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 provide 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 the organisation functioning as “One St John.” This report expands on the different roles and activities of the one organisation.

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St John Ambulance has been serving the Western Australian community for 114 years. We are a community based organisation with our primary role being to teach first aid and to care for the sick and injured. Our primary services include ambulance and paramedic care, first aid training, volunteer first aid services and community care.

During the year there have been a number of significant achievements and developments for the organisation, including:

- The centralisation of all ambulance calls and dispatching through the State Ambulance Operations Centre at Belmont.
- The opening of the new State Office, including the new state of the art Ambulance Operations Centre at Belmont.
- Opening of new ambulance centres at Victoria Park and Secret Harbour.
- Opening of new workshops, radio and equipment servicing facilities in Belmont.
- The introduction of direct Government funding for Pensioner ambulance services.
- Solid support from Lotterywest.
- A successful Priory Conference held in Perth with the theme “Life Skills, Life Long Friends”.

- The continued working together of the State and Territory St John organisations at a national level.
- The continuing development and working together of all of the Australian and New Zealand ambulance services through the Council of Ambulance Authorities.
- The opening of the Ian Kaye-Eddie Heritage Centre which joins the new State Office building with the refurbished training centre.

Traditionally, our Annual Report has been the collection of a number of ‘branch’ annual reports. This year, to reflect the constitution changes, the Chief Executive Officer will provide the report on all areas of the organisation.

This will be the last time Ian Kaye-Eddie will report as Chief Executive Officer. I have therefore asked him to write something about his journey with St John Ambulance over the past three decades. This will be followed by the official report on our activities for 2005/06. You will notice that the highlights throughout the report are written by Ian.

To the thousands of career and volunteer members who enable us to provide high quality services for the Western Australian community, I thank you all for contributing to the success of this wonderful organisation.

Gerard King
State Chairman
The governing body of St John Ambulance in Western Australia is the St John Ambulance Council. The Council 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.

In addition to the Council, St John Ambulance in Western Australia has a 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”.

THE COMMANDERY IN WESTERN AUSTRALIA
Organisational Structure

The St John Ambulance Council members include (clockwise from left) Dr John van der Post, Mr Tony Ahern, Mrs Merle Isbister, Mr Shayne Leslie, Dr Richard Lugg, Mr Kevin Young, Mr Jack Barker, Mr Ian Kaye-Eddie, Mr Gerard King and Dr Harry Oxer.
THE COMMANDERY IN WESTERN AUSTRALIA

Ian Kaye-Eddie
A 30 Year Journey with St John
Glimpse of my career at St John 1878 - 2006

Over the past 28 years I have been part of the transformation of the St John organisation. I witnessed many career and volunteer ambulance officers help the sick and injured. Recently I practised CPR skills, together with 2300 other children in Paris. Our organisation does make a positive difference to the lives of others. My privilege has to be one of its servants.

Perched on the edge of my desk are two small statues carved in soapstone which come from Africa - my birthplace. The one depicts a person sitting down and thinking whilst the other one reflects the joy and energy of younger dancing.

The image of the ‘Thinker’ encourages me at all times to use my brain creatively. This is an important part of my job. Mind Maps encapsulate and simplify concepts graphically on one page. Opposite this there is one of my original maps which outlines ‘A Strategy for the Future of St John’. The picture illustrates a living cell which constantly changes to adapt to external and internal influences. We have made this model to guide us over the past 7 years.

The other statue of the ‘Dancer’ reminds me to enjoy my time at work and have some fun! Most people respond well to a smile and a reassuring word. Always choose a positive attitude.

Whilst I have been with St John more than 1 million students have learnt first aid skills and just under 3 million patients have been transported by the ambulance service. I have come to know many people who are now life long friends. They are all remarkable because they are passionate about serving others.

Then it is sadness now my career has ended. I hope I have been precious and generous in carrying out my duty. Valuing relationships, balancing your life activities and keeping things simple will make good things happen! I have wonderful memories of my three decades spent serving St John.

Ian Cooke
ASM 1978-2006
Introduction
The great strength of the St John Ambulance model in Western Australia is the integration of all of the pre-hospital services we provide. From training the community in first aid, providing first aid services at major community events, establishing and coordinating community first responder systems and providing non urgent patient transport services, through to the provision of emergency ambulance and paramedic services and the State Ambulance Operations Centre, St John Ambulance provides to the community a comprehensive range of pre-hospital care services.

First Aid is the building block on which most of the organisation’s services are built and it is therefore very pleasing to report that we have taught first aid to more than 82,000 people throughout the year and have provided over 50,000 hours of voluntary first aid services to the community. In our 84th year of providing the state’s ambulance services we have seen ambulance activity grow by 4.4% and have introduced an additional 31 First Responder Systems into the community. St John Ambulance continues to provide a cost effective ambulance service that ensures the Western Australian community has access to an ambulance service which compares favourably with other services provided around the nation.

Although operating within a health system that is under severe pressure, our performance indicators show that we have been successful in providing Western Australians with a high quality ambulance service.

The 2005/06 financial year saw the completion of the second year of our five year contract with the Department of Health and we are progressing well with the introduction of the additional resources. The contract will allow significant growth in staff, ambulances and buildings, enabling us to manage the increasing demand for our services and to maintain a high quality ambulance service for Western Australians.
St John Ambulance has maintained a conservative approach to finance and this has resulted in our current sound financial position. The organisation has embarked on the largest capital works programme in our history. We have also made good progress with the employment of additional ambulance officers and paramedics.

June 2006 saw the completion of the first year of the new funding arrangements for pensioner ambulance cases in Western Australia. The government has provided $13.6 million to fund these services and it is pleasing that the new arrangements have worked well. We continue to examine ways in which we can streamline the administration of these new funding arrangements.

The changes to the way in which pensioner ambulance cases are funded have also seen some easing of the pressure on the private health insurance funds. As a result, we are now seeing some of the funds starting to improve the level of benefits provided for ambulance cover.

Increased benefits levels associated with reasonable premium levels are critical in terms of providing an option for individuals below 65 years of age to protect against the high cost of ambulance services.

Lotterywest
We are grateful for the continuing support provided by Lotterywest. This year Government Enterprises Minister and Deputy Premier The Hon. Eric Ripper presented a cheque for $992,400 to St John Ambulance.

These funds will provide support for capital projects for country communities through the St John Ambulance country Sub Centres and the metropolitan Volunteer First Aid Service.
Country Operating Expenditure ($’000)

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<thead>
<tr>
<th>Category</th>
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<th>Percentage</th>
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<td><strong>Total</strong></td>
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Metropolitan Operating Expenditure ($’000)

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<td><strong>Total</strong></td>
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Key Financial Indicators

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<tbody>
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<tr>
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<td>$79,099</td>
<td></td>
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<tr>
<td>Country</td>
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<tr>
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<table>
<thead>
<tr>
<th>Expenditure</th>
<th>Amount (’)000</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Metropolitan</td>
<td>$68,842</td>
<td></td>
</tr>
<tr>
<td>Country</td>
<td>$15,006</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$83,848</strong></td>
<td></td>
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</tbody>
</table>

Surpluses generated are applied to capital works to ensure that St John has the buildings, vehicles and equipment necessary to continue to provide a high standard of service to the community.
Ambulance activity increased by 4.4% during 2005/06. There were a total of 161,249 cases with 128,816 of those in the metropolitan area, 19,738 in country centres with a mix of career and volunteer staff and 12,695 in centres staffed entirely by volunteer ambulance officers.

Ambulance activity was monitored particularly closely this year with the introduction of free ambulance services for pensioners. There was some concern that this would lead to a large increase in pensioner numbers. The reality was that the growth in pensioner numbers during the year was less than the growth in overall ambulance activity.

Ambulance Service Quality and Performance

St John Ambulance closely monitors the quality of the ambulance services it provides. The key indicators for monitoring service quality are customer satisfaction survey results, the ratio of customer complaints to cases, ambulance response times, ambulance diversion and ambulance ramp time.

An annual customer satisfaction survey indicated that 98% of people who had used the services of St John Ambulance were either satisfied or very satisfied. During the year, the organisation averaged eight written complaints per 10,000 cases.
The community’s confidence in ambulance services is largely determined by how quickly the service is able to respond to calls for assistance. Response times therefore remain a key indicator in measuring our performance. Our response time targets are as follows:

- 90% of emergency calls within 15 minutes
- 90% of urgent calls within 25 minutes
- 90% of non urgent calls within 60 minutes

While we have not yet achieved these standards our performance with emergency and non urgent calls has improved on last year and there has been a slight deterioration with urgent calls. For emergency calls we achieved 89.0% within 15 minutes; for urgent calls we achieved 86.9% within 25 minutes; and for non urgent calls we achieved 87.4% within 60 minutes. It was anticipated that it would take a couple of years before we would start to make inroads into the response times with the new resources being established. Whilst the response times for the whole year do not appear to have improved significantly, there has been an improvement in the second half of the year.

We are on target with the introduction of the new resources funded through the contract with the Department of Health. These resources will assist us in achieving the response time standards over the next few years.

Two major influences on response time performance are ambulance diversion and ramp time. 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.

While ambulance diversion is less of a problem now with the success of the ambulance network coordinator role and the linkage to the Emergency Department Information Systems (EDIS), ramp time became more of a significant problem in the first half of 2006. We continue to work with the Government and the Department of Health to find ways of minimising ramp time.

St John Ambulance has been operating Patient Transport Vehicles (PTVs) in Perth for over a decade and they continue to play a pivotal role within our ambulance transport operations. In 2005/06 St John Ambulance had 15 PTVs in operation, responding to 25,496 cases. This represented 44% of the total metropolitan non-urgent workload.
Operations Centre
The Ambulance Operations Centre plays a key role in providing a quality ambulance service in Western Australia. 2005/06 has been an exciting year in the development of the centre with the continuing rollout of the state wide triple zero (000) programme. The purpose of the programme was to improve the coordination of our services on a state wide basis and to ensure we are properly monitoring and minimising the additional burden being placed on volunteers with long distance transfers. This initiative was completed in early 2006 and while some ongoing adjustments to procedures were required, the process of bringing all country centre calls through the Operations Centre went very smoothly.

Another initiative during the year was the introduction of the Manager State Ambulance Operations position, which is a 24 hours / seven days per week position. This role is a senior management role with responsibility for the day to day management of the state wide ambulance operations.

The most significant development for the centre this year has been the move into the new Belmont State Office. This has provided Western Australia with one of the best ambulance operations centres in the country.

The combination of the latest technologies, including an updated radio system, greater work space and the strategic design and layout of the room to minimise noise levels, ensures that the hundreds of triple zero (000) calls received each day are answered and tasked as efficiently as possible.

Emergency Rescue Helicopter
The Rescue Helicopter Service, RAC Rescue 1, celebrated its second anniversary in August 2005. During the past year the helicopter crews completed 209 missions. Typically, the service operates within a 200km radius of Perth which means that 90% of Western Australia’s population live within its normal operational area. One of the greatest advantages of the service is the additional support it provides to country Sub Centres. There is considerable reassurance knowing that the service is available when it is needed. The Helicopter Service is managed by the Fire & Rescue Authority (FESA) with St John Ambulance providing the critical care paramedics and tasking the service through our Belmont Operations Centre.
Volunteer Country Ambulance Services

Western Australia is unique in that it is the largest land mass in the world covered by a single ambulance service. Such a large, sparsely populated state presents particular challenges in providing ambulance services. It is only possible to provide good quality ambulance services with acceptable response times through the participation of the community as volunteer ambulance officers and first aid trainers.

There are around 2,000 volunteer ambulance officers and 700 volunteer first aid trainers providing these vital services in country areas. In addition, there are many other community volunteers providing additional support services at Sub Centres.

Nevertheless, the recruitment and retention of volunteers remains our top priority for country centres and June 2006 has seen us commence the recruitment process for a dedicated support person at State Office to assist country centres with their recruitment and retention programmes.

The new subsidised fleet replacement programme whereby Sub Centres can obtain a replacement ambulance for the cost of the sale of their old outgoing ambulance has been an outstanding success. There are now 56 Mercedes ambulances in the country with firm orders for another 60. These new arrangements have taken the pressure of raising funds for ambulances away from country volunteers which means that the funds raised from ambulance and first aid activity can be channelled into buildings, equipment and the support and development of the volunteers.

The annual sub centre conference in 2005 was attended by 350 people. We continue to develop this event as it provides an opportunity for country personnel to be brought up to date with developments in the industry and our organisation and also provides a forum for networking and discussing the issues of concern to country people. The people who attend the conference usually come from around 40% of our sub centres. We aim to try and increase this each year. The theme of this year’s conference was Life Skills, Lifelong Friends. Details of awards announced at the conference can be seen on page 27 of this report.

In May 2006 Sovereign Petroleum announced that their sponsorship agreement will extend to a third year, with an additional $42,800 of free fuel donated to 22 country Sub Centres in 2006.

Country volunteers attended 12,695 ambulance cases and trained 7,671 first aid students during 2005/06. This is an outstanding contribution to the Western Australian community.

We continue to encourage our country volunteers and to reassure them that the state of volunteerism, particularly throughout country Western Australia, is very healthy. While every centre will experience pressure on volunteer numbers from time to time, we know that many centres have their full compliment and that our total number of volunteers is as healthy as it has ever been.
Industrial Paramedical Services

The Western Australian economy has continued to flourish largely driven by the state’s resources boom. This boom has had a direct impact on our Industrial Paramedical Services with demand continuing to grow.

Industrial Paramedical Services have provided total revenue in excess of $6,255,000 during 2005/06. This area of the organisation’s activities provides vital funding that is poured back into our ambulance and first aid services.

Currently we have seven industrial paramedic contracts covering 16 sites and employing 26 paramedics and six medics. We believe there is still considerable growth potential for these services however our capacity to meet the demand is limited to the speed with which we can recruit qualified paramedics into our service.

To relieve the pressure on the number of qualified paramedics we are also encouraging customers to use medics where possible. Most of the medics are drawn from our volunteer ranks where the volunteers have completed Industrial paramedic courses.
The College of Pre-Hospital Care

The College of Pre-Hospital Care provides training for both ambulance officers and the general public. The College provides high quality training as evidenced by the Registered Training Organisation (RTO) status and through the close links we have with Edith Cowan University (ECU).

Career Training

Paramedic training continues to go from strength to strength. Feedback from students and St John Ambulance and ECU lecturers supports our belief that courses being conducted are of the highest standard. There are currently two systems being run within the paramedical studies area; The Advanced Diploma of Health Science and the Undergraduate degree in conjunction with ECU. During the year 41 students completed their Bachelor of Science (Paramedic Science) degree with another 45 completing their first year of studies at ECU and entering their employment at St John Ambulance through the 2006 induction school.

We expect to see approximately 40 to 45 students moving into our induction programme at the completion of their first year’s study for the next few years. The strength of the four year paramedic training path is that it offers students the opportunity to combine tertiary learning with on-road studies making it one of the best paramedic training pathways in the country.

In addition to ambulance officer training, the College has been busy providing training for Operations Centre staff and Patient Transport Officers. During the year eight communications officers and seven patient transport officers completed training courses through the college. Further increases in the number of patient transport crews over the next year will see a significant effort put into this area of the organisation’s training requirements.

The 2006 Induction School was the largest ever
Volunteer Training

Volunteer training remains one of the organisation’s highest priorities. It is very pleasing to report that over the past decade the number and quality of training courses for volunteers has increased dramatically. We continue to work hard to try and get the right balance between making sure volunteers are trained to the highest possible level without putting an unreasonable burden on them.

The major strategy in achieving this continues to be the development of our regional trainer positions. In addition to six regional training coordinators and three training secondments (paramedic secondments) there are now 153 accredited volunteer ambulance officer trainers operating in 92 country Sub Centres. During the year 1,917 volunteers attended a total of 106 PAC and AAC courses.

One of the most popular and beneficial training programmes is the Professional Development Seminars. These seminars are conducted by our Medical Director Dr Garry Wilkes and our Medical Consultant Dr Harry Oxer. 22 professional development seminars were conducted during the year with 602 attendees.

Last year we reported on the development of the new entry level volunteer course, which was developed after a need was identified for a course that was less intensive than the Primary Ambulance Care, but suitable for those who wished to assist their community by driving the ambulance. The course has further developed this year and has certainly filled a gap previously identified by Sub Centres.

Dr Garry Wilkes and Dr Harry Oxer at the annual Sub Centre Conference
First Aid Services and Training

Whilst this year we did not see the level of growth experienced over the previous few years, we still managed to exceed last year’s student numbers by 2,726. In order to achieve this, it was necessary to develop some innovative training delivery methods and two major strategies were employed. The first was the allocation of trainers to go into a number of schools and teach students at the schools, with a total of 2,469 students being taught. The second strategy was the introduction of the inaugural Save a Life Day, which was held on 28 June 2006.

Save a Life Day involved the transportation of over 2,300 students from metropolitan schools to the Perth Convention Exhibition Centre. The students simultaneously undertook a basic First Aid course and were trained in CPR using a Mini Anne manikin - a component of the new CPR123 kit produced by Laerdal and St John Ambulance. This event unofficially achieved a world record for the number of people performing CPR in one day, with official confirmation of the world record title expected from Guinness in the near future. It is our intention to make Save a Life Day an annual event with the goal being to make it a national event. While the additional student numbers are pleasing they are secondary to our broader objective of seeing one member in every household trained in first aid and all children being taught basic first aid prior to leaving school or before obtaining their drivers licence.
First Responder

The First Responder System was designed and introduced in an effort to improve people’s chances of survival from cardiac arrest by making oxygen and defibrillation available in those vital minutes before the arrival of an ambulance.

The system enables community groups to play a vital role in this important area of pre-hospital care. Now in its sixth year of operation there are 77 Responder Systems in place that collectively were activated on 382 occasions during 2005/06.

<table>
<thead>
<tr>
<th>Course Type</th>
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<tbody>
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<tr>
<td>Child Care First Aid</td>
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</tr>
<tr>
<td>Basic Life Support</td>
<td>4,695</td>
</tr>
<tr>
<td>Basic Resuscitation</td>
<td>3,737</td>
</tr>
<tr>
<td>Emergency First Aid</td>
<td>577</td>
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<tr>
<td>Basic Workplace First Aid</td>
<td>3,865</td>
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<tr>
<td>Senior First Aid</td>
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<td>Advanced Resuscitation</td>
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<tr>
<td>Industrial Health Care</td>
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<td>First Aid Trainer</td>
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<td>Online Crash Course</td>
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<td>ATC courses</td>
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<tr>
<td>Other</td>
<td>7,208</td>
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<tr>
<td>TOTAL</td>
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Students trained per 100,000 of WA population

Mark Nelli from Arena Joondalup has used a portable defibrillator to save a life. Photo reproduced courtesy of The West Australian
A vital component of St John’s range of pre-hospital care, training and services is the provision of volunteer first aid services (VFAS). VFAS provides first aid services at major public events and continues to be recognised as the premier provider of these services in Western Australia.

In this State we strive to achieve five major objectives in the way we manage this area of the organisation. These objectives are:

1. The highest quality first aid training
2. Good quality vehicles and equipment necessary to deliver a high quality service
3. A modern and professional image through having an appropriate uniform
4. For personnel to enjoy their involvement with St John Ambulance
5. Sufficient numbers to meet the community’s demands for service

While we have been very successful in achieving the first four objectives, we still require additional volunteers in order to meet all of the demands for service and to ensure that the burden on individual volunteers is not too great. The development of sound recruitment practices over the past few years has seen significant improvement in the number of adult VFAS members. During 2005/06 we averaged nine new members per month.

**Activity**

Although we are not always able to meet all of the demand for our services, with the increase in adult membership numbers we have been able to continually increase the number of duty hours performed. In 2005/06 VFAS completed 50,077 hours of public duties and treated 6,292 patients.

**Training**

As with other areas of the organisation, the training of VFAS personnel is a high priority and our training programmes are continually reviewed. During the year we introduced a new and more substantial education model and introduced a revised refresher training programme. Both of these developments have been successful in achieving our objective of ensuring our volunteers are able to deliver high quality services to the community.

**First Aid Competitions**

First Aid Competitions are used as a mechanism to hone the skills of our volunteers whilst also providing fun and enjoyment for participants. Each year there are state based competitions with the winners then having the opportunity to compete against their counterparts in the national competitions. Some years, there is also the opportunity to compete internationally. Western Australia continues to achieve great results in the first aid competitions.

During 2005/06 the WA contingent competed against the best from other states at the National First Aid Competitions and won all three scenario events, naming WA as the best first aiders in the nation. The events consisted of a recently introduced contingent scenario and included traditional team and individual scenarios. The successful WA team included Alison Gulland, David Gulland, Zoe Payne and Renee Wirth from the Morley Cadet Division and Tony Smith from State Staff.
During the year a WA team consisting of David Gulland, Chris Hodson, Simon Hughes, Andrea Williams and Renee Wirth traveled to New Zealand to defend the Trans Tasman Cup they won on Australia’s behalf in June 2005. Although the team didn’t manage to retain the Cup, they performed extremely well in an unfamiliar competition format.

Cadets
In addition to the provision of first aid services, VFAS also runs cadet divisions as part of the organisation’s contribution to youth in our community. During 2005/06 we had 16 cadet divisions with 332 cadets between the ages of 12 and 18.

Commissioner
On 25 June Dr Ken Collins completed his term as the Commissioner of VFAS. We are very grateful for the contribution Dr Collins has made over the past nine years as Commissioner. The progress that has been made over the nine year period in terms of the quality of the first aid services delivered by VFAS has been outstanding. The new Commissioner is Dr John van der Post who is a staff specialist at Sir Charles Gardiner Hospital and an ED consultant at Sir Charles Gairdner, Joondalup Health Campus and Bunbury Regional Hospital.
Just as St John Ambulance has a commitment to youth we also endeavour to contribute to the well being of the elderly in our community. The Community Care services address this objective.

Community Care provides volunteers who care for the lonely, frail, aged and disabled through the home visiting programme. We have a relatively small but very hard working group of people who are extremely dedicated to this service. They get great pleasure and satisfaction from bringing companionship and assistance to many needy people in our community.

Over the past few years we have seen the number of community care volunteers decline, however in the last year the numbers have stabilised. In 2005/06 we continued to provide over 9,000 hours of service.

Each year we strive to maintain the awareness of our community care services through participation in regular events and targeted awareness campaigns in the media. Events such as Seniors Week and National Volunteers Week provide opportunities to publicly recognise the hard work of the community care volunteers.

As in other areas of the organisation we try to make the work of our staff and volunteers as pleasant as possible and wherever possible create a fun environment. For community care volunteers we do this through our annual appreciation luncheon. In 2005/06 we held the function at Gloucester Park. Importantly the event provided an opportunity to thank all of our members and special presentations were made to Coral Sinclair and Val Ferguson, who received National Awards, and Maria Krsticevich and Susan Baker, who received Meritorious Awards. Certificates of Appreciation were also presented to Elsie Gressievx, Ruth Stagg and Coral Sinclair for their outstanding volunteer efforts.

### Activities

<table>
<thead>
<tr>
<th>2004/05</th>
<th>2005/06</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteers</td>
<td>94</td>
</tr>
<tr>
<td>Voluntary Hours</td>
<td>9,765</td>
</tr>
<tr>
<td>Recipients</td>
<td>862</td>
</tr>
<tr>
<td>Telephone Calls</td>
<td>2,459</td>
</tr>
<tr>
<td>Kilometres</td>
<td>82,729</td>
</tr>
</tbody>
</table>
Community Care volunteers Audrey Wilder and Jane Righton with recipient Nancy Prestiani

The Community Care volunteers from Bentley Village

Joyce Sangston receives a token of appreciation from Tony Ahern
In the late 1990s, St John Ambulance identified the need for a major capital works programme over the following decade aimed at achieving significant improvement in the ambulance fleet and our metropolitan ambulance centres.

Over the past few years, we have been investing heavily in capital works, with Stage 1 of the programme involving a change in direction with the ambulance fleet and Stage 2 involving the development and upgrade of ambulance centres.

**Ambulance Fleet**

In the late 1990’s the ambulance fleet consisted of Ford F-series ambulances. There were major problems in running this fleet, particularly in relation to cost and availability, with similar problems being experienced by every other Australian ambulance service.

Following extensive investigation of the options a decision was made to change the fleet to Mercedes ambulances based on the Sprinter van. In addition to changing to the Mercedes, our aim was to turn the entire Mercedes fleet over in four years with four-year-old vehicles having travelled around 150,000 km. The cost of quitting all of the Fords and replacing them with Mercedes ambulances over the four-year period was $10 million, of which Lotterywest contributed nearly $3 million.

In addition to the fleet replacement programme, the current contract with the Department of Health provides for an additional 28 new Mercedes ambulances over the period 2004 to 2009.

**Buildings**

The current contract with the Department of Health provides for an additional 100 paramedics (88 metropolitan & 12 country) over the period 2004 to 2009. In order to facilitate the additional crews and vehicles it was evident that a major capital works programme would need to be undertaken. Not only would it be necessary to have additional crew and garage facilities it would also be necessary to have additional ambulance officer/paramedic training capacity; additional Operations Centre capacity; additional IT capacity; and additional HR capacity.

As other areas of the organisation’s activity also continue to grow, the resultant capital works programme that was developed aimed to provide a significant increase in ambulance and crew capacity, a significant increase in Operations Centre capacity and a significant increase in training capacity for both ambulance staff and volunteers as well as the general public.
The capital works programme for the period 2004 to 2009 includes:

1. A new ambulance centre at Victoria Park with capacity for 10 ambulances and/or patient transport vehicles and their crews (completed)
2. Renovation of the first aid training facility at Osborne Park (completed)
3. A new building at State Office to house the Operations Centre & administration staff (completed)
4. Renovation and complete reconfiguration of the old Belmont building as a dedicated training facility (partially completed)
5. Relocation of the ambulance and radio workshops to a leased facility in Francisco Street Belmont (completed)
6. Extensions to the East Perth centre to provide an additional four garages and additional crew facilities (partially completed)
7. Additional garage for two vehicles at Midland
8. A new ambulance centre at Singleton/Secret Harbour
9. A new ambulance centre on a new site in Kwinana
10. A new ambulance & first aid centre (along the lines of Joondalup) for Rockingham to be built on the Rockingham Hospital site
11. New back-up Operations Centre at the radio workshop site in Francisco Street Belmont
12. Major redevelopment of the Mandurah ambulance and first aid centre
13. Demolition of the existing Morley Centre with a new ambulance centre to be built on the site with garage and crew facilities for 10 ambulances and/or patient transport vehicles
14. Construction of a new first aid training centre at Ashfield to replace the Morley facility
15. A new ambulance centre at Jandakot (Colocation project with RFDS)
16. A new ambulance centre to be built on a different site at QE2 with garage and crew facilities for 10 ambulances and/or patient transport vehicles
17. Minor capital works at Osborne Park to facilitate additional crews
18. Minor capital works at Serpentine to facilitate the introduction of paramedics
19. Minor capital works at Yanchep to facilitate the introduction of paramedics
20. New ambulance centre at Murdoch
21. Reconfiguration of the existing Belmont workshops to allow the expansion of the stores area
22. Additional garage facilities at Gosnells
23. A number of country projects including Norseman, Bunbury, Northam and Busselton

In addition to these projects, it has also been identified that the Armadale ambulance and first aid centre should be replaced and relocated to the AKDH site. While this is not anticipated to take place before 2009, negotiations for a suitable piece of land have commenced.

Our ability to sustain such an extensive capital works programme is dependant upon sufficient funds being raised through surpluses generated by our various activities as well as through support provided by Government, Lotterywest and the community.

Ultimately, this capital works programme will ensure that we are able to cope with the increase in demand for ambulance and first aid services now and in the future.
St John Ambulance recognises the need to be a modern and relevant organisation, however we also recognise the need to be aware of our history and honour our traditions. 2006 saw Western Australia host the annual Priory Conference. The conference and meetings were held at the Duxton Hotel with the national First Aid competitions conducted in the Government House ballroom. Almost 400 St John personnel from around the country attended with many commenting on the outstanding conference programme. It was a special honour to have the Lord Prior, Eric Barry, in Perth for the conference.

As a Christian based organisation, one of the traditions we maintain is the annual St John church service held on the Sunday of or immediately after St John the Baptist day. With the hosting of the Priory Conference we were able to welcome our eastern states visitors to St Georges Cathedral in Perth for this important event.

The 15th annual Hospitallers quiz night was held at Gloucester Park in August 2005 with over 280 people attending. The event was a great success with over $6,000 raised for the Ophthalmic Hospital in Jerusalem. In October the WA Trotting Association hosted the annual St John trot night at Gloucester Park.

One of the highlights of the organisation’s ceremonial calendar is the annual Investiture where St John Ambulance is able to thank those who contribute significantly to the continuing good work of the Order in Western Australia.

This year’s Investiture was held in April 2006. The Governor, Dr Ken Michael received 35 recipients for promotion and presentation of awards.

Again this year we have sadly seen the passing of a number of members of the Order and their presence will be deeply missed. Please see a list of obituaries in the Roll of Members on page 32 of this report.
St John Ambulance personnel receive recognition for their contribution to the community in a number of ways.

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**
The Ambulance Service Medal is issued by the Federal Government as part of the Australia Day Honours.

Bob Barker
Carol Hope
Bill Langfield

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

Craig Annesley
Katrina Atkinson
David Dickson
Mark Hill
Ronald Lynn
Aiden McDowell
Peter Montgomery

**Service Medal**
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.

Lindsay Alexander Atkins
Raymond Bird
Edna Boyle
Terry John Boyle
Phillip David Cammiade
John Craze
Lois Dickinson nee Elliott
Hendrick Doelman
Lesley Duckworth

**Ambulance Service Medal recipients Bob Barker, Bill Langfield and Carol Hope and The Royal Humane Society Silver Medal recipient Matthew Sim**

Shirley Alice Elliott
Oliver Patrick Farrelly
Phillip Franks
Helen Genders
Terrence Gladish
Janet Goodwin
Jill Grist
Catherine Mary Henderson
David Bernard Jolly
Stephanie Lalor
Ric Morel
Steve Newman
Simon James Nield
Francis Ian Shanks
Neville Steicke
Marilyn Kaye Whiteside
George Henry Williams
Carol Williams

**2nd Clasp**
Tony Ahern
Murray Allum
Philip Benbow
Kevin Callaghan
Alan Churchill
Michael Deephouse
Patrick Dolphin
Stephen McKeig
John Watts

**1st Clasp**

**3rd Bar**
Pauline June Harris
Stuart Campbell Hunter
Paul Jones
Christine Williams

**2nd Bar**
Lancelot Norman George Davis
Pauline June Harris
Paul Jones
Catherine Therese Jones
Christine Williams

**1st Bar**
Edna Boyle
Terry John Boyle
Lancelot Norman George Davis
Lois Dickinson nee Elliott
Hendrick Doelman
Shirley Alice Elliott
Terrence Gladish
David Bernard Jolly
Catherine Therese Jones
Anthony Colin Pegram
Hans Vandenberg
George Henry Williams
Christine Williams

**Country Volunteer Awards**
These awards are presented annually at the Sub Centre Conference.

**Sub Centre of the Year**
Irwin Districts

**Volunteer of the Year**
Ewen Hill
– Mt Barker

**Trainer of the Year**
Helen Laycock
– Ravensthorpe
THE COMMANDERY IN WESTERN AUSTRALIA

Roll of Members of the Order in Western Australia

as at 30 June 2006

KNIGHTS OF GRACE
Mr William John Barker CD
Mr Robert Blizard
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 Dr Ken Michael AC
Dr Frank Burdon (Don) Webb AM
Mr Kevin James Young

DAMES OF GRACE
Mrs Billie Annette Andrews ASM
Mrs Ruth Gwendoline Donaldson OAM
Mrs Joan Johnston OAM
Mrs Julie Michael
Mrs Margaret Hamilton Muirhead OAM

SUB-PRELATE
The Most Reverend Roger Herft

COMMANDERS (BROTHER)
Major Keith William Bradley RFD ED
Dr Kenneth Ernest Collins AM Cit WA
Mr Ronald Godfrey Cox OBE GM JP
Mr John Di Masi
Mr George Charles Ferguson
Mr Alistair 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 McInerney OAM CD
Mr Darren Clive Brooks Mouchemore CD
Wing Cdr (Dr) Harry Frank Oxer ASM
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
Mr Peter Stuart Wood JP

COMMANDERS (SISTER)
Mrs Pauline Gladys Bates
Miss Margaret Jane Cockman OAM
Mrs Betty Gertrude Crandell
Miss Olga Dorothy Hedemann OAM RFD JP
Mrs Ruth Amelia Reid AM Cit WA

OFFICERS (BROTHER)
Mr James Percival Allan OAM
Mr Kevin John Arnol
Mr Lester Johnson Barnes
Dr Arthur Robert Burkitt
Mr Frank Joseph Buytels
Mr Carlo Capriotti
Mr John Francis Carpenter
Mr Barry Arthur Clements
Mr Leslie George Clothier
Mr John Glen Corbin
Mr Richard Edward Daniels
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 Kenneth Allan Ford ASM
Mr Charles Gerschow
Mr Douglas James Gildersleeve
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 Jeakes
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 McKeeown
Mr David Edward Broadbent Morgan
Mr Henry Emanuel Morgan
Mr Frank Barnett Murray
Mr John David Neale
Mr Arnold Sibald Nunn
Mr Anthony William Dorling
Mr John Patrick Downey
Mr Robert Kemp Russell Duncan
Mr William George Edwards
Mr Barrie Neil Elson
Mr John Richard Evans
Mr Donald Reginaid Fallon
Mr Eric Campbell Farrell
Mr Peter Wiltshire Felton
Mr Nelson John Fewster
Mr Michael Victor Fields CD
Dr John Graham Francis
Mr Donald Frearson
Mr Otto Herman 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 John William Hemsley
Mr Ewen Gilchrist Hill
Mr Harold Hilton
Mr Christopher Edward Hodgson
Mr Steven Kenneth Hook
Mr Robert George Horton
Mr Clifford Morrison Howe
Mr Jens 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 Kargolich
Mr Herbert Douglas Kennedy
Mr Michael Kenneth Kenny
Mr Peter Cecil Kristiansen
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 McGlinn
Mr Vince McKenney
Mr Allan Arthur McSwain
Mr Reginald Peter Madalena
Mr Frederick James Major
Mr Leonard Reginald Martin
Mr Milton William Marwick
Mr Peter Maughan
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 Edwin Harold Parry
Mr Lance Murray Paterson
Mr Anthony Colin Pegram
Mr Ross Walter Perry
Mr George Albert Peters
Mr John Piggott
Mr Clarence Richard Plummer
Mr Barry Daniel Price
Dr Richard Frederick Reynolds
Mr Thomas Ernest Richards
Mr Alan Rimmer
Mr Robert John Rimmer
Mr Austin Gregory Roach CD
Mr Garth Alan Roberts
Mr Geoffery Roberts
Mr Michael James Robertson
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 Graham Smeed
Mr David Smeeton
Mr Allan Smith
Mr Graham Leslie Smith
Mr Hector George Smith
Mr Thomas Smith
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
Mr Maurice Tomlin
Mr Hans Vandenberg
Mr Richard Charles Walker
Dr Allan Stephen Walley
Mr Robert Edward Wallis CD
Mr Donald Godfrey Walter
Mr James Neil Warne
Mr Raymond Albert Wilkins
Mr Graham Trevor Wilkinson
Mr Roy Edward Wilkinson
Mr Jeffrey Mark Williams
Mr Philip Joseph Wishart
Mr James Alan Wright
Mr Maurice John Yates

SERVING SISTERS
Mrs Aileen Joyce Austin
Mrs Doris Ball
Mrs Frances Mary Banks
Mrs Judith Margaret Barker
Mrs Joan Audrey Bedford
Mrs Margaret Joan Bell
Mrs Venita Merle Bodle
Mrs Brenda Brindley
Mrs Gladys Elizabeth Brooks BEM JP
Mrs Valmea Wendy Brown
Mrs Dorothy Burgess
Mrs Joan Marion Burn
Mrs Ester Marion Carter
Mrs Ingrid Christ
Mrs Mildred Rose Coad
Mrs Reta Elizabeth Coles
Mrs Kathleen Anne Crofts
Mrs Joanne Daley
Mrs Gloria Chrisma Davini
Mrs Ivy Edith Day
Mrs Gail Patricia Dennert
Mrs Elizabeth (Elsa) Drage
Miss Elizabeth Dregger OAM
Mrs Lynette Mae Evans
Mrs Valma Dawn Fallon
Mrs Barbara Anne Franklin
Mrs Doreen Clare Gardiner
Mrs Elizabeth Mary Gent
Mrs Patricia Ruth Griffith
Mrs Evelyn Rosa Hamner
Mrs Pauline June Harris
Mrs Patricia Hatch
Mrs Muriel May Henderson
Miss Doreen Grace Higgins
Mrs Audrey Yvonne Hoyle
Mrs Vicki Raye Humphry
Mrs Marilyn Doris Hunter
Mrs Pamela Joan Jenkinson
Mrs Ruth Minnie Johnson
Mrs Marlene Ann Jones
Mrs Kathleen Kane
Mrs Valerie June Kelly
Mrs Glenys Kendrick
Ms Taryn Lee Kunzli
Mrs Stephanie Lalor
Mrs Enid Lavrick
Mrs Mary Patricia Leeson
Mrs Edna Phyllis Lightbody
Mrs Vicki Lynn Macdonald
Mrs Susan Mary McCreery
Mrs Joyce McCubbing
Mrs Maxine June Martin
Mrs Thirza Irene Marwick
Mrs Jennifer Rose Maughan
Mrs Ethel Elizabeth Mayers
Mrs Agnes Maud Metcalf
Mrs Dorothy Faye Morgan OAM
Mrs Ilse Mueller
Mrs Margaret Patricia Murdoch
Mrs Jillian Ann Neave
Mrs Dianne Leslie Nicholls
Mrs Dorothy May Oliffe
Mrs Patricia Rostyne Pratt
Miss Evelyn Faye Ridley
Mrs Auriel Jean Rodgers
Mrs Dulcie June Rule
Mrs Lynne Elizabeth Shoosmith
Mrs Irene Simpson
Mrs Elaine Smallwood
Mrs Betty Smith
Mrs Janet Ellen Smith
Ms Dorothy Denise Stevenson
Mrs Mary Strickland
Mrs Bernice Harriet Taylor
Miss Judith Pamela Tyler
Mrs Pamela Margaret Usher
Mrs Kathleen Patricia Wake
Mrs Maxine Janice Walker
Mrs Carol Joyce Wallace
Mrs Edna Beryl Watterson
Ms Gabrielle West
Mrs Lorna Whiteman
Mrs Jennifer Margaret Willgoss
Mrs Andrea Marie Williams
Mrs Shirley Elizabeth Williams JP
Mrs Fay Margaret Wolfenden
**Promotions, Admissions & Commendations**

**Promoted to Commander**
- Dr Kenneth Ernest Collins

**Promoted to Officer**
- Mr Richard Edward Daniels

**Admission as Serving Brother/Sister**
- Mr Troy Andrew Bates
- Mr Damian Davini
- Mr Peter Wiltshire Felton
- Mr Nelson John Fewster
- Mr John William Hemsley
- Mr Ewen Gilchrist Hill
- Mr Steven Kenneth Hook
- Mrs Vicki Raye Humphry
- Ms Taryn Lee Kunzil
- Mr Frederick James Major
- Mrs Joyce McCubbing
- Mr Edwin Harold Parry
- Mr Michael James Robertson
- Ms Lynne Elizabeth Shoosmith
- Mrs Irene Simpson
- Mr Graham Smeed
- Ms Gabrielle West

**50 Years Membership/Service**
- Mr Murray Allum
- Mr John (Jock) Swan
- Mr Kenneth Evans
- Mr Robert Evans
- Mr Keith Jenkins
- Mrs Anges Metcalf
- Mr Kenneth Rowe
- Mrs Lorna Whiteman
- Mr George Williams

**Obituary**

We report with the deepest regret the death of the following members in the Order:

**2006**
- Lady Kyle DStJ
- Mr Clive Garnet Sinclair SBStJ
- Miss Elizabeth Wilson Edwick OStJ
- Lady Margaret Burt DStJ
- Mr John Sydney Pryor OStJ
- Mr Raymond Thomas Snook SBStJ
- Mr Edwin Campbell Frusher OSTJ
- Miss Mirren Duncan OSTJ
- Mrs Patricia Betty Bear SSSStJ
- Mrs Olga Ella May Cohen DStJ
- Mrs Sarah Gertrude Isobel Waither OSTJ
- Mr Francis John Patterson CSTJ
- Mr Jack Sargeant OSTJ
- Dr James Alfred Henry Goldacre SBStJ
- Mr Robert Harry Kruger SBStJ
- Mr Murray Keith Allum CSTJ

Great care has been taken in compiling of the foregoing nominal role of members of the Order. It is possible, however, that mistakes have occurred.

We remind all members to notify us immediately of any errors or omissions they may detect.