Registered Office:
209 Great Eastern Highway Belmont Western Australia
Email: stjohn@ambulance.net.au
Website: www.ambulance.net.au
The Most Venerable Order of the Hospital of St John of Jerusalem.

The four arms of the St John Cross symbolise the four virtues.

Justice
Fortitude
Prudence
Temperance
In Western Australia, St John Ambulance provides community services which are primarily focused on caring for the sick and injured. The provision of these services to the public is carried out by several organisations, all of which have clear objectives and guidelines and each operating in the name of St John. This report enlarges on the roles and activities of each of these organisations.
St John Ambulance is an international organisation which provides a wide variety of services in nearly fifty countries scattered throughout the world. In Australia each state and territory has St John representation and our activities are co-ordinated by a National Board, which has its base in Canberra. I have the pleasure of representing Western Australia on this body.

In Western Australia we are a community based organisation. The services we cover include ambulance transport, first aid training, volunteer first aid services, community care and support for other charitable activities.

In order to carry out our role effectively we co-operate with the State Government through the Department of Health, public and private hospitals, RFDS, other emergency services, Lotterywest and many other agencies.

Our aim of looking after the sick and injured means we need to have well trained and equipped staff. To do this we have career and volunteer members working together. The wonderful results they achieve are highlighted in more detail in this report.

The State Executive, Board and other Committee members all concentrate on ensuring that the organisation complies with governance standards and strategic directions. They are supported by the Chief Executive Officer and competent staff who ensure that the various services are carried out efficiently.

I thank the thousands of people in this organisation who every day of the year strive to fulfil our vision of “Serving Humanity”.

Gerard King
State Chairman
Pictorial Image of Strategic Plan

- Conservative in finance
- Awareness of identity
- Valuing people
- Encouraging new ideas
- Organised for learning
- Allowing mistakes
- Shaping the human community
- Sensitivity to the world
St John Ambulance Structure

The governing body of St John Ambulance in Western Australia is the State Executive Committee. This Committee is responsible for all major policy decisions affecting the Order of St John in Western Australia. The legal entity for this body is known as “St John Ambulance Australia (Western Australia) Inc”.

Five other bodies operate under the auspices of St John Ambulance Australia (Western Australia) Inc.

1. WA Ambulance Service.
   This entity has a Board that is responsible for the provision of Ambulance and First Aid services throughout the state and provides management and financial guidance for other branches of the organisation. Its legal entity is an incorporated association known as “St John Ambulance Australia WA Ambulance Service Inc”.

2. Property Trustee.
   This body is responsible for all real property of St John Ambulance in Western Australia. Its legal entity is an incorporated association known as “St John Ambulance Association in Western Australia Inc.”.

3. Volunteer First Aid Service.
   In other states this branch is known as the Operations Branch. The Executive Committee of this branch is responsible for the provision of voluntary first aid services at public venues.

4. Community Care Branch
   The Executive Committee of this branch is responsible for the provision of care to the lonely, frail, aged and disabled in the community.

5. Commandery Functions Committee.
   This committee is responsible for co-ordinating the membership of the Order of St John, fundraising for the Jerusalem Eye Hospital, ceremonial functions, library and museum as well as fellowship and the ladies auxiliary.

The strength of St John Ambulance in Western Australia comes from the way these five areas of the organisation operate harmoniously under the banner of St John Ambulance Australia (Western Australia) Inc. and under the leadership of the Chief Executive Officer.
**St John Ambulance Australia State Executive Committee**

- **Mr G.A. King**
- **Mr W.J. Barker**
- **Dr K.E. Collins**
- **Dr T. Hamilton**
- **Dr P.A. King** (until June 04*)
- **Dr R.S.W. Lugg**
- **Dr H.F. Oxer**
- **Mr K.J. Young**

The Chairman of the State Executive Committee is an “Ex Officio” Member and can attend any other Body Corporate committee meetings.

**Ambulance Service Board**

- **Chairman**: Dr R.S.W. Lugg
  - **Mr R. Devenish**
  - **Mrs M. Isbister**
  - **Prof. G. Jelinek**
  - **Dr P.A. King** (until June 04*)
  - **Mr S. Leslie**
  - **Mrs S. Thomson** (until March 04)

**Volunteer First Aid Service Executive Committee**

- **Chairman**: Dr K.E. Collins
  - **Mr A.J. Ahern**
  - **Mr D. Carbonell**
  - **Mrs R. Cooper**
  - **Dr S.J. Dunjey**
  - **Mr T. Jongen**
  - **Mr P. Leuba**
  - **Dr H.F. Oxer**
  - **Mrs G. West**

**Property Trustee**

- **Chairman**: Dr T. Hamilton
  - **Mr G.A. King**
  - **Dr P.A. King** (until June 04*)
  - **Dr R.S.W. Lugg**

* Long time Board Member and Deputy Chairman of the Ambulance Service Board, Dr Philip King sadly passed away in June 2004.

**Chief Executive Officer**

- **Mr I.L. Kaye-Eddie**

**Commandery Functions Committee**

- **Chairman**: Mr W.J. Barker
  - **Mr L. Barnes**
  - **Mr J. Di Masi**
  - **Miss B. Dyke**
  - **Mr J. Ree**

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The St John Ambulance Australia State Executive Committee pictured with St John Ambulance Chief Executive Officer Mr Ian Kaye-Eddie: (clockwise from left) Dr Harry Oxer, Mr Kevin Young, Mr I.L. Kaye-Eddie, Mr William Barker, Dr Ken Collins, Mr Gerard King, Dr Philip King and Dr Thomas Hamilton. Absent: Dr Richard Lugg.
Ambulance Service Board and Directorate Structure

The Ambulance Service Board members focus on corporate governance issues and the strategic direction of the organisation. They meet regularly and the policies of the Board are then implemented by the Chief Executive Officer and his team of directors who ensure that the organisation provides its range of services in an effective manner to the community.

A number of directorate changes have been implemented within the past 12 months in line with St John Ambulance’s succession planning initiatives. In 2003 Bob Barker assumed the role of Technical Services Director. He is responsible for overseeing the management of the fleet, communications and property and supply functions. Former Director of Training Ken Ford has taken on the Ambulance Services portfolio. One of his key tasks over the next five years will be to develop and groom new employees to take on management roles in the metropolitan and country regions. Ken Newall was appointed Director of Training. Ken has previously been involved with all aspects of The College of Pre-Hospital Care and is responsible for overseeing the management of First Aid, Volunteer and Career Training.

The objective of these changes is to ensure the organisation continues to function smoothly and provide an effective first aid and ambulance service to the community. To this end, St John Ambulance’s new Directorate is poised to lead the organisation into the future, maintaining our commitment to core objectives and strategic corporate planning.
SEVEN •

Ambulance Service Board

Human Resources and Marketing
Director, Peter King

Medical Director, Garry Wilkes

Training Director, Ken Newall

The St John Ambulance Service Board (clockwise from left): Dr Garry Wilkes, Mrs Merle Isbister, Mr Robert Devenish, Mrs Sandra Thomson, Mr Shayne Leslie, Mr Gerard King (Ex Officio), Dr Richard Lugg, Dr Philip King and Mr Ian Kaye-Eddie.
Successful year for St John Ambulance

New five-year contract for provision of ambulance services in WA

St John Ambulance remains in a sound financial position

Introduction

St John Ambulance has again achieved excellent results and delivered a high standard of service to the community in Western Australia. This success has been achieved whilst working within the confines of a busy health system.

We have now been providing first aid services for 112 years and ambulance services for 82 years in this state and we are justifiably proud of our accomplishments in that time. Notwithstanding, we maintain our commitment to strive for continual improvement in our service of the community.

A significant event occurred in April 2004 with the conclusion of a lengthy negotiation with the Health Department. The result of this negotiation was agreement for a new five year contract for the provision of ambulance services in Western Australia. The contract provides for an additional $34.7 million over five years taking the total value of the contract to just over $100 million for the period.

The additional funding commitment from the State Government will allow St John Ambulance to address key resource issues over the period, allowing us to target the challenges of ambulance availability and deteriorating ambulance response times in metropolitan Perth.

Financial Position

Financial indicators for 2003/2004 once again highlight the organisation’s sound financial position and we continue our investment in the future with significant levels of capital expenditure. Over the next five years our capacity will be enhanced by the injection of additional government funds, with 30 new ambulances and more than 100 new ambulance officers and communications staff. These funds will provide five more 24-hour ambulance crews and 16 extra day crews in the metropolitan area and a further 12 officers in the country. While there are ever increasing demands on the limited resources available we believe we can continue to provide the community in Western Australia with ambulance and first aid services at a standard and price that cannot be matched or bettered. At the same time we provide the financial stability necessary for the long term survival and development of our organisation.
Statewide Resources and Activities for 2003-2004

<table>
<thead>
<tr>
<th></th>
<th>Ambulance Vehicles</th>
<th>Other Vehicles</th>
<th>Personnel</th>
<th>Patients Customers</th>
<th>First Aid Patients</th>
<th>Ambulance Cover Members</th>
<th>Patient kms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Metropolitan (Paid)</td>
<td>93</td>
<td>29</td>
<td>540</td>
<td>115,105</td>
<td>47,020</td>
<td>-</td>
<td>3,239,870</td>
</tr>
<tr>
<td>Metropolitan (Volunteer)</td>
<td>4</td>
<td>1</td>
<td>182</td>
<td>2,104</td>
<td>1,045</td>
<td>-</td>
<td>117,432</td>
</tr>
<tr>
<td>Country Sub Centres with Paid Staff</td>
<td>33</td>
<td>9</td>
<td>75</td>
<td>15,603</td>
<td>9,918</td>
<td>16,939</td>
<td>583,193</td>
</tr>
<tr>
<td>Country Sub Centres – with Volunteers</td>
<td>240</td>
<td>1</td>
<td>3,700</td>
<td>13,999</td>
<td>9,645</td>
<td>38,751</td>
<td>1,071,493</td>
</tr>
<tr>
<td>Sub Total</td>
<td>370</td>
<td>40</td>
<td>4,497</td>
<td>146,811</td>
<td>67,628</td>
<td>55,690</td>
<td>5,011,988</td>
</tr>
<tr>
<td>Volunteer First Aid Service Branch</td>
<td>-</td>
<td>27</td>
<td>945</td>
<td>6,105</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Community Care Branch</td>
<td>-</td>
<td>-</td>
<td>134</td>
<td>849</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Commandery Functions Committee</td>
<td>-</td>
<td>-</td>
<td>5</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Totals</td>
<td>370</td>
<td>67</td>
<td>5,581</td>
<td>153,675</td>
<td>67,628</td>
<td>55,690</td>
<td>5,011,988</td>
</tr>
</tbody>
</table>

Key financial indicators 03-04

**INCOME**

<table>
<thead>
<tr>
<th></th>
<th>$'000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Metropolitan</td>
<td>60,131</td>
</tr>
<tr>
<td>Country</td>
<td>17,585</td>
</tr>
<tr>
<td>Total Income</td>
<td>77,716</td>
</tr>
</tbody>
</table>

**EXPENDITURE**

<table>
<thead>
<tr>
<th></th>
<th>$'000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Metropolitan</td>
<td>57,974</td>
</tr>
<tr>
<td>Country</td>
<td>14,658</td>
</tr>
<tr>
<td>Total Expenditure</td>
<td>72,632</td>
</tr>
</tbody>
</table>

Surpluses generated are applied to capital expenditure to ensure that St John has buildings, vehicles, and equipment necessary to continue to provide the high standard of service the community expects.

Metro income sources

<table>
<thead>
<tr>
<th></th>
<th>($’000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulance Services</td>
<td>36,878</td>
</tr>
<tr>
<td>First Aid Training</td>
<td>6,812</td>
</tr>
<tr>
<td>Health Department</td>
<td>12,040</td>
</tr>
<tr>
<td>Other</td>
<td>4,401</td>
</tr>
<tr>
<td>Total</td>
<td>60,131</td>
</tr>
</tbody>
</table>

Metro operating expenditure

<table>
<thead>
<tr>
<th></th>
<th>($’000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel</td>
<td>35,614</td>
</tr>
<tr>
<td>Property &amp; Vehicles</td>
<td>7,218</td>
</tr>
<tr>
<td>Pensioner Rebates</td>
<td>6,639</td>
</tr>
<tr>
<td>Other</td>
<td>8,503</td>
</tr>
<tr>
<td>Total</td>
<td>57,974</td>
</tr>
</tbody>
</table>

Country income sources

<table>
<thead>
<tr>
<th></th>
<th>($’000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulance Services</td>
<td>9,196</td>
</tr>
<tr>
<td>First Aid Training</td>
<td>2,340</td>
</tr>
<tr>
<td>Health Department</td>
<td>1,692</td>
</tr>
<tr>
<td>Benefit Fund</td>
<td>1,899</td>
</tr>
<tr>
<td>Other</td>
<td>2,458</td>
</tr>
<tr>
<td>Total</td>
<td>17,585</td>
</tr>
</tbody>
</table>

Country operating expenditure

<table>
<thead>
<tr>
<th></th>
<th>($’000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel</td>
<td>5,162</td>
</tr>
<tr>
<td>Property &amp; Vehicle</td>
<td>1,904</td>
</tr>
<tr>
<td>Claims &amp; Write offs</td>
<td>4,116</td>
</tr>
<tr>
<td>Medical &amp; First Aid</td>
<td>1,888</td>
</tr>
<tr>
<td>Other</td>
<td>1,578</td>
</tr>
<tr>
<td>Total</td>
<td>14,658</td>
</tr>
</tbody>
</table>
**Activity**
During 2003/2004 ambulance activity across the state increased by 3%. There were a total of 146,811 cases in Western Australia during 2003/2004 with 117,209 of those being in the metropolitan area. We continue to maintain our focus on the clinical quality of the ambulance services we provide and the level of customer satisfaction. As a part of our commitment to the national reporting requirements of the Productivity Commission, we again conducted a customer satisfaction survey. 98% of respondents indicated that they were either satisfied or very satisfied with the service provided to them. Once again, the survey indicated that the area of most concern to our customers is response time.

**Response Times**
The key indicator used to measure the performance of ambulance services is response times. Whilst metropolitan response times for all three case categories: emergency (priority one) urgent cases (priority two) and non-urgent cases (priority three) improved marginally during 2003/2004, it is recognised that further reductions are necessary. In particular, our average response time for urgent cases remains outside the national standard of 15 minutes. The graphs opposite show ambulance response times as well as an analysis of ambulance diversion for 2003/2004.

Within the past 12 months the issues of ambulance diversion and ramp time have come under considerable media scrutiny. Diversion is where an emergency department is closed to ambulances and they must therefore divert to another hospital. Ramp time is where the ambulance has arrived at the hospital emergency department but the emergency department is not able to take the patient immediately. Paramedics must then continue to provide care until the hospital is ready to admit the patient. Both of these issues, diversion and ramp time, impact significantly on the ambulance service and affect ambulance response times. We continue to work closely with the Department of Health to minimise the impact of these issues.

In 1994 Patient Transfer Vehicles (PTVs) were introduced with the aim of maintaining acceptable response times for non-urgent cases. In 2003/2004 St John Ambulance had 13 vehicles operating throughout the metropolitan area. PTV crews are trained for non-urgent patient assistance only and use lower cost vehicles with less equipment than paramedical ambulances. This level of equipment and training is appropriate for a large proportion of our non-urgent workload. During 2003/2004, PTVs handled 44% of the total metropolitan non-urgent workload. Although it is not envisaged that they will handle all of the non-urgent workload, our aim is to continue to increase the proportion handled by PTVs. This will provide the most cost effective model for the provision of emergency and non-emergency ambulance cases in the Perth metropolitan area.

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**State wide ambulance activity expands by 3%**
**Customer satisfaction hits 98%**
**Marginal decrease in ambulance response times**
**PTVs handle 44% of non-urgent workload in metropolitan area**

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**Metropolitan Ambulance Centre Locations**

Figures represent number of crews stationed at each location.
Emergency Response Times (average)

Urgent Response Times (average)

Non-Urgent Response Times (average)

Ambulance Diversion- Metropolitan Hospitals

Resource Arrangements

The following resources are rostered each day in the metropolitan area:

<table>
<thead>
<tr>
<th>Resource</th>
<th>Monday to Friday</th>
<th>Saturday &amp; Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td>24 hour paramedic crews</td>
<td>Day Shift 21</td>
<td>Night Shift 21</td>
</tr>
<tr>
<td>Day shift paramedic crews</td>
<td>21</td>
<td>2</td>
</tr>
<tr>
<td>Patient transport crews</td>
<td>13</td>
<td>2</td>
</tr>
<tr>
<td>Volunteer ambulance crews</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>(outer metropolitan area)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Helicopter</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Total</td>
<td>49</td>
<td>31</td>
</tr>
</tbody>
</table>

Start and finish times for day shift paramedic crews and patient transport crews are staggered so that some of these resources are available in the evening. The figures above indicate the minimum to maximum resource levels that currently apply.

Country Workload

Metropolitan Workload

Response Times are now based on a per second basis, instead of on a per minute basis.
Communications Centre
The Ambulance Communications Centre continues to operate as the nucleus of our ambulance service. The role of staff in the Centre has become more difficult in recent years with the added pressures caused by hospital diversion and ramp time. During the year a new role was introduced into the Centre in an attempt to alleviate this workload and help minimise associated diversion and ramp time.

The ambulance network coordinator (ANC) will focus on ambulance patient allocation within the metropolitan region, monitoring workloads of Perth’s major hospitals through the Emergency Department Information System (EDIS).

This year has seen a heightened relationship between the Communications Centre and our country sub centres. This is in part due to the continued rollout of the centralised “000” emergency number whereby emergency calls in some regional areas are answered by trained communications officers in the metropolitan Communications Centre.

Emergency Rescue Helicopter Service
A major addition to our Ambulance Service this year was the introduction of the emergency rescue helicopter service. The service became operational in August 2003. By the end of the financial year it had been activated for a total of 90 missions.

St John Ambulance is the tasking authority for the helicopter and provides the critical care paramedics who work in conjunction with a pilot and aircrew from Canadian Helicopter Corporation (CHC). The Fire and Emergency Services Authority of Australia (FESA) is responsible for the service management, contract management, funding and policy and performance standards of the helicopter service. The service is based at Jandakot Airport.
Defibrillator patient Mary Hold with paramedic Tony Burns and station manager Michael Jack. Courtesy Geraldton Guardian.


Critical care paramedic John Brereton.
Country Services

It would not be possible to provide ambulance services in country areas of Western Australia without the commitment and dedication of volunteers and local communities.

In addition to nearly 2,000 qualified volunteer ambulance officers we have volunteer first aid trainers and a significant number of volunteers fulfilling other vital support roles in our country sub centres. These roles often go unnoticed and include tasks such as sub centre administration and bookkeeping, maintenance of buildings and equipment and various other support functions. Although these tasks often take a back seat to front line ambulance and first aid duties in terms of recognition, they are nevertheless vital components of a well run sub centre. In all, around 3,700 volunteers provide ambulance, first aid training and support services throughout the state. The vast majority of this volunteer contribution is in country areas. These volunteers contribute over 3 million hours of voluntary service to their communities each year. The result of this huge commitment was that country volunteers attended in excess of 13,900 ambulance cases and taught 9,645 students first aid.

In a continuing effort to provide greater support for our country staff and volunteers the management structure of the country region has been changed during the year. We now have two teams, one focusing on the larger regional towns where we have career ambulance officers and paramedics and the other team concentrating on volunteer sub centres. We believe these arrangements will further improve relationships and performance.

3,700 country volunteers
13,999 ambulance cases
Restructure of St John Ambulance country operations
Continued rollout of internet-based computer system linking country sub centres with state office
New partnership with Sovereign Petroleum

A significant component of our support efforts for country sub centres is the annual sub centre conference and seminar. This event continues to grow in both the number of participants from country sub centres and the content and quality of the programme. The year also saw the commencement of the roll out of our new sub centre computer system.

The system is an internet based system and it is very pleasing that nearly 70 of our sub centres are now online.

In addition to the support for country communities provided by state office and Lotterywest, we were very pleased to be able to enter into an agreement with Sovereign Petroleum during the year which resulted in many sub centres being able to enjoy significant savings on fuel costs.
There was not a computer in sight in 1978 when a sprightly “50 something” Maurine McNamara took up the position of treasurer with the York Sub Centre. In those days the books were run on a manual system, which involved entering all receipts and payments in a cash book by hand. All invoices rendered and benefit fund membership records were recorded by hand.

Maurine continued to perform these duties in this manner for the next sixteen years.

In 1994 York Sub Centre entered the computer age changing from a cash-based manual system to a computerised, accrual accounting system.

Despite no previous computer experience, Maurine rose to the challenge; her enthusiasm and “can do” attitude enabling her to achieve a high degree of proficiency with the new system.

However, as is often the case in this era of constant technological advancement, further changes weren’t far away.

In October 2003 the York Sub Centre implemented St John’s internet accounting system, introducing the new windows-based environment.

For most people in their mid seventies this would be a daunting task, however Maurine again adapted her skills and mastered the new technology to become one of the most efficient treasurers in the organisation.

As Maurine’s story shows, with the right attitude you are indeed never too old to learn!
Industrial Relations
This year has been a productive year in terms of the working relationship between the organisation and the ambulance officers union. The union has been very supportive of the changes occurring in many areas of our organisation. New roles within the communications centre, the development of the helicopter paramedic role, changes to the education programmes for ambulance officers as well as many other day to day operational issues, while often raising differences of opinion, have been discussed and negotiated sensibly and reasonably by both parties. We are grateful to the union for the continuing spirit of cooperation.

Superannuation Fund
The St John Ambulance Superannuation Fund was wound up during the year with Acumen appointed as the successor fund. Whilst there were some delays to the original timetable, the transition to Acumen was a reasonably smooth process. The next stage in the evolution of our staff superannuation will be the introduction of choice of fund where staff can nominate a fund of their choice for both employer and employee contributions. At the end of the financial year we were well advanced with plans for the introduction of choice of fund.

Research Unit
After much discussion, the research unit has separated into its two component parts. Associate Professor Ian Jacobs and his research officers have relocated to UWA at the Emergency Medicine Research Dept., located at Sir Charles Gairdner Hospital, and will remain an independent body. Cardiac arrest data will be maintained by them for St John on a contract basis.

St John will maintain STARWA – St John Ambulance Research WA, which carries out research both in clinical and operational areas, using a powerful new database programme.
St John Ambulance (WA) and Lotterywest continue their longstanding partnership enhancing the 71 year tradition of co-operation and commitment between two of the state’s most recognisable entities.

In its first year of operation in 1933 Lotterywest (then known as the Lotteries Commission) donated a grant of £1,100 to St John Ambulance in part to the regional sub centres and also towards a new ambulance for the Fremantle branch.

From this first grant a solid relationship was built, with St John being the recipient of a grant from Lotterywest every year since. Lotterywest grants are primarily for assistance in capital projects. The main focus of these grants has been capital projects for country volunteer centres, however, more recently assistance has also been provided for metropolitan capital projects.

In 2001 Lotterywest agreed to assist with the rapid replacement of the metropolitan fleet from Ford to Mercedes ambulances. This rapid replacement programme will enable all of the metropolitan Ford ambulances to be superseded with Mercedes ambulances over three years at a total cost of $10.5 million. Lotterywest will contribute a total of $3 million to this programme. During this programme, Lotterywest have maintained their assistance with country capital projects. In addition to the direct funding provided for country capital projects, the assistance being provided to the metropolitan fleet replacement programme ensures country centres have access to good quality, second hand Mercedes ambulances in the future.

This year, the relationship was taken to new heights as Lotterywest extended its support to the St John Ambulance paramedics working in the new emergency rescue helicopter.

Lotterywest’s dedicated support over the past 71 years has played an important role in enhancing the level of service that St John Ambulance and its team of career and volunteer staff deliver to the Western Australian community every day.
The College of Pre-Hospital Care provides training for both ambulance officers and for the general public. In addition, this area of the organisation manages the provision of Industrial Paramedical Services and Training. The College is a Registered Training Organisation (RTO) under the Australian Quality Training Framework indicating that our organisation complies with nationally agreed standards for the quality of training, delivery, assessment and recognition, and contributes to community confidence in the products and services that we offer.

A major development in the evolution of paramedic training during the past year was an agreement between The College of Pre-Hospital Care and Edith Cowan University (ECU), with paramedic training now conducted under the auspices of the university. This strategic alliance with ECU spells the beginning of a new and exciting era in paramedic and ambulance officer training for St John Ambulance and also opens the way for future degree conversion and post graduate programs for current serving ambulance officers and paramedics. University-based education is becoming normal practice in other state ambulance services and we are confident we have negotiated the best model to suit our service.

Paramedic Training

In February 2004 a total of 29 students commenced their first year of study as part of the new Bachelor of Science (Paramedical Science) at ECU. Upon the successful completion of the programme, graduating ambulance officers will receive a Bachelor of Science (Paramedical Science) qualification from the University. This will be followed by an internship with St John Ambulance after which they will become qualified paramedics. One of the features of the Western Australian paramedic education programme is that students have already been successful in the St John Ambulance recruitment and selection process and are guaranteed employment upon successfully completing the first year of their degree programme.

The refresher training programme continues to be successful with career paramedics and ambulance officers returning to the College for two days of refresher training each year.
Transport Officer Training
As the number of patient transport crews operating in the metropolitan area continues to increase, so too does the demand for ambulance transport officer training. This year for the first time an evening ambulance transport officer pre-employment course was offered to meet the operational demand for casual officers.

- 17 new officers completed the 19 week pre-employment course
- 57 officers completed refresher training

Communication Officer Training
The College remains dedicated to the recruitment and training of communication officers.

- 3 officers completed the Certificate IV in Ambulance Communication
- 19 officers completed refresher training

Volunteer Training
The sub centre volunteer ambulance officer trainers continue to be a vital component in the total training package for volunteers. During the year we saw the implementation of the new system of volunteer training, whereby 6 regional training coordinators assumed responsibility for the training and support of volunteers in a designated region of the state. This system has been well received as it provides more local training for volunteers.

Training our country volunteers remains a top priority with:

- 150 fully qualified and accredited volunteer ambulance officer trainers (134 volunteers and 16 paramedics) operating in country sub centres training 1278 students during the year
- 172 volunteer training courses and 20 professional development seminars throughout the state
- 3 volunteer ambulance officer trainer accreditation courses completed

One of the most popular and successful components of our volunteer training programme has again been the professional development seminars conducted throughout the state by Dr Garry Wilkes and Dr Harry Oxer.
First Aid Services and Training

First aid training lies at the very core of what St John Ambulance is all about. As such, it is very satisfying to report another successful year with student numbers. We achieved a record 67,628 students trained which represents an increase of 5.3% over the previous year’s numbers.

First Aid Services and Training continues to build strong alliances with key organisations. In particular 2003/2004 has delivered two strategic partnerships with SGIO and Alcoa.

St John entered a sponsorship agreement with SGIO Insurance, whereby the insurer agreed to cover the cost of enrolment in the St John online ‘Crash Course’ for a 12 month period. SGIO’s sponsorship of the St John online first aid course is a proactive step in helping to save lives on our roads. We look forward to continuing this relationship in the next 12 months. During the year, 2008 participants completed the Crash Course.

First aid training numbers were also boosted via a significant training partnership with Alcoa of Australia. In February 2004 St John Ambulance Australia commenced a community training program in partnership with Alcoa to offer essential first aid training to emergency services, community groups and schools in targeted areas. Funded by the global philanthropic trust, the Alcoa Foundation, the Alcoa Emergency Responders Training Initiative has enabled over 800 people in WA to receive free first aid training this year. The remainder of the allocated training will be completed by the end of 2004.

A key factor in the success of first aid training by our organisation is the importance we place on listening to our customers. We continue to refine the way we deliver courses based on the feedback we receive from individual students and industry. This feedback has led to innovations such as shorter senior first aid courses, less reading materials and training locations distributed widely throughout the metropolitan area.

We continue to enjoy strong growth in the area of first aid kit sales and kit servicing. Proceeds from sales of first aid kits have increased by 19% and kit component sales have increased by 38%.

### First Aid Training Students by Course Type

<table>
<thead>
<tr>
<th>Type of Course</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Life Support</td>
<td>8,810</td>
</tr>
<tr>
<td>Basic Resuscitation</td>
<td>2,719</td>
</tr>
<tr>
<td>Emergency First Aid</td>
<td>1,309</td>
</tr>
<tr>
<td>Caring for Kids</td>
<td>1,780</td>
</tr>
<tr>
<td>Senior First Aid</td>
<td>38,644</td>
</tr>
<tr>
<td>Workplace First Aid</td>
<td>2,844</td>
</tr>
<tr>
<td>Advanced Resuscitation</td>
<td>1,870</td>
</tr>
<tr>
<td>Occupational First Aid</td>
<td>558</td>
</tr>
<tr>
<td>Industrial Emergency Response</td>
<td>442</td>
</tr>
<tr>
<td>Industrial Paramedic</td>
<td>271</td>
</tr>
<tr>
<td>Trainer</td>
<td>270</td>
</tr>
<tr>
<td>On-line</td>
<td>2,008</td>
</tr>
<tr>
<td>ATC</td>
<td>1,011</td>
</tr>
<tr>
<td>Other</td>
<td>5,092</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>67,628</strong></td>
</tr>
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</table>
Industrial Paramedical Services and Training

St John Ambulance Industrial Paramedical Services and Training assists emergency response personnel at major mining and construction organisations to deal with medical and emergency situations that may arise at their sites. The work performed by paramedics and trainers in this area both enhances the reputation of St John Ambulance in the community and generates additional income, which assists in the provision of the organisation’s other key services. This area of the organisation continues to grow steadily.

First Responder

St John Ambulance developed the First Responder System to enable community groups, organisations and local authorities to take an active role in saving the lives of people struck down by sudden cardiac arrest. Now in its fourth year of operation, the First Responder System continues to gain support with 38 First Responder Systems in place at June 2004.

During the year the First Responder System also received support from SGIO with the donation of six defibrillator units. The new defibrillators have been installed at Hillarys Boat Harbour, The Pines Ellenbrook, SGIO West Perth, Whitfords Volunteer Sea Rescue Group, Greenbushes Community Group and Balingup Community Group.

Appreciation

It is indeed a credit to all the dedicated people who volunteer and work for our organisation as it strives to continue on the path of serving humanity. On behalf of the Ambulance Service Board I would like to thank everyone for their involvement in providing ambulance, first aid and support services to the community of Western Australia. In particular, I extend my thanks to my fellow board members, sub centre management committees, the chief executive officer, and both volunteer and career staff for their contribution to the 112th year of service by St John Ambulance in Western Australia.

We would not be able to deliver our services as effectively without the cooperation and help of agencies such as the Department of Health, the Royal Flying Doctor Service, the WA Police Service, the Fire and Emergency Services Authority and the medical and nursing professions. To these organisations and their staff, thank you on behalf of all at St John Ambulance.

Dr Richard Lugg
Chairman

On Tuesday 4th May, 2004 the value of the First Responder system was highlighted after the successful defibrillation of 59-year-old Malcolm Smith at Arena Gym in Joondalup.

Malcolm suffered a sudden cardiac arrest whilst working out on an exercise bike. Fortunately, help was at hand and he received immediate assistance through the St John First Responder System. Within a few minutes two of Arena’s trained First Responders applied the HeartStart First Aid Defibrillator and delivered one shock to Malcolm’s heart, continuing CPR until an ambulance arrived six minutes later. Malcolm was transported to hospital and discharged seven days later.

This success story reinforces the First Responder message that early access to defibrillation and CPR is critical in saving the life of cardiac arrest patients.

Students trained in first aid, relative to WA population, 1994/95 to 2003/04
Introduction
The Volunteer First Aid Service (VFAS) provides the premier first aid service to the community of Western Australia. Demand for our services continues to grow, and while we are meeting the majority of requests for First Aid Services, we maintain a strong focus on recruitment and retention of members.

The past year saw VFAS move into their new offices at 7 Hehir Street, Belmont, following the sale of the Wellington Street building. The new premises have proved to be very suitable and the ready access to the corporate facilities is increasing the synergies achievable by closer liaison between the various areas of the organisation.

Public Duties
For the 2003/2004 financial year activity levels at public events were as follows:

<table>
<thead>
<tr>
<th>Public Duty Hours</th>
<th>49,994 hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Casualties Treated</td>
<td>6,015</td>
</tr>
</tbody>
</table>

This represents an increase of 10% in duty hours compared to the previous financial year, and a 10% increase in casualties treated.

Membership
The recruitment of new members is an issue that continues to be of paramount importance. In line with this, we have appointed divisional recruitment co-ordinators in the past 12 months to provide direct support and assistance at a divisional level. To date this initiative is working extremely well – with excellent feedback from both members and new recruits.

Adult membership currently stands at 467. This is a net increase of 10% for the financial year, compared with a net increase of only 3% for the previous financial year. This positive outcome reflects favourably on VFAS’ ongoing recruitment and retention efforts.

A number of strategies have been developed to further enhance membership levels, including improving communication, improving conditions and facilities at public duties venues and identifying and rectifying areas of concern to members.

Cadets
The strategic review of the WA Cadet movement’s structure has been completed and recommendations from the review have been accepted and are being implemented. The underlying impetus behind the review is to ensure the long-term future of the movement by increasing its financial independence from the rest of VFAS, and providing discrete budget funds for cadet-specific projects.

Cadet membership stands at 473 compared to 545 at the end of the last financial year. These numbers are expected to continue to reduce in the next quarter as the effect of the new membership fees and the improved record keeping is reflected in the membership numbers.

Training
The provision of appropriate, quality training to our members continues to be a high priority for the service. VFAS places great emphasis on giving volunteers the opportunity to continually upgrade their skills and hence improve the service to customers.

In addition, driver awareness courses, communications (technical) courses and major duty management courses are run regularly. Senior first aid courses have been provided to around 60 new members.

First Aid Competitions
Western Australian competitors achieved outstanding success at National First Aid competitions during the year. In January 2004, the WA representatives at the national Cadet Competitions held in Hobart won first place in the Cadet Leaders’ Event, and won the Champion State overall. In June 2004, representatives at the Adult Competitions in Alice First aid volunteers at Skyshow.

First aid volunteers at Glory match.
First aid volunteers Kathleen and Philip Knife.

First aid volunteer Damien Davini.

First aid volunteer Emily Adams.

Main photo. First aid volunteers Felix Ho and Deborah Nicholls.
Springs took out first place in the Team Event and won the trophy for Champion State overall.

**WA Ambulance Service Emergency Management Plan**
Under the new WA Ambulance Service Emergency Management Plan implemented in July 2003, for the first time VFAS has been allocated a role at the incident site working with the Ambulance Service staff.

In October 2003, VFAS were involved in a joint exercise with other emergency services at Perth Airport to test the Plan. This significant change in role was highly successful, with excellent feedback from the Ambulance Service about the skills and attitudes of volunteers.

**Community Recognition**
The contribution that the members of the Volunteer First Aid Service make to the West Australian community was formally recognised by the award to VFAS of a Community Services Award in the category of “Strengthening Volunteering” in November 2003. The Hon Sheila McHale MLA, Minister for Community Development, presented this prestigious award at a ceremony in November, which was attended by a number of our volunteers. This was a welcome recognition of the valuable work done by our volunteers, and has been a useful adjunct to our promotional efforts.

**Financial**
The financial position of VFAS remains sound, with a healthy surplus posted for the 2003/2004 financial year.

To maximise revenue generated from attendance at public duties, the previous practice of substantial discounting of the cost recovery fee has been changed. These pricing changes have improved the ability to cover the cost of running the service.

This strategy is continuing to provide good results, with fees received for public duties (expressed as dollars per duty hour) for this financial year being 10% above the last financial year. The increase in public duty hours undertaken has also significantly influenced the total public duties revenue, with the fees received being 21% above those received for the last financial year.

**First aid volunteers at the Royal Show.** Photographs courtesy of Brett Williams.
In April 2004 20-year-old David Gulland, a St John cadet leader from Morley Division, was announced as the winner of the Western Australian Youth Citizen of the Year Award. He was also one of the finalists in the 2004 Young West Australian of the Year.

The WA Youth Awards highlight the strengths and achievements of young Western Australians aged 13 to 25 years in their professions, schools and community.

David was recognised for his contribution to the community through St John Ambulance, Scouts, school and his work with the UWA Camp for Kids, which helps underprivileged children.

David has been involved in many St John activities since 1998 including first aid competitions.

Despite juggling a full time science degree, and part time job, David spends many hours each week teaching first aid, performing public duties and training for competitions.

In 2003 he became WA State Champion in the Cadet Leader event and followed through to first place in the Cadet Leader event at the National Cadet First Aid Competitions in Tasmania, January 2004. David truly embodies the spirit of the St John Volunteer and is to be congratulated on his achievements.

Appreciation

The Volunteer First Aid Service would not exist without the commitment and enthusiasm of our volunteers, both in the provision of first aid services in the community and in the management of the organisation at Divisional and State levels. I would like to record my appreciation of the excellent work of our members in ensuring VFAS continues to provide the highest possible quality of service to the public.

Dr Ken Collins

State Commissioner
Introduction

I have pleasure in presenting the 9th Community Care Annual Report.

The Community Care Branch’s core mission is to care for the lonely, frail aged and disabled through the home visiting programme.

Dedicated volunteers continue to meet this objective through regular home visits and other activities such as social outings, telephone contact, assistance with medical appointments, shopping and other necessary tasks.

Membership

Community Care’s membership fluctuates according to the changing health needs and responsibilities of our volunteers. However, we continue to attract new members through targeted community awareness campaigns. At present there are 138 volunteers working within the Community Care Branch.

Community Involvement

The Community Care Branch maintains its public presence via regular participation in community events and ceremonies. These provide an ideal opportunity to publicly recognise the outstanding work done by volunteers. Highlights from 2003/2004 include:

- Seniors Week 2003 (26th October to 2nd November): Albany Community Care Branch hosted a Seniors Concert and morning tea, with a performance by the Albany Senior High School Music students. Bankwest provided funding to transport seniors for the event.

- City of Fremantle Award Ceremony (December 2003): Mr Doug Gildersleeve, South Metro Co-ordinator received a Certificate of Appreciation for outstanding support to the Fremantle community from the Mayor (pictured).

- Annual Appreciation Luncheon (November 2003): Four Community Care volunteers received Awards on the day from the Deputy Chief Executive Officer, Mr Tony Ahern. Rosemary Wolfenden and Maureen Shattock, both of the South East region received National Awards, whilst Val Ferguson, Mandurah and Muriel Rowcroft of Swan Village received Certificates of Meritorious Service.
Financial Summary
The Branch has enjoyed another sound financial year. The Health Department of Western Australia, through Home and Community Care (HACC), continued to support us financially. Last year an application for additional funding, resulted in an increase of $6,570 to purchase 600 hours of Social Support. This brings the annual funding through HACC to $45,208 inclusive of GST for 3,630 hours of service.

Volunteer Expenses
Currently 53% of volunteers are claiming expenses. This is an increase of 3% over the last 12 months. We commend all volunteers for their cost saving efforts.

Appreciation
Community Care volunteers continue to play a vital role in reaching out to those in our community in need of care and comfort. I thank them for their extraordinary efforts and ongoing commitment to the Community Care Branch.

My sincere thanks to our Management Committee and Mr Kaye-Eddie, the Chief Executive Officer and his Directors for their continuing support to the Branch.

Kevin J Young
Chairman

Peggy Grayson with Community Care volunteer Golda Pridmore.

<table>
<thead>
<tr>
<th>Membership</th>
<th>Metro</th>
<th>Country</th>
<th>Totals</th>
</tr>
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<tbody>
<tr>
<td>2003</td>
<td>102</td>
<td>44</td>
<td>146</td>
</tr>
<tr>
<td>2004</td>
<td>100</td>
<td>34</td>
<td>134</td>
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<table>
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<tr>
<th>Activities</th>
<th>Volunteers</th>
<th>Voluntary Hours</th>
<th>Recipients</th>
<th>Telephone Calls</th>
<th>Kilometres</th>
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<tbody>
<tr>
<td>2002/2003</td>
<td>146</td>
<td>8,923</td>
<td>775</td>
<td>2,277</td>
<td>76,187</td>
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<tr>
<td>2003/2004</td>
<td>134</td>
<td>9,267</td>
<td>849</td>
<td>2,828</td>
<td>90,267</td>
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<table>
<thead>
<tr>
<th>Finance</th>
<th>2003/04</th>
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<tbody>
<tr>
<td>Income</td>
<td>$53,832</td>
</tr>
<tr>
<td>Expenditure</td>
<td>$52,836</td>
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</tbody>
</table>
Introduction
The Commandery Functions Committee continues to operate successfully. The Committee meets under the chairmanship of the Registrar who reports on its operations to the State Executive Committee. The Committee has representatives of, and receives reports from the following:

- Registrar (who deals, amongst other things, with changes in the membership of the Order)
- The Fellowship Committee
- The Ladies Auxiliary
- The Race Day/Trotting Night Committee
- The Honorary Treasurer

Highlights
The first Commandery event of the 2003/2004 financial year was our Church Service at St George’s Cathedral in July. Over 100 people attended and we thank everyone involved with the organisation of this most important event.

The 13th Annual Hospitallers Quiz night at Gloucester Park followed in the same month. The night was a huge success with nearly $7,000 raised for the Eye Hospital in Jerusalem. In October the Annual Trots night was another great success, and April saw the running of the St John Ambulance Trophy at Ascot Racecourse. These were very pleasant events and again we thank those involved for their efforts and the Western Australian Turf Club for their ongoing support.

This year’s Investiture could not be held at the Government House ballroom due to renovations being carried out. Instead, the event was conducted at Burt Hall, St Georges Cathedral. Once again, it was a very special occasion for the WA Chapter of the Order of St John. The Governor of Western Australia, His Excellency, Lieutenant General John Sanderson received 33 recipients for promotion, admission and presentation of awards. There are many people across Western Australia who put so much time and energy into their work for St John and it gives us great pleasure to be able to reward some of them at this wonderful event.

Sadly in the last year we have seen the passing of a number of members of the Order and their presence will be deeply missed. (Please see Obituaries in the Roll of Members.)

Since the sale of our Wellington Street premises our museum has been closed. Items have been carefully placed in storage and we look forward to being able to unveil the new museum at the Belmont State Office in the future.

I would like to extend my appreciation to everyone who has helped and been involved with the Commandery Functions this year. In particular I would like to thank the ladies auxiliary for their assistance at various functions during the year and the fellowship committee for their continuing efforts. Your commitment and dedication is outstanding and I look forward to your continued support in the coming year.

Jack Barker
Chairman
Honours & Awards
St John Ambulance personnel receive recognition for their contribution to the community in a number of ways. Recognition occurs in many ways from a personal and community level through to national honours and awards. Whilst only representing a small proportion of the people that provide outstanding service to St John Ambulance and the community, the following people received special recognition during the year:-

**Ambulance Service Medal (ASM)**
The Ambulance Service Medal is issued by the federal government as part of the Australia Day Honours. This year’s recipients were:-

Graham Wilson
John Thomson
William Bryant

Volunteer Otto Gerschow receives his sixth bar from St John chairman Gerard King at the Annual Sub Centre Conference.

**National Medal**
The National Medal is awarded to people who have given 15 years diligent service to the defence forces, police, fire or ambulance services. A clasp to the Medal is given for each 10 years additional service.

St John Ambulance Service Medals
The Service Medal of the Order is awarded for 12 years voluntary service within St John Ambulance Australia. A bar is added to the Service Medal for every five years of service thereafter.

**Service Medal**
George Arthur
Darryl Beaton
Baxter Bothe
Dennis Brandis
Robert Clarke
Colleen Cruickshank
Adele Duke
Vicki Edwards
Ellen Ellard
Yvonne Forbes
Michael Hambley
Robert Harrison
Ronald Hartnup
Hilary Head
Ewen Hill
Glyn Hill
Steve Hook
Edward Inglis
Merle Isbister
Reg Opie
Peter Whitney
Barbara Wright

**National Medal 1st Clasp**
Michael Bear
Stanley Bacon
Ronald Baxter
Peter Burns
Brian Harvey
William Langfield
William Lynott
Mark Tomsett

**National Medal 2nd Clasp**
Philip Brown
Verity Campbell
Michael Clarke
Ethel Farley
Ronald Whyatt
Barbara Wright

**National Medal 3rd Clasp**
Kim Herne
Peter Burns
Michael Jack
Brian Harvey
Brett Laing
William Middleton
Melvyn Pearsall
Craig Sampson
Lynette Spalding

**National Medal 4th Clasp**
Benjamin Little
Graham Knapp
Vince Mc Kenney
Ian Richardson
Bruce Smith
Taryn Smith
Dorothy Stevenson
Michael Taylor
Jeff Webster
Jean Yates

**National Medal 5th Clasp**
Barbara Wright

**Service Bars**
First Bar
Baxter Bothe
John Campbell
Glyn Hill
Kevin Hornby
Edward Inglis
Merle Isbister
Reg Opie
Peter Whitney
Barbara Wright

Second Bar
Robert Balloch
Verity Campbell
Michael Clarke
Ethel Farley
Ronald Whyatt
Barbara Wright

Third Bar
Elizabeth Drage
Charlie Gershaw
David Morgan

Fourth Bar
Brian Hampson
Brian Savory

Fifth Bar
Frank Murray

Sixth Bar
Otto Gerschow
Volunteer First Aid Service Centenary

The St John Volunteer First Aid Service in Western Australia celebrates its centennial in 2004. A meeting of intending members was held on December 23rd 1904 and the Perth Men’s Division of the St John Ambulance Brigade in Western Australia was formed. Their primary role was to render first aid at public events, a successful “trial” duty at the 1903 Royal Agricultural Show having preceded the formal establishment.

From its inception, the Volunteer First Aid Service met community needs and grew. In 1913 the first Women’s Division was created and Ambulance Cadets were established in 1936. Today there are 31 Divisions with 940 adult and cadet members.

The intervening years have seen many changes. Firstly the name. In 1904 volunteers were members of the St John Ambulance Brigade; from 1987 members of the St John Ambulance Australia Operations Branch; and since 2000 the Volunteer First Aid Service. Initially the uniform was brown for men and grey for women. In 1989 it changed to black and white and from 2000 green has been gradually adopted.

The St John volunteer experience has also evolved throughout the decades. Inspections, marching, parades and demonstrations have waned in importance. There is a greater focus on extensive training and simulated exercises, often with other emergency service groups. Competitions are ever present and of course, public duties continue to be the “raison d’être” of the volunteer organisation.

Our photographic tribute captures some glimpses of these volunteer experiences throughout its first century.

Dr Edith Khangure
Librarian
Perth Nursing Division Officers and the first three St John Volunteer Aides, 1915

The St John Ambulance Brigade Men’s Division, 1905

The St John Ambulance Brass Band in 1971

Members of the Bunbury Nursing Division winning the National Championship, 1960s

Perth No. 1 Division, 2004

Photograph by Brett Williams
Members of the Order in Western Australia as at 30 June 2004

Knights of Grace

Mr William John Barker CD
The Hon Sir Francis Theodore Page Burt AC
KCMG QC
Lt Col (Dr) Dermot Clarence Foster OAM ED Cit WA
Mr Ian Lindsay Kaye-Eddie ASM
Dr Alan Joseph King AM
Mr Gerard Arthur King
The Hon Sir John Martin Lavan
His Excellency Lieutenant General John Murray Sanderson AC
Dr Frank Burdon (Don) Webb AM
Mr Kevin James Young

Dames of Grace

Mrs Billie Annette Andrews ASM
Lady Burt
Mrs Olga Ella May Cohen
Mrs Ruth Gwendoline Donaldson
Mrs Joan Johnston OAM
Mrs Margaret Hamilton Muirhead OAM
Mrs Lorraine Sanderson

Sub-Prelate

The Most Reverend Dr Peter Frederick Carnley AO

Commanders (Brother)

Mr Murray Keith Allum
Mr Leslie Nicholas Aris AM CD
Mr Robert Blizzard
Major Keith William Bradley RFD ED
Mr Ronald Godfrey Cox OBE GM JP
Mr George Charles Ferguson
Mr Alisdair Charles William Forsyth Of That Ilk JP
Mr Desmond Ernest Franklin BEM
Dr Thomas Hamilton AM
Mr Brian Kenneth Hampson
Mr Ronald Neville Jesson
Dr Kenneth Ross Littlewood
Mr Bevan Francis McNerney OAM CD
Mr Darren Clive Brooks Mouchmore CD
Mr Bernard Philip O’Reilly OAM JP
Wing Cdr (Dr) Harry Frank Oker ASM
Mr Francis John Patterson
Lt Col (Dr) Robert Lyons Pearce AM RFD JP
Mr Ernest Vance Pippard
Mr Thomas Edward Prosser JP
Mr John Edward Ree
Mr George Alexander Shea OBE
Mr John Leonard Williams

Commanders (Sister)

Mrs Pauline Gladys Bates
Miss Margaret Jane Cockman OAM
Mrs Betty Gertrude Crandell
Lady Kyle
Mrs Ruth Amelia Reid AM Cit WA

Officers (Brother)

Mr James Percival Allan OAM
Mr Kevin John Arnol
Mr Colin John Baker
Mr Lester Johnson Barnes
Dr Arthur Robert Burkitt
Mr Frank Joseph Buytels
Mr Carlo Capriotti
Mr Moris Brian Carroll
Mr John Francis Carpenter
Mr Barry Arthur Clements
Mr Leslie George Clothier
Mr Stephen Daniel Coffey
Dr Kenneth Ernest Collins AM Cit WA
Mr John Glen Corbin
Dr Patrick Cranley
Mr John Di Masi
Mr Michael Ronald Divall
Dr Stephen John Dunjey
Mr Rex Warner Dyer ASM
Mr Henry James Eade
Mr Lawrence John Elsegood
Mr Kenneth David Jones Evans
Mr Robert Paske Evans
Mr Stanley Farrall
Mr Kenneth Allan Ford ASM
Mr Edwin Campbell Frusher
Mr Charles Gerschow
Mr Douglas James Gildersleeve
Dr James Alfred Henry Goldacre
Mr Stanley Goodwin
Mr Ross James Halse
Mr Malcolm William Hancock
The Rev Peter Harris
Mr Stuart Campbell Hunter
Mr Chester Milton Hutton
Mr Ronald Cedric Jaikes
Mr Leslie William Johnson
Mr John Charles Jones
Mr Kevin Wallace Jones
Mr Terry Jongen
Mr Brian Peter Landers
Mr Colin Oliver Lock
Dr Richard Simon William Lugg
Mr Alan Felix McAndrew
Dr Donald George McKenna
Mr George Robert McKeown
<table>
<thead>
<tr>
<th>Officers (Sister)</th>
<th>Serving Brothers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mrs Shirley Margaret Birch</td>
<td>Mr Anthony John Ahern</td>
</tr>
<tr>
<td>Mrs Edna Ethel Brown</td>
<td>Mr Peter Albert John Ansell</td>
</tr>
<tr>
<td>Mrs Verity Jane Campbell</td>
<td>Mr William Richard Archer</td>
</tr>
<tr>
<td>Mrs Elizabeth Ann Carpenter</td>
<td>Mr Dene Maxwell Ashfield</td>
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<tr>
<td>Mrs Virginia Cheriton</td>
<td>Mr John Edwin Austin</td>
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<tr>
<td>Mrs Isabel Millicent Chinery</td>
<td>Mr Walter Clarence Axell</td>
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<tr>
<td>Mrs Winifred Victoria Corbin</td>
<td>Mr Gregory Robin Baird</td>
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<tr>
<td>Miss Mirren Duncan</td>
<td>Mr Edward James Barbour</td>
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<tr>
<td>Mrs Elizabeth Anne Dyer BM OAM</td>
<td>Mr Alexander John Barclay</td>
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<tr>
<td>Miss Elizabeth Wilson Edwick</td>
<td>Mr Robert Edwin Barker</td>
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<tr>
<td>Mrs Ethel Grace Farley</td>
<td>Mr Darryl Wayne Beaton</td>
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<tr>
<td>Mrs Valda Esther Finley OAM</td>
<td>Mr Alan Alfred Bentley</td>
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<td>Madam Ann Forsyth Ol That Ilk</td>
<td>Mr Frank Bert Bloxham</td>
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<tr>
<td>Mrs Winifred Stella Frusher OAM</td>
<td>Mr Keith Douglas Bolitho</td>
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<tr>
<td>Mrs Maria Kay Godwell</td>
<td>Mr Clement Cecil Bowra</td>
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<tr>
<td>Mrs Hazel Eve Goldacre</td>
<td>Mr James Edwin Boyd</td>
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<td>Mrs Hazel Jean Green</td>
<td>Mr Graeme Brockman</td>
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<tr>
<td>Miss Olga Dorothy Hedemann OAM RFD JP</td>
<td>Mr Andrew John Brooker</td>
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<tr>
<td>Mrs Merle Isbister ASM</td>
<td>Mr Thomas George Brown</td>
</tr>
<tr>
<td>Mrs Joan Josephine Kerp</td>
<td>Mr Gerd Brunn</td>
</tr>
<tr>
<td>Dr Edith Khangure</td>
<td>The Rt Rev Bishop Bernard Buckland</td>
</tr>
<tr>
<td>Mrs Fay Margaret Kite</td>
<td>Mr David Anthony Carbonell</td>
</tr>
<tr>
<td>Mrs Lydia Irene Mills AM</td>
<td>Mr Benjamin Benson Clarke</td>
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<tr>
<td>Mrs Norma Elaine Olsen</td>
<td>Mr John Howard Clark JP</td>
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<tr>
<td>Mrs Viola Frances Pentland</td>
<td>Mr Barry Thomas Coleman</td>
</tr>
<tr>
<td>Miss Lynette Joy Richardson</td>
<td>Mr Alan Connell</td>
</tr>
<tr>
<td>Mrs Carmel Jean Honorah Sands</td>
<td>Mr David Cook</td>
</tr>
<tr>
<td>Miss Margaret Evelyn Savage</td>
<td>Mr Stanley Victor Cook</td>
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<tr>
<td>Mrs Carole Schellhout</td>
<td>Mr Kenneth Cooper</td>
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<tr>
<td>Mrs Margaret Joy Elizabeth Theobald</td>
<td>Mr Wayne Peter Cullen</td>
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<td>Mrs Gertrude Walthier</td>
<td>Dr Stephen Leon Dale</td>
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<td>Mrs Sheryl Lesley Wood</td>
<td>Mr George Laurence Daley</td>
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<td>Mrs Barbara May Wright</td>
<td>Mr Richard Edward Daniels</td>
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<td>Mr Malcolm Douglas Davies</td>
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<td>Mr Geoffrey Charles Davies</td>
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Members of the Order in Western Australia as at 30 June 2004

Mr Lancelot Norman George Davis
Mr Ian Digweed
Mr Norman Maxwell Dixon
Mr Anthony William Dorling
Mr John Patrick Downey
Mr Robert Kemp Russell Duncan
Mr William George Edwards
Mr Barrie Neil Elison
Mr John Richard Evans
Mr Donald Reginald Fallon
Mr Eric Campbell Farrell
Mr Michael Victor Fields CD
Dr John Graham Francis
Mr Donald Fearson
Mr Otto Henry Gerschow
Mr Andrew Fraser Goode
Mr Kelvin Paul Gray
Mr Peter Alan Green JP
Mr Gary Guelfi
Mr Glen Lindsay Hall
Mr Kevin Edwin Hall
Mr Ronald Harold Hall
Mr Douglas Kemble Hancock
Mr Mervyn Desmond Hansen
Mr Robert Harrison
Mr Raymond Milne Head
Dr Clive Heaysman
Mr Harold Hilton
Mr Christopher Edward Hodgson
Mr Robert George Horton
Mr Clifford Morrison Howe
Mr Kevin Hudson
Mr Alan John Hughes
Mr Simon Warwick Hughes
Mr Robert Frederick Ingpen
Mr John Colin Jarrett
Mr Keith Jenkins
Mr Anthony Francis Jenkinson
Mr David Wayne Johnson
Mr Leonard George Johnston
Mr Ian Lionel Jones
Mr Bauke Theodore Jongeling
Dr Stephen Kargotich
Mr Herbert Douglas Kennedy
Mr Michael Kenneth Kenny
Mr Peter Cecil Kristiansen
Mr Robert Harry Kruger
Mr Leslie Henry Laughton
Mr Leonard Allan Leeder
Mr Kelvin Allen Lemke
Mr Patrick Henry Lyon
Mr Robert Ian Macdonald
Mr Kenneth Sydney MacKenzie
Mr Kenneth MacLaren-Hall
Mr James Eric McGlenn
Mr Vince McKenney
Mr Allan Arthur McSwain
Mr Reginald Peter Madalena
Mr Leonard Reginald Martin
Mr Milton William Marwick
Mr James Francis May
Mr Ernest Charles Mitchinson
Mr Paul Peter Monger
Mr James Leonard Morley JP
Mr Colin James Murphy
Mr George Ian Murray
Mr Ronald Oswald Neumann
Mr Peter Nicholls
Dr Ian MacLaren North
Mr Lance Murray Paterson
Mr Ross Walter Perry
Mr George Albert Peters
Mr Clarence Richard Plummer
Mr Barry Daniel Price
Dr Richard Frederick Reynolds
Mr Thomas Ernest Richards
Mr Allan Rimmer
Mr Robert John Rimmer
Mr Austin Gregory Roach CD
Mr Garth Alan Roberts
Mr Geoffrey Roberts
Mr Kenneth Frank Rowe
Mr George Watson Rudland
Mr Robin Norman Sadler
Mr David James Saunders
Mr Christopher Leonard Searle
Mr Allan Keith Shawyer
Mr Robert Maxwell Simper
Mr Brendan John Sinclair
Mr Clive Garnet Sinclair
Mr David Smeeton
Mr Allan Smith
Mr Graham Leslie Smith
Mr Hector George Smith
Mr Thomas Smith
Mr Raymond Thomas Snook
Mr Leo Edward Spitz
Mr John Joseph Stevenson
Mr Arnold Mervyn Stokes
Mr Donald Thomas Stone JP
Mr Errol Dale Stone
Mr Dirk Christopher Sunley
Mr John Graham Sutherland
Mr John Kinnaird Swan
Mr Walter Swan
Mr Ronald Swansen
Mr George William James Thompson
Mr Francis Edwin Thornton
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<th>Mr Maurice Tomlin</th>
<th>Mrs Mildred Rose Coad</th>
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<td>Mr Hans Vandenberg</td>
<td>Mrs Reta Elizabeth Coles</td>
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<td>Mr Richard Charles Walker</td>
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<td>Mr Donald Godfrey Walter</td>
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<td>Mr James Neil Warne</td>
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<td>Mr Terence Harold Watts</td>
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<td>Mr Kent Ruthen Westlake</td>
<td>Miss Elizabeth Dreger OAM</td>
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<td>Mr Raymond Albert Wilkins</td>
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<td>Mr Graham Trevor Wilkinson</td>
<td>Mrs Lynette Mae Evans</td>
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<td>Mr Graham Alfred Wilson ASM</td>
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<td>Mr Philip Joseph Wishart</td>
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<td>Mr James Alan Wright</td>
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<td>Mr Maurice John Yates</td>
<td>Mrs Pauline June Harris</td>
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<td>Mrs Dorothy Faye Morgan OAM</td>
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<td>Mrs Jillian Ann Neave</td>
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<td>Mrs Patricia Roslyne Pratt</td>
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<td>Miss Evelyn Faye Ridley</td>
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<td>Mrs Mary Strickland</td>
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<td>Mrs Bernice Harriet Taylor</td>
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<td>Mrs Pamela Margaret Usher</td>
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<td>Mrs Alice Joanna Vinicky</td>
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<td>Mrs Kathleen Patricia Wake</td>
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<td>Mrs Maxine Janice Walker</td>
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<td>Mrs Carol Joyce Wallace</td>
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<td>Mrs Jennifer Margaret Willgoss</td>
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<td>Mrs Andrea Marie Williams</td>
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<td>Mrs Shirley Elizabeth Williams JP</td>
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<td>Mrs Fay Margaret Wollenden</td>
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Promotions, Admissions & Commendations

Promotion to Commander
- Mr Brian Kenneth Hampson
- Mr Ronald Neville Jesson

Promotion to Officer
- Mrs Verity Jane Campbell
- Mrs Ethel Grace Farley
- Mr Edwin Campbell Frusher
- Mrs Winifred Stella Frusher OAM
- Mr Terry Jongen
- Dr Edith Khangure
- Mr Paul Stylianos Vassis

Admission as Serving Brother / Sister
- Mr Andrew John Brooker
- Mr Geoffrey Charles Davies
- Mr Ian Lionel Jones
- Mr Vince McKenney
- Ms Dorothy Denise Stevenson

Commandery Commendation
- Ms Cheryl Green
- Mrs Rosemary Greene
- Mr Greg Hatton
- Mrs Enid Dixon Home
- Mrs Gladys Lane
- Mr Desmond Linto
- Mrs Patricia Mary Menthennett
- Mrs Karen Mullins
- Mr Mark Mullins
- Ms Gaye North
- Miss Kathleen Parkinson
- Mrs Mary Agnes Perreau
- Mr Andrew Petricevich
- Ms Marie Pick
- Mrs Brenda Jacqueline Ryan
- Mrs Margaret Hazel Smith
- Ms Debbie Van Den Bogert
- Mrs Rosemary Woffenden
- Mr Ronald Whyyatt

Obituary
We report with deepest regret the death of the following members of the Order:
June 2003 to June 2004
- Mr Henry Richard Ashby O StJ
- Mr Darrell Charles Edwin Austin O StJ
- Mr Sydney George Byrd JP C StJ
- Mrs Joy Lorraine Connolly OAM D StJ
- Mr Ernest John Hoskyn-Arbrahall SB StJ
- Dr Philip Allan King SB StJ
- Dr Eugene Granville LeBreton Cit WA K StJ
- Mrs Ethel Meddes SS StJ
- Mr Athol Trevor Monck QPM JP SB StJ
- Mr Ronald Arthur Frank Nicholls SB StJ
- Lady Ramsay C StJ
- Mrs Marjorie Joan Roberts SS StJ
- Mr Stephen John Rowe O StJ