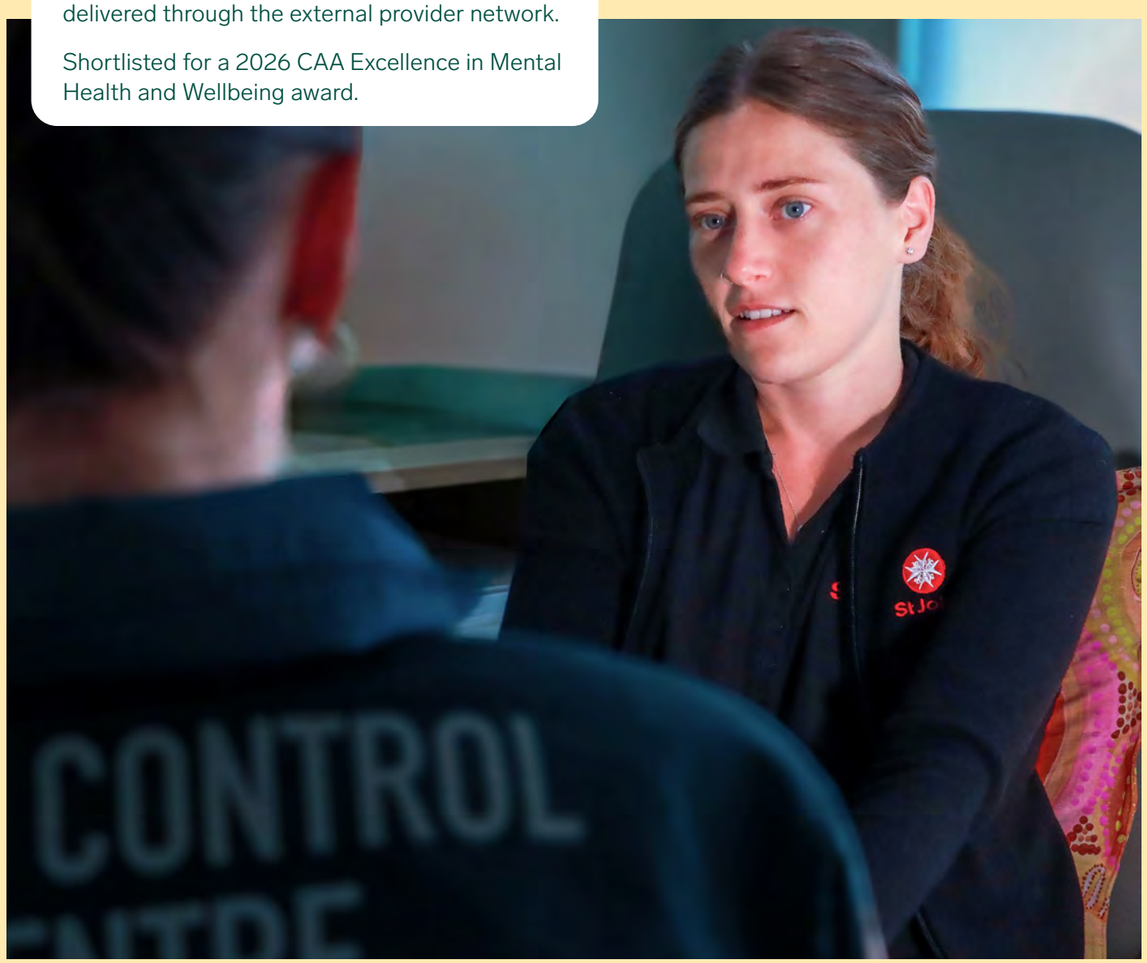
Regional Wellbeing Coordinators, specialist mental health clinicians, a confidential 24/7 Wellbeing Phone Line and a statewide network of 86 external providers extend that support across Western Australia.

> **THE TRAINING, THE FAMILIARITY, THE ACCESSIBILITY HAS BEEN SO IMPORTANT TO OUR REGION.**
>
> SALLY ANN, VOLUNTEER AMBULANCE OFFICER

5580

psychology and wellbeing support sessions delivered through the external provider network.

Shortlisted for a 2026 CAA Excellence in Mental Health and Wellbeing award.





SUPPORT ON FOUR PAWS

Dogs For First Responders — D41R — uses therapy dogs and experienced first responders to support the wellbeing of emergency services personnel. Their visits create a calm, informal space where people can pause, connect and talk without pressure or judgement.

Paramedics and Wellbeing Supporters Karen 'Hoppa' Hollings and Jo Ruck travelled to Kalgoorlie with therapy dogs Angus and Koda following a serious incident, giving local team members an opportunity to reconnect and start conversations naturally.

The partnership is one of the flexible ways PAWS supports St John WA teams, recognising that meaningful support does not always begin in a clinical setting.

Pictured: Angus gives SJWA Communications Officer Ethan Moreton a cheeky kiss.

SAFER DRIVING BY DESIGN

Legislative reform and a redesigned training program have helped build emergency driving capability in real-world conditions.

In December 2025, St John WA secured changes to Western Australia's Road Traffic Code allowing accredited instructors and trainees to undertake supervised Priority 1 emergency driving on public roads.

The change enabled live-road training to begin, using dual-control vehicles and along approved routes. More than 500 team members completed standardised assessments and nationally accredited and transferable certification.



500

assessments completed.

Shortlisted for a 2026 CAA Excellence in Staff Development award

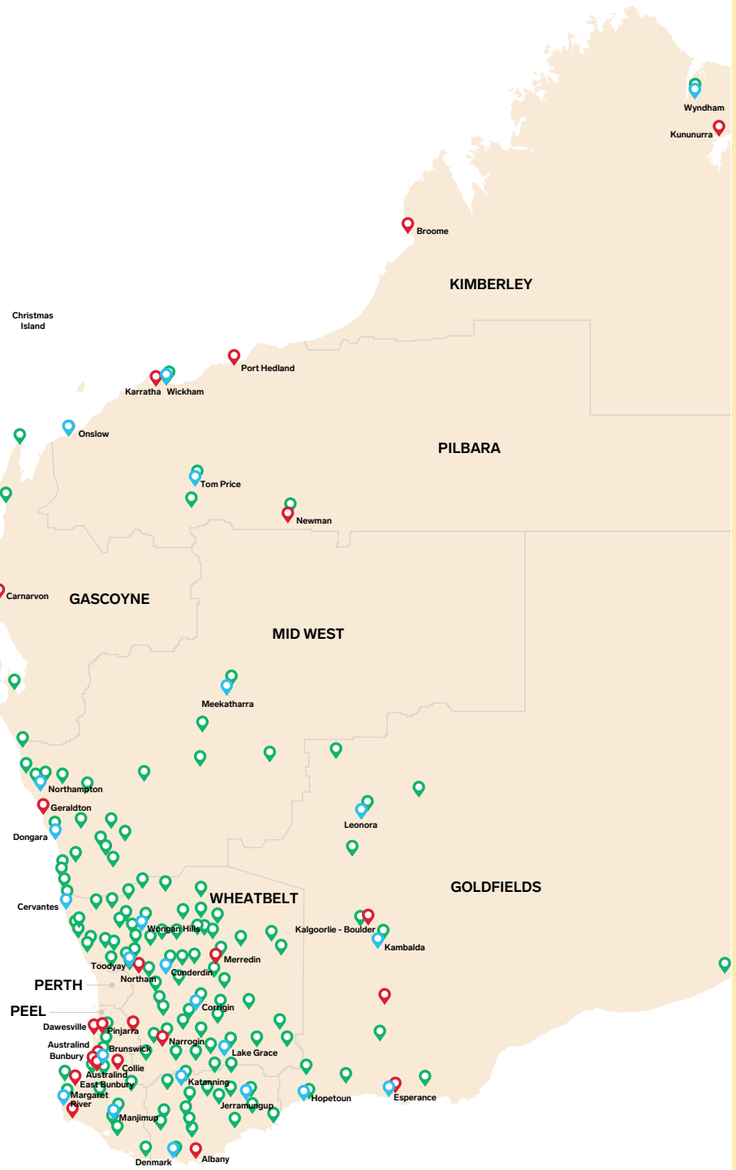
COUNTRY COMMITMENT

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	9148 ↑7.9%
PILBARA	7880 ↑1.5%
MID WEST & GASCOYNE	10,614 ↑1.8%
GOLDFIELDS/ESPERANCE	10,300 ↑8.0%
WHEATBELT	14,971 ↑5.7%
GREAT SOUTHERN	10,559 ↓1.6%
SOUTH WEST	33,805 ↑6.3%

REGIONAL INVESTMENT

Albany

Great Southern District Office and Albany Station centre celebrated the official opening of its new building on Sanford Road in April.

The new site includes 18 undercover ambulance bays, improved facilities for team members and new offices and training spaces.

The local team of paramedics, transport staff, and volunteers respond to more than 8000 jobs each year in the Great Southern, and trains about 300 students each year in vital first aid.



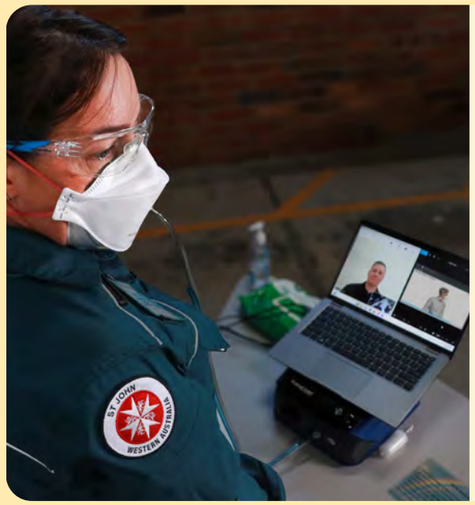
Cervantes

Cervantes Sub Centre celebrated the official opening of its new building in March, marking the completion of a project years in the making with strong community support and contributions from neighbouring sub centres.

The new premises provide improved facilities for local operations, more space for the growing volunteer team and better facilities for first aid training.

The project was driven by local volunteers and supporters, including Adam McKay, Sue Ivey, Peter and Rhonda Pendlebury, Maureen Milliken and Ian Rennie, whose efforts helped bring the new sub centre to life.





Fit for use

A new remote respirator fit-testing set-up is helping regional St John team members complete this important safety requirement when they cannot attend an in-person session.

The transportable system complements regular visits by the Respiratory Team, allowing fit testing to be completed remotely while ensuring respirators provide the intended protection against respiratory hazards. Volunteers have described the new approach as convenient and effective.

Fit testing is required annually for paramedics and transport staff, and every two years for volunteers.



Keeping crews connected across WA

An Ambulance Connectivity Project strengthens how crews stay connected with the State Control Centre, clinical support and operational systems, particularly in rural and remote areas where mobile and radio coverage can be limited.

Alongside existing cellular, Wi-Fi and radio communications, St John continued expanding satellite-enabled options during FY26. Across regional WA, 14 locations are equipped with Starlink, 33 have satellite phones and 10 have both. All new ambulance builds are also fitted with infrastructure compatible with Starlink, with devices supplied when vehicles are deployed regionally.

St John is working with the Office of Digital Government on the planned rollout of the Public Safety Network, helping ensure future communications capability continues to meet the needs of emergency services.



'Screen time for real time' goes regional

St John expanded its *'Screen Time for Real Time'* volunteer recruitment campaign into regional WA, using targeted social media advertising to reach people in areas where sub centres were actively seeking new Volunteer Ambulance Officers.

The campaign generated 346 expressions of interest and 37 volunteer applications, while building a pipeline of prospective volunteers across priority regions. More than 6600 people visited the regional volunteering webpage during the campaign, with website users increasing 457 per cent compared with the previous period.

PATIENT AND COMMUNITY TRANSPORT

Patient and Community Transport helps Western Australians get where they need to be for care. During FY26, the service completed 141,482 cases, from transfers between health facilities to community transport helping people access essential services, delivered by both volunteer and employed drivers.

Patient Transfer has also long provided an entry point for people building careers in paramedicine. During FY26, this pathway was redesigned as an 18-month Paramedic Intern Program after feedback from Medics identified a need for more hands-on experience. Existing Inter-Hospital Patient Transport Medics were among the first to transition, with their experience recognised as they entered the new pathway.

That pathway is reflected in people such as Ambulance Transport Officer Kienan Davis, who has his sights set on becoming a paramedic. In June, Kienan was reunited with retired paramedic Jim Deering — the paramedic who helped deliver him at home 27 years earlier.

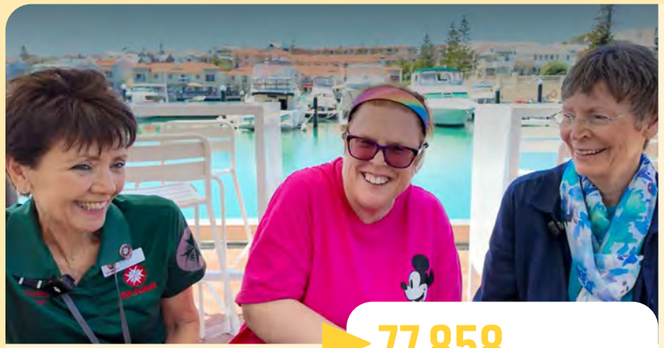


141,482
Patient and Community Transport cases

65,807
Community Transport Service cases

75,675
Patient Transfer Services cases

168
Paramedic Interns trained through new program



77,858
service hours donated

REWARDING SERVICE

For seven years, Corrina Sedgman has relied on Community Transport Service to get safely to and from work.

The volunteer-supported, door-to-door service helps people who cannot drive themselves or easily use other transport options to reach appointments, work and community activities.

For Corrina and her mum and carer, Janice, that means greater independence and peace of mind. For volunteer driver Lillian, it is also about the relationships built along the way.

> **"THE SERVICE HAS A SNOWBALL EFFECT – CORRINA GETS TO WORK SAFELY AND MAINTAINS HER INDEPENDENCE, WHILE THE DRIVERS FIND THE ROLE INCREDIBLY REWARDING."**
>
> JANICE, MOTHER OF CTS CLIENT CORRINA.

PEOPLE

A PLACE TO BELONG, GROW AND DO YOUR BEST WORK

More than any uniform or job title, St John WA is the people who answer the call, care for patients, teach skills, support communities and make the work possible. This year, we focused on creating a workplace where people can belong, grow and speak up — and where the diversity and lived experience of our team improve the care we provide.

That meant listening more closely, building new partnerships and turning policy into practical support. From access and inclusion to reconciliation to gender equity, the work is not finished, but the direction is clear.

98.5%
of Reconciliation Action Plan deliverables completed

303
Family and Domestic Violence education sessions delivered

17.9%
overall gender pay gap, following a 3.4% reduction



INCLUSION BY DESIGN

The Access and Inclusion Advisory Group brings together community members with lived experience of disability and allies to help shape accessible services, policies and workplace practices. By including these perspectives at the design stage, the group is helping St John deliver better outcomes for the community and its own team members.

St John also maintained active membership of the Council of Ambulance Authorities' Diversity, Inclusion and Belonging Forum, sharing insights and best practice with ambulance services across the Asia-Pacific region.

The work of the group was heartened by St John's organisation-wide Diversity and Inclusion NPS which rose eight points, from 15 to 23, in the May–June 2026 engagement survey.

Pictured: People Experience Partner Caitlin Condon and Advisory Group member Melissa Northcott MStJ

23
organisation-wide Diversity and Inclusion NPS, up eight points

Emergency:
16
up four points

Preventative:
39
up 29 points

ACCESS AND INCLUSION ADVISORY GROUP

EMMA KENTON
Neuromuscular WA

KATIE O'CONNELL
Variety – the Children's Charity of Western Australia

GARETH GOODWAY
Workpower

GLENNYS MARSDON
disability advocate and consumer psychologist

MELISSA NORTHCOTT MSTJ
St John volunteer with lived experience of physical and sensory disability

CARE THAT UNDERSTANDS AUTISM

On World Autism Day, St John announced a new partnership with the Autism Association of Western Australia to help teams provide more inclusive, compassionate and effective care for autistic people.

An introductory Neurodiversity Advantage module is being incorporated into regular education for paid team members. A second module, developed collaboratively for clinical and patient-facing teams in St John Health, focuses on supporting autistic people alongside their families and carers.

The partnership is in response to clear interest from St John Health teams. While many had personal or professional experience of autism, 82 per cent reported no formal autism training and 77 per cent agreed that developing these skills was becoming increasingly important to their role.

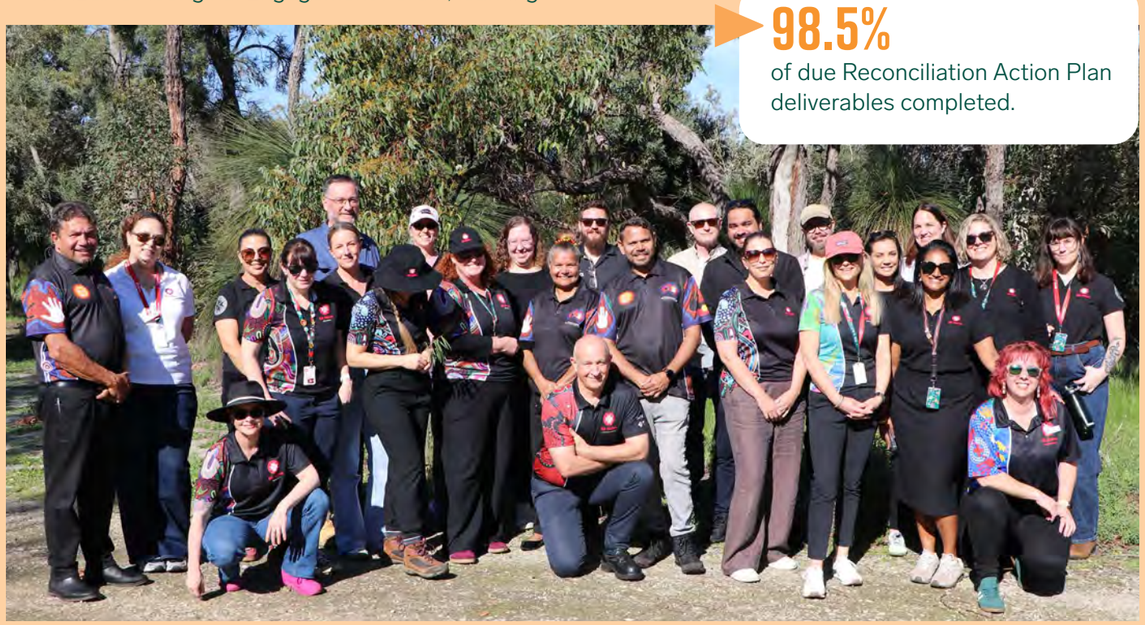


RECONCILIATION IN ACTION

St John continued to progress its Innovate Reconciliation Action Plan, with 131 of its 150 deliverables completed and a further 17 not yet due for reporting. This represents completion of 98.5 per cent of all deliverables currently due.

Work during the year included participation in WALGA's Aboriginal Engagement Forum, learning and reflection through the healing walk at Galup, National Reconciliation Week activities centred on truth-telling and holding racism to account, and connection through culture and storytelling during NAIDOC Week.

98.5%
of due Reconciliation Action Plan deliverables completed.







RAINBOW DREAMING BY JOEANNE CAPORN

First Nations artist Joeanne Caporn's *Rainbow Dreaming* artwork was showcased on St John polos as part of the organisation's ongoing LGBTQIA+ and reconciliation acknowledgement.

Joeanne, a proud Yamatji woman from Palyku Country, designed the artwork around themes of spirit, tranquillity, nature, sunshine, healing and life. Its imagery includes dancing spirits, water, emu tracks, medicine leaves and generations of family, with different Pride flags represented in the black borders between each section.

Worn by team members across St John, Rainbow Dreaming combines First Nations culture and LGBTQIA+ pride in a visible expression of inclusion, identity and belonging.

FIRST NATIONS CULTURE AND LGBTQIA+ PRIDE, WOVEN TOGETHER

PURPLE
spirit and six dancing figures

BLUE
tranquillity and flowing water

GREEN
nature, forest and emu tracks

YELLOW
sunshine

ORANGE
healing and medicine leaves

RED
life, family and generations

BLACK BORDERS
Pride flags



BUILDING A BRIGHT FUTURE

The 2026 Tinesh Tamilkodi and Fiona Lavelle Memorial Scholarships supported six people already helping shape the future of health care.

Aidan Collier and Miranda Lauren Knight received ECU-funded First Nations Scholarships, while Aaron Hart, Bryce Rowe, Rhys Nathanielsz and Sherwin Chia received St John WA Education Scholarships. Each scholarship provides support of up to $20,000 for further study, research or leadership development.

ONE HEART, MANY VOICES

Across 10 days in November, St John WA celebrated PrideFEST, culminating in more than 50 team members joining the Pride Parade through Northbridge. Under the theme One Heart, Many Voices, the team marched alongside community members and organisations in support of love, acceptance and equality.

Team members also volunteered at the family-friendly Fair Day in Supreme Court Gardens, providing ambulance tours, first aid demonstrations and activities for children.

Beyond these public events, St John WA continued its journey towards Rainbow Tick accreditation. Work included acting on feedback from the first full year of quarterly LGBTQIA+ customer surveys, introducing ACON Welcome Here signs at St John Health clinics and providing Pride in Diversity Confidential Contacts training for team members who may support LGBTQIA+ colleagues, patients or service users.

> **"THE THING THAT STRUCK ME MOST WAS THE INCREDIBLE OUTPOURING OF PUBLIC SUPPORT."**
>
> ANDY BELL, DEPUTY DIRECTOR OF PARAMEDICINE



10
days of PrideFEST activities

50+
St John team members in the Pride Parade

- Quarterly LGBTQIA+ customer surveys completed across their first full year
- ACON Welcome Here signs introduced at St John Health clinics

REMOVING BARRIERS TO GENDER AFFIRMATION

St John launched a new Gender Affirmation Toolkit during Transgender Awareness Week to improve understanding of transgender and gender-diverse people and provide practical support for team members affirming their gender.

Sitting beneath the Diversity and Inclusion Policy, the toolkit includes formal guidelines, a conversational playbook and a template to guide discussions between team members, support people and line managers. It provides a clearer, more consistent pathway while recognising that every person's experience will be different.

The toolkit forms part of St John's broader work towards Rainbow Tick accreditation and its commitment to listening to the lived experiences of team members across Western Australia.



> **"AFFIRMING SOMEONE'S GENDER IDENTITY CAN HAVE A PROFOUND IMPACT ON THEIR WELLBEING."**
>
> RENE ANDERSON, CHIEF PEOPLE OFFICER

PROGRESS ON GENDER EQUITY

St John reports workforce and gender equality data annually to the Workplace Gender Equality Agency. The latest results show progress across the organisation, although a significant gap remains.

The overall average total remuneration gender pay gap reduced by 3.4 per cent to 17.9 per cent. Median base salary gaps also reduced across St John Ambulance, St John Health and the Emergency Stream, while the Preventative Stream reported a zero gender pay gap for the 2024–25 reporting period.

Leadership remains focused on removing barriers, improving access to flexible work and creating more opportunities for women to move into leadership roles.

17.9%
overall gender pay gap following a 3.4% reduction

AWARDS AND RECOGNITION

From volunteers keeping regional communities moving to clinicians reshaping care, the year brought recognition from within St John WA and through national honours.



6
individual team members recognised

Sub centre and inaugural Division of the Year awards presented

MAKING OUR VALUES VISIBLE

The St John Experience in August marked the first presentation of the St John WA Values Awards, and introduction of a new Division of the Year award to annual celebrations.

Inaugural Values Awards

LEAD WITH HEART
Daryl Perreau whose inclusive leadership in Community Transport creates a welcoming environment where volunteers feel valued and proud to contribute.

MAKE IT BETTER
Deane Coxall who strengthened systems, capability and safety within Specialist Operations.

THINK TEAM
Hannah Cocivera who brought people together from across St John to turn a long-held idea – a Bystander Support Guide - into reality.

WALK THE TALK
Claire Dadd who leads with integrity and accountability, providing dependable support to colleagues and volunteers across the Wheatbelt.

Volunteers of the Year

METRO
Steve Fraser
Steve's positivity has made a lasting impression across the Kalamunda Division. He creates valuable learning opportunities and champions a safer, more supportive environment for fellow volunteers.

COUNTRY
Ho Tin Lee
Ho's enthusiasm and dedication have made him a cornerstone of the Laverton Sub Centre, with an unwavering commitment to ensuring his community receives care when it matters.



Teams of the Year

SUB CENTRE
Laverton



DIVISION (NEW AWARD)
Belmont



INDUSTRY AND NATIONAL RECOGNITION

Six St John WA women received 2026 Council of Ambulance Authorities Women in Ambulance Awards:

Marika Austgen for people-centred operational leadership;

Caitlyn Pavey-Smith for leading the State Defibrillator Network and Community First Responder program;

Melissa Gardiner for advancing obstetric and neonatal care through STORC;

Caleigh Faulkner for clinical education and paramedic intern pathways;

Jo Read for mentoring and patient transport education;

Jane Jennings for supporting paramedicine students and establishing SIMEX Club.

St John initiatives won two Council of Ambulance Authorities Awards for Excellence, marking the organisation's fourth consecutive year of CAA wins.

Excellence in Technology
The Clinical Incident Management System (CIMS) is St John's bespoke clinical incident management platform. Built with MyOSH, it enables real-time reporting, clearer classification and stronger accountability across the organisation. The system is improving safety culture and data-driven learning at scale.

Excellence in Staff Development
Family and Domestic Violence Education Program was developed by St John with partners Stopping Family Violence and CSI UWA. The sector-first program equips responders, including regional volunteers, to recognise, assess and respond to FDV. The initiative fills a critical training gap and strengthens support for people experiencing harm.



AMBULANCE SERVICE MEDALS

Four St John WA paramedics were recognised with Ambulance Service Medals during the year, reflecting exceptional service to patients, colleagues and the ambulance profession.



Lauren D'Arcy was recognised for her frontline service, mentoring and commitment to more inclusive patient care. A passionate advocate for the Deaf and hard-of-hearing community, Lauren has championed Auslan across St John WA and helped introduce the Convo real-time video interpreting service — an Australian first for an ambulance service.



Deane Coxall, Manager Specialist Operations, was recognised for more than 13 years of service spanning operational, clinical and leadership roles. His contribution has included developing digital clinical resources, strengthening specialist capability and championing improvements to safety, teamwork and patient care.



David Emerson was recognised for his contribution to clinical leadership and the development of St John WA's advanced clinical capability. Since joining in 2011, David has worked across frontline, Clinical Support Paramedic and Clinical Hub roles, strengthening clinical decision-making, dispatch processes and support for paramedics both on-road and remotely.



Karen 'Hoppa' Hollings was recognised for distinguished service shaped by both her paramedic career and her commitment to supporting the wellbeing of first responders. Drawing on her own experience of recovery following a traumatic workplace assault, Hoppa established the Dogs 4 First Responders program to provide emotional support to ambulance crews and hospital staff.



RECOGNITION

Two Recognition Ceremonies were held to celebrate the achievements and service of operational and support team members from across Western Australia. Holding ceremonies in both October and June also enables ambulance crews across the four metropolitan shift groups to attend around their rosters.

The October ceremony, covering Red and Green shifts, recognised 167 team members, including 67 Ambulance Officers graduating to Paramedic, 77 paid length-of-service recipients and 23 National Medal and Clasp recipients.

The June ceremony, covering Blue and Black shifts, recognised 228 team members, including 47 new Paramedics, 154 team members celebrating between 10 and 45 years of service, and 27 National Medal and Clasp recipients. Team members travelled from as far as Hedland, Kalgoorlie, Norseman, Kununurra and Leonora to attend.

Across the two ceremonies, St John WA recognised decades of service alongside the next generation of paramedics — from newly promoted clinicians through to team members marking up to 45 years with St John.

395
recognitions across two Recognition Ceremonies held in October and June:

114
Ambulance Officers graduating to Paramedic

50
National Medal and Clasp recipients

231
paid length-of-service awards, recognising 10 to 45 years of service





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