Country Ambulance Paramedic crew responds to medical emergency.
DAY 273

Metropolitan Ambulance Service
Read about James' story on page 16.

DAY 154

08:15 hrs (Belmont)
Community First Responder
Read about Andrew’s story on page 27.

13:45 hrs (Belmont)
Volunteer Member Services
Read about Chris & Kate’s story on page 38.

DAY 085

14:45 hrs (Royal Perth Hospital)
ePCR Program
Read about Simon’s story on page 35.

DAY 045

08:45 hrs (Belmont)
State Operations Centre
Read about Carol’s story on page 21.

08:45 hrs (Perth Airport)
Community First Responder
Read about Andrew’s story on page 27.
213
DAY
17:15 hrs (Patersons Stadium)
Event First Aid Services
Read about Ross’ story on page 24.

195
DAY
14:35 hrs (Kathmandu, Nepal)
Humanitarian Mission
Read about Joe and Libby’s story on page 30.

325
DAY
12:45 hrs (Kununurra)
SJAWA Volunteers
Read about Bonny, Leigh and Angela’s story on page 42.

...Is We Respond.

For the service of humanity.
SJAWA is guided by the following values in the fulfilment of its Vision:

- Strong sense of ‘identity’
- Encouraging of new ideas
- Valuing people
- Allowing mistakes
- Organised for learning
- Conservative in finance
- Sensitive to our environment
- Shaping the community
- Strong sense of ‘identity’
- Encouraging of new ideas
St John Ambulance WA (SJAWA) provides pre-hospital care in Western Australia. We are a charitable, non-profit, humanitarian organisation teaching first aid to the community, delivering the State’s ambulance service while also shaping and leading the sector nationally.

The organisation delivers its range of services across Ambulance, Event First Aid Services, Industrial Health Services, the Community First Responder System, the College of Pre-Hospital Care and First Aid. We have a strong humanitarian focus, supported by a range of fundraising and charitable initiatives.

SJAWA employs more than 1300 paid staff including paramedics, communications officers, patient transport officers, administration staff and first aid trainers.

Our activities are also delivered with the support of more than 4300 volunteers who donate more than three million hours to the community every year under the SJAWA banner. From running the ambulance service to teaching first aid in hundreds of locations around regional WA – each and every one of our volunteers gives an invaluable service to the community.

It is our amazing, dedicated and committed group of people that make what we do so successful.

The vision and purpose of St John Ambulance is “for the service of humanity”. This is fulfilled by our organisation through the provision of a high quality, cost-effective ambulance service and by maximising the number of people in WA that know first aid. One of our long-term aims is to have one person in every household trained in first aid.

At a national level, St John Ambulance Australia has identified four strategic goals that support the achievement of our vision that are embraced across the Australian states and territories:

1. To make first aid a part of everyone’s life;
2. To be the leading provider of first aid training and services;
3. To provide first aid related services which build community and individual resilience; and
4. To provide a highly accessible and effective ambulance service under contract to the State Government.
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## Statewide resources for 2011/12

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<td>1134</td>
<td>4318</td>
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Chairman’s Introduction

In this, the 120th anniversary of the humble beginnings of St John Ambulance in Western Australia, it is extremely pleasing to report on the outstanding achievements of the thousands of people who are so dedicated in our organisation’s continuing journey serving humanity.

St John Ambulance in Western Australia is a unique organisation. While the Order of St John is active in more than 40 countries around the world, only a very small number provide public ambulance services. Western Australia itself is unique in that it is the largest landmass in the world covered by a single ambulance service and services could not be provided in every rural town throughout this large and sparsely populated state without a very significant volunteer contribution. A key ingredient in optimising the effectiveness of an ambulance service is to maximise the number of people in the community with first aid knowledge and skills.

These facts make the St John model in Western Australia an ideal fit. The strength of our organisation is the way in which we engage with the community, facilitate career staff working with volunteers and remain focused on our strategic goals. While in many ways we are a complex organisation, our strategic goals are quite simple.

The commitment of our staff and volunteers coupled with the support of government, Lotterywest and our corporate supporters has seen the achievement of some outstanding results. The highlights for 2011/12 include:

- 239,436 ambulance cases;
- 169,314 first aid students;
- 62 Industrial Health Service staff working across 15 sites;
- Meeting of all of our State Operations Centre targets;
- Significant development of our country regionalisation model;
- Achieving our recruitment targets through a continued period of high growth;
- Further strengthening of the effective relationship with the Department of Health;
- Continued support from Lotterywest;
- Continuing support and acknowledgement of our history and heritage.

As we continue to grow rapidly and aim to be a highly effective modern and contemporary organisation we are strongly focused on maintaining the fabric of St John. That is, our humanitarian ideals and our connection to the community through volunteerism. I am very proud that this growth and transformation, coupled with our focus on maintaining the fabric of St John sees us able to be at the leading edge as an ambulance service and first aid training organisation.

As a humanitarian organisation with the motto “for the service of humanity” the success of our organisation is due entirely to the commitment and effort of the thousands of staff and volunteers who are St John Ambulance Western Australia. Thank you for another outstanding year where your commitment to serving our community has enhanced the lives of so many Western Australians.

Mr Gerard King, Chairman
Chief Executive Officer’s Report

As we reflect on our performance for 2011/12 we consider how we have performed in terms of meeting our strategic priorities.

Our first aid training numbers confirm we are moving towards our goal of making first aid a part of everyone’s life while the growth in ambulance activity shows that we are also providing highly accessible ambulance services.

There are various ways in which we are able to have confidence about the quality of service in both ambulance and first aid. With ambulance we have the patient satisfaction survey. We also have well developed clinical governance procedures involving staff, volunteers and representatives of the medical community as well as consumer advocates.

We continue to focus on delivering the best possible ambulance service with the available funding.

The results we are now achieving with our recruitment programs gives us confidence that we are heading in the right direction in terms of being an employer of choice within the ambulance, first aid training and not-for-profit sectors.

In 2011/12 our ambulance activity across the state increased by 11 per cent, our first aid student numbers by 17 per cent and revenue from Industrial Health Services by 17 per cent.

We met contracted recruitment targets and ambulance capacity increases. Volunteer numbers grew and during the second half of the financial year, as we got the additional ambulance capacity in place, we achieved our response time targets.

Over a number of years Western Australia has professionalised the management structure of the Event First Aid Services and completely integrated the management of this area into the broader organisation. These measures have seen a 33 per cent growth in first aid volunteer numbers over the past two years.

Our financial performance was strong and the organisation’s cash and investments are sound, providing the necessary funds for our extensive capital works program.

In addition to the commercial and business performance of the organisation we remain very focused on our humanitarian values. Specific achievements in this area include:

- The delivery of a cost-effective ambulance service (cost per capita) that maximises the community benefit from the available investment in ambulance by the State and the community;
- First Aid Focus program that taught more than 64,000 school students;
- Continued funding through specific fund raising activities of the two nurse positions at the Eye Hospital in Jerusalem;
- A first aid training mission to Nepal to develop and implement a culturally appropriate community based first aid training program;
- Continued support of the annual ophthalmic mission to East Timor; and
- The Community First Responder program.

As you read this annual report you will see many significant achievements. The most outstanding, however, is the way in which more than 5000 people, staff and volunteers work together to make a real difference in our community.

Tony Ahern, Chief Executive Officer

“Our financial performance was strong and the organisation’s cash and investments are sound.”

Tony Ahern, CEO

Gerard King, Chairman

St John Ambulance WA 2011/12 Annual Report 09
Chairman’s Introduction

St John Ambulance WA is an Incorporated Association with the governance and operation of the Organisation subject to the provisions of the Western Australian Associations Incorporations Act 1987. The Organisation has a simple governance structure with a single Board (known as the State Council). The Chairman of the Board in Western Australia is also known as the Commandery Lieutenant. The Organisation’s constitution provides for the selection of Board members based on skills and experience. To facilitate this, it specifically states that Board members do not have to be Members of the Order of St John. This allows St John to recruit Board members with specific medical, legal, financial and other skills gained from experience in business and in the community.

The Board is responsible for all major policy decisions in Western Australia. In addition to the main incorporated body, St John Ambulance WA also has a second incorporated body that acts as the Organisation’s Property Trustee and holds all of the Organisation’s real property.

Mr Gerard King KSTJ
Chairman State Council
February 2006 to Current

Mr King joined the St John Council in 1972 and has held the position of Chairman of the WA Ambulance Service Board and Chairman of the State Executive Committee. In 2006 he became the Chairman of the newly formed State Council and is a Knight in The Order of St John. In 1995, Mr King retired from the law firm Phillips Fox after 30 years of employment, and currently undertakes consultancy work in the field of law.

Ian Kaye-Eddie ASM, KSTJ
Member of State Council
October 2007 to Current

Mr Kaye-Eddie has been contributing to ambulance services throughout Australia for more than 33 years. He was Chief Executive Officer of St John Ambulance in WA from 1978 to 2006. Mr Kaye-Eddie has degrees in commerce, finance and the arts and has studied at universities in South Africa, the USA and Australia. He is a non Executive Director of the Eye Surgery Foundation in Perth and also an Examining Chaplain for the Anglican Diocese of Perth.

Mrs Merle Isbister ASM CSTJ
Member of State Council
February 2006 to Current

Mrs Isbister joined the WA Ambulance Service Board in 2001 and has been a St John member since 1977. As the Shire of Carnamah President, Mrs Isbister’s skills and experience as a volunteer are a great asset to the Board. Awarded the inaugural Trainer of the Year Award in 1994, she was Volunteer of the Year in 2006. A Commander in the Order of St John, Mrs Isbister is a Volunteer Ambulance Officer and First Aid Training Co-ordinator at the North Midland Sub Centre.

Dr Richard Lugg OSTJ
Member of State Council
February 2006 to Current

Dr Lugg joined the WA Ambulance Service Board in 1995. Retired from the Medical Department of WA, he is a public health physician specialising in the links between water and human health. Dr Lugg was also a member of the Medic Alert Council of WA. An Officer in the Order of St John, he became Chairman of the Ambulance Service Board in 2002 until it was replaced by the State Council in 2006.
Mr Shayne Leslie

Graduating from UWA Law School in 1982, Mr Leslie has focused on commercial litigation/dispute resolution with law firms Phillips Fox, Wilson & Atkinson, Talbot Olivier and Metaxas & Hager. An Officer in the Order of St John, Mr Leslie joined the Ambulance Service Board in July 2002 and was a member of the Board until it was replaced by the State Council in 2006.

Sally Carbon

Sally Carbon is an Olympic and World Cup gold medalist who represented Australia in hockey at two Olympic Games and two World Cups. Ms Carbon has managed a large WA-based communications agency in Perth, but is now the Managing Director of her own marketing and communications business, called Green Eleven. Ms Carbon has a Bachelor of Arts with Majors in Physical Education and Mathematics, is a qualified strategic marketer and qualified company director. She has served on the Board of the WA Sports Council and the Strategic Directions Board for the WA Education Department.

Ms Carbon continues to be an active member of many boards including WA’s High Performance Sport Committee, Vision for Committee for Perth, and Aquinas College. She is a current AICD ASX 200 Chairman’s Mentoring Program scholarship recipient.

Andrew Chuk

Andrew Chuk holds bachelor degrees in economics and engineering, first graduating from The University of Melbourne in 1983. His public sector experience has involved infrastructure planning, health finance, and contracting to the private and non government sectors. Mr Chuk has 20 years’ experience in the resources sector, principally as an investment specialist. He has a strong understanding of government regulatory and legislative processes.

Prof Ian Rogers

Ian Rogers is a Professor of Emergency Medicine at St John of God Murdoch Hospital and the University of Notre Dame. Prof Rogers’ role at St John of God oversees the enhancement of clinical training capacity in underutilised private hospital sites. He graduated in 1984 from The University of Melbourne with honours in Medicine, Surgery, Community Medicine and Paediatrics. Prof Rogers has more than 60 refereed journal papers, 50 major conference presentations and 20 textbooks and textbook chapters. His roles included overseeing emergency medicine and training at hospitals such as Sir Charles Gairdner Hospital and Auckland Hospital. Prof Rogers is involved with a number of organisations at the board level such as the Wilderness Medical Society and the Australian Medical Council.
Tony Ahern
Chief Executive Officer

Tony joined St John Ambulance WA in 1973 as a cadet and in 1980 he became a career ambulance officer. In 1989, after completing a business degree Tony moved into accounting and computing services taking a lead role in modernising St John Ambulance WA’s administrative and financial systems. He went on to complete a Masters of Information Systems researching the investment made by every Australian ambulance service in information technology. In 2000, he was made Deputy Chief Executive Officer and in 2006 Tony was appointed Chief Executive Officer. Tony has attended the London Business School to further develop his leadership skills and in 2004 he was awarded the prestigious Ambulance Service Medal.

Clinton Bright
Finance and Administration Director

Clinton joined St John Ambulance WA in 2010 as the Chief Financial Officer. Clinton holds a Bachelor of Commerce, a Higher Diploma in Accounting and is a Chartered Accountant. Clinton has held many senior leadership roles across a number of industries on three continents. Clinton’s areas of expertise include financial management, strategic planning, project management, process re-engineering and systems development. Clinton was appointed Finance Director in February 2012.

Ashley Morris
Technical Services Director

Ashley joined St John Ambulance WA in 1991 as a programmer and system administrator after graduating from Curtin University with a Bachelor of Applied Science. In 1996 Ashley was employed as the Information Technology Manager and in 2007 he stepped into the role of Technical Services Director. With expertise in Information Technology, Ashley’s work has specialised in ambulance related Information Technology such as the Computer Aided Dispatch system, existing and new mobile data terminals.

Dean McNair
Business Services Director

Dean joined St John Ambulance WA in 2010 as the Business Services Director. Before this Dean was the Managing Director of an international process control system company servicing the oil, gas and petrochemical industries. Dean has held several senior management positions within the engineering industry and has many years of experience in applied operational business management. Dean holds a Graduate Certificate in NFP Leadership and Management, a Graduate Certificate in Business and a Diploma of Management.

Anthony Smith
Deputy CEO

Anthony joined St John Ambulance WA in 2007 as the Business Services Director, before moving into the Finance and Administration Director role in 2009. He was appointed Deputy CEO in 2012. Anthony holds a Bachelor of Commerce, Graduate Certificate in Public Sector Management, Diploma of Local Government and has completed the Advanced Management Program at Harvard Business School. Anthony is a Fellow of Leadership WA and a member of the Australian Institute of Company Directors with areas of expertise in financial management, corporate governance, business law and strategic planning.
Len Fiori
Ambulance Service Director

Len joined St John Ambulance WA in 1972 as a Cadet and later pursued a professional career in nursing. He then moved into the commercial world where he worked in senior management positions. Len was appointed as Chief Executive Officer/Priory Secretary of the National Office in 2001, before leaving to accept a role with St John Ambulance WA in February 2009. Len was appointed Ambulance Service Director in August 2009.

Debbie Jackson
Human Resources Director

Debbie joined St John Ambulance WA in 2003 as the Human Resources Manager, before becoming the Human Resources Director in 2005. Having previously managed the marketing and public relations departments in conjunction with the human resources portfolio, Debbie has an in-depth knowledge and understanding of the organisation. Debbie’s expertise are in the areas of human resources, industrial relations, occupational health and safety, and staff planning.

Professor Ian Jacobs
Clinical Services Director

Ian Jacobs joined St John Ambulance WA as the Clinical Services Director in mid-2010 and is the Winthrop Professor of Resuscitation and Pre-hospital care at the University of Western Australia. He is National and Western Australian Chairman of the Australian Resuscitation Council and was elected Co-chair of the International Liaison Committee on Resuscitation (ILCOR) in 2011. Ian is a Registered Nurse holding numerous academic and clinical qualifications including a PhD from the University of Western Australia. In 2010 he was awarded Foundation Fellowship of the European Resuscitation Council in recognition of his contributions to resuscitation medicine. Ian’s areas of expertise include resuscitation medicine, pre-hospital care, clinical epidemiology and evidence-based medicine. He remains an active teacher, clinical researcher and practising clinician.
St John Ambulance WA’s Metropolitan Ambulance Service went from strength to strength in 2011/12, with additional staff and resources underpinning a marked improvement in response times over the course of the year.

Metropolitan Ambulance Service

The percentage of Priority One incidents responded to in the target time of less than 15 minutes improved in every month of 2011/12 compared to the same time the previous year. Planned additional resourcing across the year provided dramatic improvement in response times. In the second half of 2011/12, SJAWA consistently achieved its response time targets, with some months showing an improvement of almost five per cent compared to the same period in 2010/11.

The year finished on a high with 92 per cent of all Priority One incidents being attended to in under 15 minutes during June 2012.

The dramatic improvement was achieved at a time when our 700 operational staff attended to 184,869 cases, compared with 171,462 cases in 2010/11 – an increase of 13,407 or 7.8 per cent.

The metropolitan area is served by 29 response locations – 25 of which are staffed day and night by rotating crews and four of which are day ambulance locations. Thirty five 24-hour ambulances cover metropolitan Perth, with 26 day ambulances.

Twenty seven patient transport vehicles (PTVs) cover the metropolitan area during weekdays, with 11 working across Perth on weekends.

Our day ambulances covering the metropolitan area increased by four during the year. Three extra 24-hour ambulances were also introduced at strategic locations to assist with the increasing workload. An additional PTV was also introduced to the Peel region during 2011/12.

2012/13 will see an additional three day ambulances and three 24-hour ambulances introduced to the metropolitan area to further boost resources. The altering of day ambulance start times will also be phased in over the coming year, to increase day ambulance coverage until midnight.

Mandurah and Serpentine stations are now staffed by career officers and designated as metropolitan stations. Mandurah has two 24-hour ambulances and a day ambulance that runs seven days a week, while Serpentine has a 24-hour ambulance.

Emergency Rescue Helicopter

The RAC Emergency Rescue Helicopter Service is managed by the Fire and Emergency Services Authority. SJAWA has been contracted to provide critical care paramedics and to task the service since its introduction in 2003.

During 2011/12, the helicopter completed 348 missions, a decrease of 19 per cent (87 missions) on the previous year. The decrease consisted of primary and secondary missions, while there was a slight increase in search and rescue missions. A continual audit process throughout the year ensured that the helicopter has been tasked appropriately in accordance with adopted tasking guidelines.
Country Ambulance Service

For Country Ambulance Service, our second year into the regionalisation program saw a continued investment, with significant improvements in the level and quality of sub centre support across WA. The improvements have occurred against the backdrop of a 23.8 per cent increase in ambulance activity and a 28.7 per cent increase in first aid training in regional areas.

In 2011/12, there were more than 54,000 country ambulance cases attended to by both career and volunteer sub centres in regional WA. This represents an increase of more than 10,000 cases compared to 2010/11.

Key achievements included:

► The development of six regional offices across the State, and the appointment of a team of regional managers and coordinators to support sub centre activities.

► An increase of more than 14 per cent in ambulance paramedics deployed to career stations, including six in the growth areas in the south west of the State.

► An increase in the number of community paramedics from three to 14 across the State. This deployment has significantly improved the number of training courses and other support services delivered to volunteer ambulance officers.

On top of the improvements in sub centre support, regional volunteer numbers increased, with 3284 volunteers serving country WA by the end of 2011/12 – compared to 3169 in 2010/11. These volunteers contributed to the more than three million hours over the course of the year to ensure local communities received vital ambulance services.

A number of projects to further boost services in regional WA also commenced in 2011/12. Recruitment drives at career sub centres increased volunteer numbers so that response capabilities were maximised. A project to review and improve the existing systems used to recruit, train and retain volunteers also began, while a plan to improve the financial control network across country WA commenced.

**Metropolitan Ambulance Cases**

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<th>Year</th>
<th>Cases</th>
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<td>2011/12</td>
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**Country Ambulance Cases**

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<td>2011/12</td>
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James Sherriff, Metropolitan Ambulance

James said he thrived on challenges because the organisation was better resourced and had a better strategic spread of depots across the metropolitan area.

After starting as a paramedic with SJAWA in 2009, James was deployed to the College of Pre-Hospital Care before becoming a Clinical Support Paramedic. He was then promoted to Manager, Metropolitan Operations before taking up the Acting Operations Manager role. He kept himself busy during 2010/11 by completing a university bridging degree because he wanted to see how it was done in WA.

While it had been challenging moving from an on-road role to an operational one, James said he thrived on challenges and he loved taking them on.

He said the differences in working as a paramedic in WA compared to South Africa were vast.

“It’s a lot more professional here,” he said.

“In South Africa you deal with trauma a lot more and your life is often at risk simply from attending jobs.”

James said response times were much better at SJAWA than in South Africa because the organisation was better resourced and had a better strategic spread of depots across the metropolitan area.

Metropolitan Ambulance Service

It’s a long way from refereeing Top National rugby in Johannesburg to Acting Operations Manager at St John Ambulance WA but James Sherriff has enjoyed every moment of his journey.

After seeing a paramedic demonstration at Wits University in Johannesburg when he was part way through his teaching degree, he dropped his chosen career path of education and enrolled in a three-year critical care paramedic course.

From the mid-1990s onwards he kept himself busy by running a printing business, working as a reserve paramedic for the government-run ambulance service and refereeing top class rugby in South Africa and abroad.

James started playing a larger role as a paramedic in 2003 when he stopped refereeing rugby and then moved to Perth in 2009.

“I like the difficult tasks, I like taking those steps forward and making sure we’re stepping in the right direction and that we’re improving our performances continuously,” he said.

As far as Metropolitan Ambulance Service goes, James said the changes over the course of 2011/12 had been extraordinary.

“We’ve had huge growth in the past 12 months, and we’ve put on a lot more resources with a significant increase in staff,” he said.

“The biggest thing I’ve noticed is how well all the departments across the organisation work together. If we see something that’s viable and will be beneficial to the organisation we can get motivated and implement it pretty quickly. And that really is a great way to operate.”

“I like the difficult tasks, I like taking those steps forward.”

James Sherriff, Metropolitan Ambulance
Our response time targets = 90% across all incidents

Priority 1
Emergency incidents responded to within 15 minutes

Priority 2
Urgent incidents responded to within 25 minutes

Priority 3
Non-Urgent incidents responded to within 60 minutes
State Operations Centre

SJAWA’s State Operations Centre (SOC) continued to build on the previous year’s successes in meeting key performance targets and indicators throughout 2011/12.

The SOC receives all emergency triple zero calls requiring ambulance attendance and is responsible for dispatching responses to all ambulance incidents throughout WA. It operates 24 hours a day, seven days a week and in 2011/2012 received more than 446,000 calls – an almost five per cent increase on last year’s total of 425,000. Of these calls, 165,937 were triple zero emergency calls.

Key achievements included:

➤ The appointment of response time managers responsible for the appropriate and dynamic distribution of ambulance resources in the metropolitan area. This position has had an immediate positive impact on our performance.

➤ The audit process of staff compliance with ProQA. Following the introduction of the internationally accredited ProQA call-taking system last year, robust performance auditing arrangements were established to evaluate compliance with ProQA procedures. Staff performance has been excellent, with 300 cases per month audited – resulting in 96.87 per cent compliance.

➤ Splitting metropolitan dispatch function into north and south. This has balanced the workload and allows for a more optimal use of ambulance resources in the metropolitan region.

2011/12 Customer Satisfaction Survey (WA compared to national average).
The Event First Aid Services (EFAS) team underwent a period of strong growth in 2011/12, with the recruitment and retention of volunteers the key focus. The department was rebranded early in the year, to better reflect the range of services provided.

Information nights and induction schools were introduced to encourage the recruitment and retention of volunteers from across the metropolitan area. The introduction of these schools was the catalyst for more than 400 new members joining between January and June 2012.

The total number of EFAS volunteers, including cadets, reached 1034 by the end of 2011/12. This compares with 827 at the end of 2010/11. These volunteers attended to 1288 events in and around Perth—a six per cent increase on last year’s activity, with volunteers contributing 41,470 duty hours.

During 2011/12, EFAS secured a new contract with Patersons Stadium, ensuring SJAWA provides first aid services for all events at the venue. The EFAS team also relocated into new facilities in February 2012 to accommodate growing demands.

Significant achievements also included the reopening of the adult Armadale Division and the launching of the EFAS recruitment and corporate DVDs. The EFAS team also played a strong role in the Commonwealth Heads of Government Meeting in 2011, deploying more than 100 members across a range of venues and events over the course of that week.
Volunteer Sub Centres

**Priority ‘1’ incidents responded to within 15 minutes**

- Bridgetown: 55.84%
- Carnarvon: 68.50%
- Chittering: 87.20%
- Donnybrook: 96.90%
- Esperance: 91.76%
- Harvey: 97.15%
- Irwin Districts: 79.85%
- Karratha: 66.18%
- Katanning: 83.41%
- Kununurra: 98.15%
- Lancelin: 91.21%
- Manjimup: 91.43%
- Margaret River: 88.24%
- Newman: 85.04%
- Other: 93.41%

Volunteer Sub Centres

**Priority ‘2’ incidents responded to within 25 minutes**

- Bridgetown: 56.48%
- Carnarvon: 59.38%
- Chittering: 88.33%
- Donnybrook: 94.41%
- Esperance: 90.63%
- Harvey: 97.86%
- Irwin Districts: 88.24%
- Karratha: 92.36%
- Katanning: 96.61%
- Kununurra: 83.93%
- Lancelin: 98.15%
- Manjimup: 100.00%
- Margaret River: 100.00%
- Newman: 91.21%
- Other: 100.00%

Volunteer Sub Centres

**Priority ‘3’ incidents responded to within 60 minutes**

- Bridgetown: 90.63%
- Carnarvon: 87.79%
- Chittering: 91.21%
- Donnybrook: 93.41%
- Esperance: 98.15%
- Harvey: 92.59%
- Irwin Districts: 92.47%
- Karratha: 92.47%
- Katanning: 93.41%
- Kununurra: 92.59%
- Lancelin: 92.47%
- Manjimup: 93.41%
- Margaret River: 93.41%
- Newman: 93.41%
- Other: 93.41%
The “absolutely amazing” footage showed the live heart sitting in a clear glass box, wired up to various monitors and beating away.

Carol’s passion for the job was not immediate – after starting as a communications officer in 2004 she initially had a hard time adjusting to the nature of the calls she handled.

However she said camaraderie shown by her co-workers – who she calls her “second family” – helped with the transition.

“I’ve worked on nearly all the shifts and that camaraderie really is the norm – it just makes you feel like someone’s always there for you,” Carol said.

And while the bond between co-workers has remained constant, the changes to the SOC in terms of its resourcing and call-taking ability over the past eight years have been huge.

The introduction of the structured call-taking system ProQA over recent years has revolutionised the way calls are taken and triaged, and the increase in staff numbers has had a big effect on the SOC.

“When I started, we were taking around 500 calls a day – now we sometimes reach more than 1000,” Carol said.

“ProQA is more or less like a guarantee that you are going to prioritise a call correctly. If the caller is holding back and not telling you exactly what is happening that can present a problem but the ProQA system overall is really very good.”

Carol said she never thought she would be working in SJAWA’s nerve centre after previous jobs in hairdressing and hospitality, but she would not have it any other way today.

“You give people the best you can while you’re on the phone and whatever happens after that you’ve just got to remind yourself that you did just that,” she said.
<table>
<thead>
<tr>
<th>Priority '1' Incidents</th>
<th>Career Staff Sub Centres</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albany</td>
<td>87.2%</td>
<td>86.3%</td>
<td>86.3%</td>
</tr>
<tr>
<td>Broome</td>
<td>86.9%</td>
<td>86.0%</td>
<td>86.0%</td>
</tr>
<tr>
<td>Bunbury</td>
<td>86.5%</td>
<td>86.5%</td>
<td>86.5%</td>
</tr>
<tr>
<td>Busselton</td>
<td>86.3%</td>
<td>86.3%</td>
<td>86.3%</td>
</tr>
<tr>
<td>Geraldton</td>
<td>86.3%</td>
<td>86.3%</td>
<td>86.3%</td>
</tr>
<tr>
<td>Hedland</td>
<td>86.0%</td>
<td>86.0%</td>
<td>86.0%</td>
</tr>
<tr>
<td>Kalgoorlie</td>
<td>86.5%</td>
<td>86.5%</td>
<td>86.5%</td>
</tr>
<tr>
<td>Northam</td>
<td>90.1%</td>
<td>89.2%</td>
<td>89.2%</td>
</tr>
<tr>
<td>Pinjarra</td>
<td>91.0%</td>
<td>91.0%</td>
<td>91.0%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>88.8%</td>
<td>87.6%</td>
<td>86.4%</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Priority '2' Incidents</th>
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</tr>
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<tbody>
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<td>90.1%</td>
<td>89.2%</td>
<td>89.2%</td>
</tr>
<tr>
<td>Broome</td>
<td>93.2%</td>
<td>93.1%</td>
<td>93.1%</td>
</tr>
<tr>
<td>Bunbury</td>
<td>97.2%</td>
<td>97.2%</td>
<td>97.2%</td>
</tr>
<tr>
<td>Busselton</td>
<td>97.2%</td>
<td>97.2%</td>
<td>97.2%</td>
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<td>Geraldton</td>
<td>97.2%</td>
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<td>97.2%</td>
</tr>
<tr>
<td>Hedland</td>
<td>97.2%</td>
<td>97.2%</td>
<td>97.2%</td>
</tr>
<tr>
<td>Kalgoorlie</td>
<td>97.2%</td>
<td>97.2%</td>
<td>97.2%</td>
</tr>
<tr>
<td>Northam</td>
<td>90.1%</td>
<td>90.1%</td>
<td>90.1%</td>
</tr>
<tr>
<td>Pinjarra</td>
<td>91.0%</td>
<td>91.0%</td>
<td>91.0%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
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<table>
<thead>
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<th>2012</th>
</tr>
</thead>
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<td>71.2%</td>
<td>71.2%</td>
</tr>
<tr>
<td>Broome</td>
<td>90.1%</td>
<td>89.2%</td>
<td>89.2%</td>
</tr>
<tr>
<td>Bunbury</td>
<td>97.2%</td>
<td>97.2%</td>
<td>97.2%</td>
</tr>
<tr>
<td>Busselton</td>
<td>97.2%</td>
<td>97.2%</td>
<td>97.2%</td>
</tr>
<tr>
<td>Geraldton</td>
<td>97.2%</td>
<td>97.2%</td>
<td>97.2%</td>
</tr>
<tr>
<td>Hedland</td>
<td>97.2%</td>
<td>97.2%</td>
<td>97.2%</td>
</tr>
<tr>
<td>Kalgoorlie</td>
<td>97.2%</td>
<td>97.2%</td>
<td>97.2%</td>
</tr>
<tr>
<td>Northam</td>
<td>90.1%</td>
<td>90.1%</td>
<td>90.1%</td>
</tr>
<tr>
<td>Pinjarra</td>
<td>91.0%</td>
<td>91.0%</td>
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</tr>
<tr>
<td><strong>Total</strong></td>
<td>56.9%</td>
<td>81.0%</td>
<td>80.8%</td>
</tr>
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</table>

Clinical Governance

The Clinical Governance Department undertook a major review of our clinical practice guidelines (CPGs) in 2011/12. The review helped ensure the new CPGs are in a more uniform and easy to read format for staff and volunteers.

Some key changes resulting from the CPG review included:

- Pre hospital analgesia (IV fentanyl);
- Decompression of tension pneumothorax in cardiac arrest; and
- Management of combative head injured patients.

Clinical Governance has engaged extensive clinical expertise in developing the CPGs that underpin patient care, with the process overseen by our Medical Policy Committee. In addition, we have consulted with national and international expertise in allergy and anaphylaxis management through the Australasian Society of Clinical Immunology and Allergy (ASCIA) and aligned SJAWA’s cardiac arrest management with the Australian Resuscitation Council Guidelines. Other notable changes included the introduction of 10 per cent glucose for management of hypoglycaemia and increased scope of practice for Ketamine to replace haloperidol.
As part of a clinical pathway for improving outcome in patients suffering Acute Coronary Syndromes we began implementation of a clinical strategy that will see paramedics taking patients directly to cardiac catheterisation suites. This requires paramedics to undertake a 12 lead electrocardiograph (ECG) in the field and administer anticoagulant drugs. The roll out of a new cardiac monitor / defibrillator with 12 lead ECG capability will commence in the latter half of 2012.

To support clinical care in the field, the following equipment was introduced:
- Combat arterial tourniquet
- Traumatic pelvic orthopaedic device
- Pac rack stretcher bridge
- Extrication board
- Head blocks
- Intra osseous administration (bone injection gun)

Clinical audits are an essential process within our Clinical Governance Framework for monitoring the quality of care delivered. The number of audits undertaken during 2011/12 increased significantly and now includes Industrial Health Services, Event First Aid Services and Country Ambulance Service. The number of clinical audits grew from 280 in 2010/11 to 1680 in 2011/12 and as part of the new audit process, a series of regional professional development seminars were also held in country areas.

During 2011/12 the Clinical Governance team carried out:
- 36 clinical event investigations
- 4 sentinel adverse event investigations, with three key recommendations implemented
- 44 CPG updates
- 17 forums and seminars
- 1680 clinical audits

Our Sentinel Adverse Event program is now fully integrated with the WA Department of Health Clinical Incident Monitoring Program, with SJAWA being a member of the WA Health Peak Incident Review Committee. We have also engaged KPMG to undertake a review of our Clinical Governance Framework which identified significant achievement in implementing the framework and areas for future development.

Underpinning our focus on evidence based clinical care, a significant increase in our research capacity has occurred during the past year. This has seen the development of the Prehospital Resuscitation and Emergency Care Research Unit – a collaborative initiative between SJAWA and The University of Western Australia.

In partnership with UWA we were successful, with collaborators in Victoria and South Australia, in being awarded $2.5 million by the National Health and Medical Council (NHMRC) – a prestigious centre for clinical research excellence. This has led to the development of the Australian Resuscitation Outcomes Consortium – AusROC.

Other clinical studies in which SJAWA is participating include the NHMRC funded rapid infusion of cold saline during cardiac arrest (RINSE Trial) and cooling patients following traumatic brain injury (POLAR Trial). In addition, a number of post graduate research students undertaking Masters and Doctoral degrees are completing ambulance related research studies.

Performance and Planning

The organisation also invested in a new performance and planning structure that is focused on both equipping the organisation’s operation with new performance tools and planning our future activities and operating needs. Much of this will be rolled out in the coming years; the planning for which was conducted during the last six months of 2011/12.
Ross Pederick, Event First Aid Services

“Among the most important things as a volunteer is continuous improvement.”

Ross Pederick

After retiring five years ago following 35 years in international meat trading, Ross Pederick was looking for something to get involved in – something that helped others and added value.

It was his late cousin Rodney Pederick, a volunteer with St John Ambulance WA’s Wagin Sub Centre, who would influence his decision to become a volunteer with the Event First Aid Services (EFAS) team in 2009.

“My late cousin Rodney Pederick was involved as a volunteer with St John Ambulance WA’s Wagin Sub Centre for many years,” Ross said.

“After regularly listening to his stories over the years of his experiences both good and bad as a volunteer ambulance officer I always had it in the back of my mind to investigate volunteering with St John Ambulance when time permitted.”

And in his short time as an EFAS volunteer, Ross has made an incredible contribution, volunteering at least 500 hours a year – a significant commitment considering the total number of duty hours for EFAS for 2011/12 was 41,740 hours.

It is this dedication that saw Ross awarded the EFAS Volunteer of the Year 2011.

Ross enjoys attending as many events as he can. He also likes to assist with logistics such as ensuring equipment and vehicles are ready for deployment.

“As a retiree, I’m available at times when many members are at work,” he said.

“I want to ensure that EFAS always meets the first aid expectation of clients, patients and the general public and presents as the preeminent organisation supplying such services in Western Australia.

Ross said one of the most important things to him as a volunteer was continuous improvement.

“I think it is important that we are always trying to improve our delivery of service and our skills,” he said. “You never get to the end, you can always improve and do things better.”

One of the highlights for Ross throughout 2011/12 has been the increase in the number of new volunteers.

“As a volunteer organisation, St John Ambulance WA and the Event First Aid Services team draws people from all walks of life with a whole range of skills and life experiences,” Ross said.

“It’s testament to the organisation that they’re able to train and meld these people into small and large teams working cohesively together at events to deliver a professional first aid service to the public.”

Ross’ STORY...

Event First Aid Services

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First Aid Services and Training

St John Ambulance WA’s vision to see one person in every WA household trained in first aid moved a step closer in 2011/12 with a 16.7 per cent increase in the number of first aid students trained.

The total number of first aid students across the State was 169,314 – about seven per cent of the population – compared with 145,054 in 2010/11. The increase also saw a 15 per cent improvement in first aid revenue, which was able to be reinvested into the organisation’s first aid training objectives.

Regional training numbers showed the most growth with a 28.7 per cent increase over the course of the year, bringing to 22,312 the number of students trained at both volunteer and career sub centres. Metropolitan training numbers saw an 18.5 per cent increase, with 131,222 students trained in Perth. This compares to 110,569 in 2010/11.

The External Trainers Program, in which independent trainers provide accredited SJAWA first aid courses, oversaw 15,880 students trained in first aid during 2011/12. This program continues to ensure greater coverage of SJAWA first aid training across the State.

In addition to the success in first aid training numbers, the Business Services team also implemented a number of key initiatives throughout 2011/12. A program to provide first aid training for remote Aboriginal communities was developed and launched, with the first of the classes taking place in Kalgoorlie in May.

The team also introduced a pilot program in 2011/12 which aims to standardise the delivery of first aid training courses, ensuring SJAWA customers continue to receive high levels of consistency and quality in both metropolitan and regional areas.

The development of the new Certificate IV in Healthcare (Ambulance) course was completed in the latter part of the year.

An e-commerce website project that began in 2011/12 was designed to replace the current SJAWA website. The new website – which is due to be rolled out in 2012/13 – will be an interactive and user friendly tool for customers to check course date schedules, book and pay for courses online and purchase first aid equipment.

<table>
<thead>
<tr>
<th>Total Student Numbers</th>
<th>2010/2011</th>
<th>2011/2012</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>145,054</td>
<td>169,314</td>
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</table>

<table>
<thead>
<tr>
<th>Total Metro Students</th>
<th>2010/2011</th>
<th>2011/2012</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>110,569</td>
<td>131,222</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Regional Students</th>
<th>2010/2011</th>
<th>2011/2012</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>17,337</td>
<td>22,312</td>
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<table>
<thead>
<tr>
<th>Total External Participants</th>
<th>2010/2011</th>
<th>2011/2012</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>16,990</td>
<td>15,880</td>
</tr>
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</table>
A St John Ambulance WA Community First Responder System and two quick thinking youths helped save the life of a Melbourne man earlier this year in June, when he suffered a sudden cardiac arrest at Perth Airport.

Andrew Makowiecki, 57, had just disembarked from a late night flight when he collapsed on the ground. Jack Murray, 17, a fellow passenger, rushed to help while airport employee Cassandra Mulliner, 23, retrieved and applied the automated external defibrillator (AED), and resuscitated him.

The AED was installed at the airport as part of SJAWA’s Community First Responder System.

Andrew had no pulse and was not breathing, but thanks to the quick actions of Jack and Cassandra, he was conscious, sitting up and talking by the time the paramedics arrived.

Andrew praised the “marvellous young people” for saving his life when the trio were reunited at Royal Perth Hospital days later.

SJAWA Community First Responder Manager Sally Simmonds said the event demonstrated just how important the program was in saving people’s lives.

“The airport was one of the first locations in WA to sign up to the program, which is now active in more than 250 locations across WA,” she said.

“Up to 30,000 people die in Australia every year from sudden cardiac arrest and for every minute that a defibrillator is not used on them, their chances of survival are cut by 10 per cent.

“The SJAWA Community First Responder (CFR) program creates a direct link between St John Ambulance WA, the triple zero call centre, local communities and organisations.

Sally said it was pleasing that during 2011/12, CFR underwent huge growth, providing greater coverage for all communities across WA.
Community First Responder System

The Community First Responder System (CFRS) enjoyed substantial growth in 2011/12, with a 123 per cent increase in registered locations. This follows on from a 31 per cent increase from the previous financial year.

The CFRS is a vital link between communities around the State and SJAWA. By registering as a first responder location, communities and workplaces are directly linked to SJAWA’s State Operations Centre. In the event of a sudden cardiac arrest, the SOC is able to activate the first responders near the location. These first responders provide vital first aid with the use of an automated external defibrillator (AED) in the minutes before the ambulance crew arrives, decreasing the risk of death or permanent injury.

The number of CFRS locations around WA had grown to 254 at the end of 2011/12, compared to 114 in the previous year. The program was boosted this year with new corporate sponsorship for the installation of AEDs in regional areas such as the Pilbara (Chevron), Wheatbelt (CBH) and South West (BHP Billiton).

The importance and success of the CFRS was demonstrated when a passenger and a Perth Airport employee combined to save the life of Andrew Makowiecki using an onsite AED.

First Aid Focus

The charitable First Aid Focus program had another successful year with a 27.6 per cent increase in students trained. A total of 64,666 school students across the State received valuable first aid skills at no cost to themselves or their schools. This compares with 47,682 students from the previous year.

The program was strengthened this year with the announcement of a community investment contribution from mining company Alcoa of Australia to fund first aid training for 20,000 WA students. Schools from Kwinana to Harvey will benefit from this partnership, with the first 3,924 school students trained during 2011/12.

Since 2006, our First Aid Focus program has trained a total of 234,787 Western Australian school students in valuable first aid skills at no cost to the students or schools. The program is an important part of SJAWA’s goals to have one person in every WA household trained in first aid and to build a resilient Western Australian community.

Total First Aid Focus Students

<table>
<thead>
<tr>
<th>Year</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010/11</td>
<td>47,682</td>
</tr>
<tr>
<td>2011/12</td>
<td>64,666</td>
</tr>
</tbody>
</table>
Industrial Health Services

2011/12 was a strong year for Industrial Health Services, supported by the strength of the Western Australian economy and mining activity. A total of 62 industrial paramedics were provided to contract sites across the State, including some new sites and encompassing a broadening client base. In order to provide our clients with a broader range of services through a single point of contact, SJAWA aligned with emergency services equipment and staffing specialist PWR as well as occupational healthcare provider Healthscope.

SJAWA’s involvement in Industrial Health Services also provides a broader benefit to regional communities with the placement of highly qualified paramedics and ambulance resources to these communities in times of need – such as cyclones and other emergency events.

Humanitarian

Each year, as part of our humanitarian objective, SJAWA supports important first aid work in developing countries.

In 2011/12, Executive Manager Clinical Governance Joe Cuthbertson and Clinical Support Paramedic Libby Donnelly travelled to Nepal where they delivered culturally appropriate first aid training.

SJAWA’s humanitarian objectives are also realised through the local Ophthalmic Branch. In most states and territories throughout Australia, St John Ambulance has an Ophthalmic Branch, the purpose of which is to raise funds to support the Eye Hospital in Jerusalem – as well as other ophthalmic projects throughout the world. WA continues to contribute to this international humanitarian work of the St John organisations by annual fundraising activities.

An annual donation from the Eye Surgery Foundation, as well as a levy on the annual Dinner Dance, are the two major sources of funding for these projects. During the year SJAWA was able to continue to fund two nursing positions at the St John Eye Hospital.
Teaching first aid training to a group of health care workers in a foreign country such as Nepal is challenging enough, but what happens when you need to remove key elements such as CPR and resuscitation?

For St John Ambulance WA Executive Manager Clinical Governance Joe Cuthbertson and Clinical Support Paramedic Libby Donnelly it was a challenge worth meeting.

During 2011/12, the duo travelled to Nepal on a 10 day humanitarian trip to perform two two-day first aid training courses for around 40 Nepalese health workers – including midwives, nurses, health care assistants and female community health workers.

“The skillset that we took over was first aid training, but we took a step back and had a look at what the biggest impact in terms of disease or injury was in Kathmandu and then structured the first aid training and course specific to that,” Joe said.

Libby said the effect of religion on health education in the developing country was intriguing, with the 80 per cent Hindu population having strong beliefs about people ‘coming back from the dead’ – eliminating the need for CPR education.

“As there is no good pre-hospital structure to support CPR, it was removed from the training package and the high maternal death rates meant emergency childbirth was added in,” she said.

The mission to Nepal was facilitated with the assistance of Dr Merci Kusel from The Healing Tree medical centre based in Mosman Park and the Nepal PhD Association.

Joe and Libby said many common conditions afflicting Nepal’s public health could be vastly improved with medical care and treatment prior to hospitalisation – such as tuberculosis, HIV/AIDS, diabetes, hypertension, cardiovascular disease and cancer.

For Libby, the experience was something she will never forget and she said she would go again tomorrow without hesitation.

“I have educated junior ambulance officers, senior paramedics and university students, yet teaching a basic first aid course to foreign people has been one of the best experiences of my career,” she said.

For Joe, the highlight was being able to go to such a community, observe and also engage with the people there.

“To be able to provide them with a skillset that they could take away after we had left was really satisfying,” he said.

“You could really see the capacity in them to care for themselves and to care for others by the time we’d left.”

SJAWA’s annual humanitarian mission involves sending representatives from the organisation to parts of the world where health care is needed most.
Teaching a basic first aid course to foreign people has been one of the best experiences of my career.
Finance

2011/12 was a successful year at a time where our salaried staff numbers grew by 14 per cent.

Our overall financial surplus was $26 million, comprised of a $21 million surplus for the metropolitan and career sub centre operations and a $5 million surplus generated by the volunteer sub centres.

The main driver for the surplus came from:

- Additional revenue from an increase in ambulance related activity and strong contract management.
- Robust results across other services including First Aid Services and Training and Industrial Health Services.
- Focus on cost control that enables the ambulance service in Western Australia to remain the most cost effective in Australia.

This strong financial result enables SJAWA to reinvest in the range of services and initiatives that support the achievement of our vision. Our financial result will specifically be applied to the very significant capital works program that is to be delivered over the next couple of years.

We were successful in generating the surplus required to fund our very extensive capital works program.
### Metropolitan Income Sources ($’000)

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<tr>
<th>Source</th>
<th>Amount ($’000)</th>
<th>Percentage</th>
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<td>Ambulance Services</td>
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<tr>
<td>Department of Health</td>
<td>60,901</td>
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<tr>
<td>First Aid Training</td>
<td>10,249</td>
<td>6%</td>
</tr>
<tr>
<td>Industrial Paramedical Services</td>
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<tr>
<td>Other</td>
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<td><strong>Total</strong></td>
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### Country Income Sources ($’000)

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<thead>
<tr>
<th>Source</th>
<th>Amount ($’000)</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Ambulance Services</td>
<td>22,021</td>
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<tr>
<td>Department of Health</td>
<td>4,037</td>
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<td>First Aid Training</td>
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<td>Other</td>
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<td><strong>Total</strong></td>
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### Metropolitan Operating Expenditure ($’000)

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<td>Property and Vehicles</td>
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<tr>
<td>Bad Debts</td>
<td>13,660</td>
<td>9%</td>
</tr>
<tr>
<td>Medical and First Aid</td>
<td>2,710</td>
<td>2%</td>
</tr>
<tr>
<td>Other</td>
<td>10,947</td>
<td>7%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>152,665</td>
<td>100%</td>
</tr>
</tbody>
</table>

### Country Operating Expenditure ($’000)

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount ($’000)</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel</td>
<td>14,966</td>
<td>49%</td>
</tr>
<tr>
<td>Property and Vehicles</td>
<td>5,168</td>
<td>17%</td>
</tr>
<tr>
<td>Bad Debts</td>
<td>5,270</td>
<td>17%</td>
</tr>
<tr>
<td>Medical and First Aid</td>
<td>2,529</td>
<td>8%</td>
</tr>
<tr>
<td>Other</td>
<td>2,570</td>
<td>9%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>30,503</td>
<td>100%</td>
</tr>
</tbody>
</table>

### Key Financial Indicators ($’000)

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount ($’000)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Income</strong></td>
<td></td>
</tr>
<tr>
<td>Metropolitan</td>
<td>173,776</td>
</tr>
<tr>
<td>Country</td>
<td>35,522</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>209,298</td>
</tr>
<tr>
<td><strong>Expenditure</strong></td>
<td></td>
</tr>
<tr>
<td>Metropolitan</td>
<td>152,665</td>
</tr>
<tr>
<td>Country</td>
<td>30,503</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>183,168</td>
</tr>
<tr>
<td><strong>Lotterywest</strong></td>
<td></td>
</tr>
<tr>
<td>Ambulances</td>
<td>518,500</td>
</tr>
<tr>
<td>Buildings</td>
<td>463,700</td>
</tr>
<tr>
<td>Equipment</td>
<td>317,138</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>1,299,338</td>
</tr>
</tbody>
</table>
Property and Development

2011/12 is the second year in our three year capital works program to invest $54 million in:

- New metropolitan and county ambulance depots;
- New ambulances and transport vehicles for the growth in both metropolitan and country based paramedics;
- New medical equipment focused on improving patient outcomes; and
- New technology including the rollout of electronic patient records to metropolitan and country ambulance staff and volunteers.

The capital works program also includes the continual renewal and update of existing infrastructure as it reaches the end of its useful life. The replacement program is a significant ongoing investment as the organisation continues to grow and the cost of equipment continues to rise. The volunteer country ambulance replacement program benefits from the ongoing renewal of the metropolitan and career sub centre fleet and resulted in another 25 late model ambulances being sent to country locations at no cost to the various volunteer sub centres. More than $4 million was invested in property upgrades and projects during the year.

A raft of major projects also took significant steps forward during 2011/12 and will begin construction in 2012/13, including new buildings for Broome, Morley, Kalgoorlie, Albany, Wundowie, Geraldton, Northam and Margaret River.

Information Technology

To match growing operational and administrative demands across the organisation, our IT infrastructure and support service was outsourced to Kinetic IT in January 2012. This has enabled a renewed focus on the management of the organisation’s IT software applications extending across both specialist in house and proprietary off the shelf systems.

The infrastructure and applications team work closely together to deliver the overall IT needs of the organisation.

Key achievements:

- The full metropolitan rollout for the electronic patient care record system was completed in February 2012 after it began in October 2011. By the end of 2011/12, user compliance had reached 95 per cent. Rollout to career sub centres is scheduled for 2012/13, with volunteer sub centres to follow.
- The year saw eight new versions of the computer aided dispatch system implemented with improved functionality.
- AmbiCAD replaced the SIGTEC mobile data terminals in 2011/12 in all career country ambulances and with support from a Lotterywest grant, into 75 volunteer ambulances.
- A new intranet was delivered in May 2012.
- Geraldton was the first of our six regional offices to be directly connected to our IT systems at Belmont via the wide area network.
A new system which has revolutionised the way the ambulance service operates was rolled out across the metropolitan area in 2011/12, with plans afoot to extend the rollout to regional areas in 2012/13 and beyond. The Electronic Patient Care Record (ePCR) program, the pilot for which was launched in August 2011, has made paper patient care records a thing of the past for the Metropolitan Ambulance Service.

Patient care records are what on-road staff use to record patient and treatment information and until 2011/12 were all processed in paper format.

In October 2011, the rollout began with more than 850 Apple iPads issued to individual staff members in the ambulance and patient transport vehicle fleets. Student ambulance officers now train using the ePCR system.

The system works by sending case details to the attending crew’s iPads. When the crew arrives at the location, all observations and treatments are recorded on the iPad and when the record is completed, it is immediately sent simultaneously to both head office and the receiving hospital.

Manager Metropolitan Operations Simon Hughes said the system, which was implemented under the guidance of the Technical Services Directorate, had revolutionised pre-hospital care in WA.

“We can now obtain information from the ePCR immediately, rather than having to wait until the patient care record arrived at head office,” he said.

“Hospitals can log on to an online portal and view the patient information as the patient is en route – there is the potential for emergency department staff to start planning treatment before the patient arrives.”

The ability to access information immediately also comes in handy for billing, complaints and incident investigations – as well as information required by medical agencies, WA Police and even the State Coroner.

“It really has made such a difference to the way we operate, and the feedback we’ve been getting from our on-road staff has been overwhelmingly positive,” Simon said.

Other uses to be explored included the potential for e-learning via the iPads.

The rollout to regional areas will begin in 2012/13, with career sub centres being connected to the system first and volunteer sub centres to follow down the track.
Fleet and Radio Communications

A range of new vehicles were introduced across metropolitan and regional areas in 2011/12. These resources directly supported our work towards meeting response times and achieving regionalisation plans.

The Fleet team replaced 35 ambulances across the metropolitan area in 2011/12, while also adding eight new metropolitan ambulances. Twelve new ambulances were commissioned for country sub centres, while 25 second hand ambulances were reallocated to country sub centres.

The Radio team completed the installation of new mobile data terminals and WiFi for the entire fleet. All metropolitan vehicles are now operating off the new radio data system and WiFi provides a ‘hotspot’ improving the transfer of important patient information to hospitals and internal systems. The in-vehicle network will be used to transmit expanded clinical data once the rollout of the new monitor defibrillators equipment is complete in 2012/13.

Other key achievements included:

- Converting the last of 20 sites to radio over internet protocol, resulting in 60 per cent of the sub centres and stations now directly connected to the State Operations Centre;
- The introduction of a country dispatch console;
- Splitting of the metropolitan dispatch into a north and south radio dispatch; and
- Removal of the old radio data network.

Our People

The number of people contributing to our success grew by 9.2 per cent during the year. We now have over 1300 paid staff and more than 4300 volunteers working across the largest single ambulance territory in the world. This presents a range of challenges within the areas of workforce planning, recruitment and employee relationships – however new services and support structures were delivered during the year to assist each of our paid staff and volunteers.

More than 300 new staff members and 300 new volunteers began with St John Ambulance WA during 2011/12.

New staff

<table>
<thead>
<tr>
<th>Position</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Ambulance Officers</td>
<td>89</td>
</tr>
<tr>
<td>Direct Entries</td>
<td>39</td>
</tr>
<tr>
<td>Communication Officers</td>
<td>22</td>
</tr>
<tr>
<td>Transport Officers</td>
<td>2</td>
</tr>
<tr>
<td>Admin and Support</td>
<td>154</td>
</tr>
<tr>
<td>Volunteers</td>
<td>321</td>
</tr>
</tbody>
</table>
Key recruitment achievements for 2011/12 included:

- Very successful student ambulance officer, communications officer, nurse and direct entry recruitment campaigns exceeding all anticipated targets;
- Improved services to allowed self-registration for prospective ambulance paramedics recruited from the UK;
- Pre-employment student ambulance officers given the opportunity to work as a patient transport officer while studying their degree;
- Rebranding of the recruitment campaign with new web, radio and paper advertising;
- Successful inaugural nurse to paramedic campaign that shortened the transition from three years to 14 months; and
- The successful completion to the negotiation and registration of three collective agreements determining the employment conditions covering ambulance officers and paramedics, communication officers and patient transport officers.

Education and Accreditation

2011/12 has seen changes at the College of Pre-Hospital Care (CPHC) resulting in a more contemporary education program to meet the standards of accreditation with the Australian Quality Training Framework – as well as undergraduate and postgraduate university programs.

In 2011/12, SJAWA, in partnership with Curtin University, developed a post graduate course for registered nurses to train as paramedics. This is an accelerated program building on existing clinical knowledge and experience with the first group of RNs commencing in November 2011. A further initiative of the CPHC has been the development of an undergraduate paramedic program at Curtin University with the first cohort of student ambulance officers commencing in 2013.

A review of volunteer training during 2011/12 has set the benchmark to roll out a nationally recognised qualification (Cert II) for all volunteers that is both flexible and fulfilling for each volunteer.

Total CPHC numbers for 2011/12:

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student ambulance officers trained</td>
<td>95</td>
</tr>
<tr>
<td>Transport officers inducted</td>
<td>5</td>
</tr>
<tr>
<td>Communications officers inducted</td>
<td>22</td>
</tr>
<tr>
<td>Direct entries</td>
<td>39</td>
</tr>
<tr>
<td>Volunteers trained</td>
<td>2060</td>
</tr>
</tbody>
</table>
Volunteer Member Services

Representing the organisation’s more than 4300 volunteers is an important job. So important to St John Ambulance WA, that a new department, Volunteer Member Services (VMS), was established during 2011/12 to service them.

Established in August 2011, VMS is focused on servicing the human resources needs of the SJAWA family of 4318 volunteers.

VMS Manager Kate White said that her team played an integral role in the recruitment, retention and recognition of all volunteers who joined the organisation.

“Perhaps our most significant achievement in the past 12 months has been aligning and standardising the application process for all volunteers who join SJAWA,” Kate said.

“We have also dramatically reduced the time we take to turn around volunteer applications.”

VMS deals with the large bulk of volunteer enquiries and expressions of interest generated throughout the State, taking the time to assess each application to ensure the highest rate of retention and best fit for the organisation and volunteer.

Other successes for the VMS team during 2011/12 have included working with the Country Ambulance Service to develop a volunteer information and induction workbook which will be released during 2012/13.

“Our challenge in the next 12 months, once the very fundamental process of recruitment is bedded down, is to respond in innovative and realistic ways to the recruitment needs throughout the State and within Event First Aid Services,” she said.

“It is incredibly exciting to work for an organisation with such a strong and proud volunteering history, still focussed on growing and developing its volunteering opportunities.

“We talk about changing the lives of those we help... yet it also occurs to me that those lives who are changed the most are the volunteers – those who make the commitment to help in whatever way they can to ensure their community or event is safe and well resourced, prepared for any eventuality.”

Kate White, Volunteer Member Services Manager
Corporate Events and Celebrations

An exciting calendar of events took place during 2011/12 with a mixture of community based, heritage ceremonies and corporate events.

There were many event highlights throughout the year, with the annual Christmas Awards, Country Conference and Annual Investiture providing the opportunity to recognise our paid staff, volunteers and community members.

The Annual Christmas Awards event was held at Government House, where His Excellency Malcolm McCusker AC, CVO, QC Governor of WA together with CEO Tony Ahern presented 14 Bravery Awards and 23 national medals, as well as four special commendations.

It was one group of Bravery Award recipients in particular who captured the hearts of the WA community. They were the courageous bunch who came to the rescue of five ultra-marathon participants in the Kimberley, who had fallen victim to a severe fire that swept through part of the course.

Other winners included:

► Julie and Alex Ambrosi – mother and son who were instrumental in assisting their husband and father when he suffered a sudden cardiac arrest.
► Euan Rainnie – who assisted his mother out of the pool when she became unconscious, alerting the neighbours and calling an ambulance.

Another exciting event on the SJAWA calendar is the Annual Investiture, which was held at Government House Ballroom on Saturday 5 May 2012.

More than 40 members were recognised for their exceptional service to SJAWA and the WA community with 35 postulants admitted as members to the Order of St John, three members promoted to the grade of Officer, one Officer to Commander and two Commanders promoted to Knight.

Five members were also presented with Commandery Commendations in recognition for their service to the organisation.

More than 40 members were recognised for their exceptional service to SJAWA and the WA community with 35 postulants admitted as members to the Order of St John, three members promoted to the grade of Officer, one Officer to Commander and two Commanders promoted to Knight.

The annual Country Conference also offers the opportunity to award service medals and bars. During 2011/12, 23 volunteers received their 12-year Service Medals, 14 received their 1st Bar, 14 received their 2nd Bar, three received their 3rd Bar and one each received their 4th and 7th Bars.

SJAWA was also involved in a major multi-agency event in May 2012 that included RAC, WA Police, FESA and Royal Perth Hospital.

The event, called bstreetsmart, involved the re-enactment of a crash scene for more than 3000 students from 40 different schools. The day included presentations from people who had been personally affected by road trauma, as well as interactive exhibits for the attending students.
Friends of St John

The Friends of St John group provides an opportunity for retired staff and volunteers to come together regularly, meet with old friends and catch up on the progress of the organisation. Around 400 members have been registered with the Friends of St John group since it was formed in 2006, demonstrating the strong commitment and interest that extends beyond direct employment or volunteering activities with the organisation.

Three events were held for the Friends of St John, the first at the Waters Edge Estate, Guildford in September 2011. The second event was in November 2011 at the Pinjarra Sub Centre, with the third event being a visit to Jandakot to see the RAC Rescue 65 helicopter in March 2012.

Fellowship

The St John Fellowship group continued to meet on a monthly basis throughout 2011/12 and provided support and fellowship to past members of SJAWA. This dedicated group of volunteers carries out invaluable work in ensuring the same people who helped build the solid reputation the organisation upholds today, receive care and support beyond their time with the organisation.

Activities during 2011/12 included:
- Assisting at the annual church parade and investiture
- Assisting at the museum with filing records and cleaning
- Making dolls for the Uthandu Foundation which are then sent to children in South Africa
- Visitations to unwell members
- Member outings

History, Heritage and Museum

The 2011/12 financial year was one of celebration for the Museum, with March 2012 marking the 120th anniversary of St John teaching first aid in WA.

The Museum and the Marketing and Communications team worked together on an event to celebrate the significant milestone of 120 years of first aid training in WA. What resulted was a dynamic and informative display at the Belmont head office and morning tea which was attended by staff and first aid trainers.

Also in 2011/12, the Museum received a wide variety of donations of books and memorabilia and as a result was able to assist other St John Archives with duplicates from its own collection. The Museum also loaned material to sub centres and EFAS Divisions for historical displays.
Historical Perspective

2012 marked 120 years since the start of first aid training by St John Ambulance in WA.

First aid training arose from the social bi-products of the industrial revolution – industrial safety was woeful and life in a rapidly urbanising society was accompanied with trauma and disease. A need was seen for simple effective treatment for the sick and injured which ordinary people could be taught. The Order of St John created the St John Ambulance Association to do this.

The Perth centre of the St John Ambulance Association was authorised in 1891 and officially began teaching first aid to the public in March 1892. In its first year, classes were held in Perth and Fremantle – with 123 successful students. In 2011/12, SJAWA celebrated 120 years of providing first aid services and training in the State, with more than 169,000 students over the course of the year.

Since 1892, more than two million West Australians have learned first aid with SJAWA.

The teaching of first aid has become a significant community development since the industrial revolution. As society enters the era of the technology revolution, there is no sign of it diminishing.

Since 1892, more than two million West Australians have learned first aid with SJAWA.

Since 1892, more than two million West Australians have learned first aid with SJAWA.
Kimberley Heroes

In December 2011, a group of 14 people were recognised for going above and beyond to deliver first aid, prevent death and serious injury to those around them, at the annual St John Ambulance WA Bravery Awards. His Excellency Malcolm McCusker AC, CVO, QC Governor of WA awarded the recipients who included SJAWA staff as well as members of the public.

However, it was one group of award recipients in particular who captured the hearts of the WA community. They were the courageous bunch who came to the rescue of five ultra marathon participants, who fell victim to a severe fire that swept through part of the course.

SJAWA volunteers Bonny Rugendyke, Leigh Sonnemann and Angela Hales and Community Paramedic Sarel de Koker together with Heliworks helicopter pilots Nathan Summers and Paul Cripps – were instrumental in reaching, treating and recovering the patients.

Sarel told The Sunday Times: “It was quite steep, about a 150 metre limb at a 30 degree incline. It was all loose rocks, burnt grass that we had to go through to get to them. There were a lot of trees smouldering... it was very smoky, it was very hot,” Sarel said. “When we eventually got to the ledge where the two girls were laying, they were seriously burnt... they lost a lot of fluids and the burns started to swell, so they were in a bad state.

“We were a bit concerned. We knew we only had about 40 minutes of daylight left … we didn’t have stretchers with us or anything to carry them down the mountain.”

Moments later the Heliworks chopper appeared, responding without question after hearing reports of the rescue efforts currently underway. The patients were loaded in, and one at a time lowered to the bottom of the cliff in an audacious, life saving evacuation.

“If that helicopter wasn’t there those girls would probably have died on that ledge. We would have had no way of getting down the mountain,” Sarel said.

In the lead up to the one year anniversary of the rescue, efforts to support Kate and Turia (a Kununurra Sub Centre volunteer) continue with the teams at the Kununurra and Wyndham sub centres raising more than $33,000 for the women to help them with their treatments.

“We are very pleased to be able to make this donation to Turia and Kate and we hope it can ease their path back to health,” Sarel said.

The SJAWA Bravery Awards is an annual function held at Government House. It is part of a larger event which includes the presentation of National Medals to SJAWA staff. In 2012/13, the Bravery Awards will be rebranded and relaunched as the Community Hero Awards.
Knights of Grace
Mr William John (Jack) Barker
Mr Robert Blizard
Mr George Charles Ferguson
Mr Desmond Ernest Franklin, BEM
Dr Thomas Hamilton, AM
Mr Ian Lindsay Kaye-Eddie, ASM
Mr Gerard Arthur King
His Excellency Mr Malcolm McCusker AO QC
Wing Cdr (Dr) Harry Frank Oxer, AM ASM
Mr John Edward Ree
Mr Kevin James Young

Dames of Grace
Ms Billie Annette Andrews, ASM
Mrs Ruth Gwendoline Donaldson, OAM
Mrs Joan Johnston, OAM
Mrs Tonya McCusker
Mrs Margaret Muirhead, OAM

Sub Prelate
The Most Reverend Roger Herft

Commanders
Mr Anthony John Ahern, ASM
Mrs Pauline Gladys Bates
Miss Margaret Jane Cockman
Dr Kenneth Ernest Collins, AM, CIT.WA
Mrs Gertrude Betty Crandell
Mr John Di Masi

Mr Len Fiori
Mr Douglas James Gildersleeve
Mr Brian Kenneth Hampson
Miss Olga Dorothy Hedemann ARRC, OAM, RFD, JP
Mrs Merle Isbister ASM, OAM
Mr Ronald Neville Jesson
Mr John Charles Jones
Dr Edith Khangure
Dr Kenneth Ross (Ross) Littlewood
Mr Bevan Francis McInerney, OAM, CD
Mr Darren Clive Brooks Mouchemore
Mrs Norma Elaine Olsen
Mr Raymond Passmore, OAM
Dr Robert Lyons Pearce, AM, RFD
Mrs Ruth Amelia Reid, AM, CIT.WA
Mrs Carole Schelfhout
Mr John Derek (Derek) Snowdon, OAM
Mr David John Stewart, OAM
Mr John Leonard Williams
Mr Jeffrey Mark Williams
Mr Peter Stuart Wood, JP

Officers
Mr Robert Edwin (Bob) Barker, ASM
Mr Lester Johnson Barnes
Mrs Margaret Joan Bell
Mrs Shirley Margaret Birch
Mrs Edna Ethel Brown
Mr Frank Joseph Buytels
Mr Phillip David Cammiade

Mrs Verity Jane Campbell
Mr Carlo Capriotti
Mr David Anthony Carbonell, JP
Mrs Virginia Cheriton
Mr John Glen Corbin
Mrs Winifred Victoria Corbin
Mr Richard Edward Daniels
Mr Oreste Frank (Frank) Di Scerni
Mr Michael Ronald Divall
Mrs Elizabeth (Eliza) Drage
Dr Stephen John Dunjey
Mrs Elizabeth Anne Dyer, OAM, BM
Mr Rex Warner Dyer, ASM
Miss Marie Elizabeth (Betty) Dyke
Mr Robert Paske Evans
Mrs Ethel Grace Farley
Mr Kenneth Allan Ford, ASM
Mr Charles Gerschow
Mrs Maria Kay Godwell
Mrs Hazel Jean Green
Rev Peter Harris, JP
Mr Ewen Gilchrist-Hill
Mr Simon Warwick Hughes
Mr Alan John Hughes
Mr Stuart Campbell Hunter
Mr Chester Hutton
Mrs Catherine Patricia Ivey
Mr Ronald Cedric Jeakes
Mr Leslie William Johnson
Mr Kevin Wallace Jones
Mr Terry Jongen
Mrs Joan Josephine Clemence Kerp
Mrs Fay Margaret Kite
Mr Brian Peter Landers
Mr Shayne Graham Leslie, LLB
Mr Colin Oliver Lock
Dr Richard Simon William Lugg
Mr Alan Felix McAndrew
Mrs Lydia Irene Mills
Mr David Edward Broadbent Morgan
Mr Frank Barnett Murray
Mrs Jillian Ann Neave
Mr Arnold Sibald Nunn
Mr Edward John O’Sullivan
Mr Abner Rupert James Paine, CD
Prof John Michael Papadimitriou, AM
Mrs Viola Frances Pentland
Mr David Lawrence Powell
Mr Lionel Jack Richards
Miss Lynette Joy Richardson
Mrs Carmel Jean Honorah Sands
Miss Margaret Evelyn Savage
Mr Brian James Savory
Mr Charles William Sexton
Mr Allan Keith Shawyer
Mr Brendan John Sinclair
Dr Peter James Strickland
Mr Dirk Christopher Sunley
Mr Kevin Wayne Swansen
Mr Ronald Gus Swansen
Mr Antony Afric Tanner
Mr Alexander Edward Taylor
Mr Paul Stylianos Vassios
Mrs Alice Joanna Vinicky
Mrs Carol Joyce Wallace
Mr Terence Edward Walton
Mr Leslie Wells
Mr George Henry Williams
Mrs Andrea Marie Williams
Rev H. Gordon Williams, OSB, JP
Mr Graham Alfred Wilson, ASM
Mr Edgar George Winner
Mrs Sheryl Lesley Wood
Mrs Barbara May Wright

Members
Ms Emily Adams
Mrs Anne Margaret Adcock
Mr George Edwin (Ed) Anderson
Mr Peter Albert John Ansell
Mr Dene Maxwell Ashfield
Mr Barry Hilton Atkin
Mrs Gail Leslie Atkin
Mr Donald John Atkins
Mrs Aileen Joyce Austin
Mr John Edwin Austin

Mrs Irene Edith Bain
Mr Gregory Robin Baird
Mr Joshua Richard Bamford
Mrs Frances Mary Banks
Mr Edward James Barbour
Mr Alexander John Barclay
Mrs Judith Margaret Barker
Mr Colin Peter Barron
Mr Troy Andrew Bates
Mr Darryl Wayne Beaton
Mr Paul James Beech
Mrs Susan Joy Beech
Mr Keith Billingham
Mrs Venita Merle Bodle, OAM
Mr Arnold Bogaers
Mr Keith Douglas Bolitho
Mr Sergio (Sarge) Bottacin
Mr James Edwin Boyd
Ms Isabel Blanche Bradbury
Mrs Evelyn Ronaldine Brady
Mr Arthur Benjamin Bransby
Mr Neville Gilbert Brass
Mrs Maxine Leslie Brass
Mr Peter Ross Bremner
Mr Kevin James Broadbent
Mrs Kathleen Elizabeth Broadbent
Mr Graeme Henry Brockman
Mr Andrew John Brooker
Mrs Gladys Elizabeth Brooks, BEM, JP
Mr Thomas Gerge Brown
Mrs Valmea Wendy Brown
The Right Reverend Bishop
Bernard Russell Buckland
Mrs Dorothy Burgess
Mr Bradley Carle
Mr Kim Stuart Carver
Mrs Ingrid Chrisp
Mrs Linley Anne Cilia
Mr Robert George Clarke
Mr Alan Lindsay Connell
Mr David Cook
Mr Stanley Victor Cook
Mrs Heidi Jaqueline Cowcher
Mr John Cecil Craze
Mr Neil Crofts
Mrs Kathleen Anne Crofts
Mrs Leanne Winifred Dale
Dr Stephen Leon Dale
Mrs Joanne Daley
Mr George Laurence David Daley
Mr Damian Peter Davini
Mrs Gloria Chrisma Davini
Mr Lancelot Norman George Davis
Mrs Kerry Diann Davis
Mrs Gail Patricia Dennert

Mr Ian Digweed
Mr Norman Maxwell Dixon
Ms Diane Elizabeth Doak
Mr Clifford Lyall Doncon
Mr Steven William Douglas
Mr John Patrick Downey
Ms Terri Fiona Edwards
Mr William George Edwards
Mr Robert Edward Elphick
Mr John Richard Evans
Mrs Lynette Mae Evans
Mr Glen Exelby
Mrs Valma Dawn Fallon
Mr Donald Reginald Fallon
Mr James Farnworth
Mr Eric Campbell Farrell
Mr Peter Wiltshire Felton
Mr Nelson John Fewster
Mrs Linda Field
Mr Clifford Fishlock
Dr John Graham Francis, MB MB FRACGP SB
Mrs Barbara Anne Franklin
Mr Sydney Albert Garlick
Mr James Kelvin Gattera
Mrs Elizabeth Mary Gent
Mr Otto Herman Gerschow
Mr Michael Giovinnazzo
Mr Ellis Francis Godwin
Mrs Janet Goodwin
Mr Robert John Gray
Mr Kelvin Paul Gray
Mr Peter Alan Green
Mr David Jon Grimmond
Ms Jill Grist
Mr Gary Guelfi
Mr Arthur Robert Hall
Mr Glen Lindsay Hall
Mr Mervyn Desmond Hansen
Mr John Victor Hards
Mrs Pauline June Harris
Mrs Patricia Hatch
Mr Raymond Milne Head
Dr Clive Heaysman
Mr John William Hemnsley
Mr Desmond Robert Henderson
Mrs Muriel May Henderson
Miss Doreen Grace Higgins
Mrs Beth Hobley
Mr Christopher Edward Hodgson
Mrs Carol Ann Hope
Mr Robert George Horton
Mr Patrick Hourigan
Mr Clifford Morrison Howe
Mr Antony George Howe
Mrs Audrey Yvonne Hoyle
Honours and Awards for 2012

A Promotion to Knight
Mr George Ferguson  A Promotion to Knight
Mr John Ree  A Promotion to Knight  EFAS

A Promotion to Commander
Dr Edith Khangure  A Promotion to Commander  Commandery

A Promotion to Officer
Mr Frank Di Scerni  A Promotion to Officer  Fellowship
Mrs Elsa Drage  A Promotion to Officer  Mt Barker
Mr Ewen Hill  A Promotion to Officer  Mt Barker

An Admission as a Member
Mr Ed Anderson  An Admission as a Member  Quairading
Mr Joshua Bamford  An Admission as a Member  EFAS
Mrs Susan Beech  An Admission as a Member  Harvey
Mr Sergio Bottacin  An Admission as a Member  EFAS
Mrs Isabel Bradbury  An Admission as a Member  Katanning
Mrs Maxine Brass  An Admission as a Member  Walpole
Mrs Kathleen Broadbent  An Admission as a Member  Walpole
Mr Kevin Broadbent  An Admission as a Member  Hedland
Mr John Craze  An Admission as a Member  Augusta
Mrs Diane Doak  An Admission as a Member  Katanning
Mr Glen Exelby  An Admission as a Member  Australind
Mr Sydney Garlick  An Admission as a Member  Katanning
Mr Robert Gray  An Admission as a Member  EFAS
Ms Jill Grist  An Admission as a Member  Augusta
Mr Arthur Hall  An Admission as a Member  Harvey
Mrs Betty Hudson  An Admission as a Member  Quairading
Mr Peter Jenkin  An Admission as a Member  Beverley
Mr Kim Jones  An Admission as a Member  Mt Barker
Mrs Lara Karatzis  An Admission as a Member  EFAS
Mr Gary Kenward  An Admission as a Member  Southern Cross
Mrs Daphne Lee  An Admission as a Member  Toodyay
Ms Anne Parsons  An Admission as a Member  Cranbrook
Mr David Plenty  An Admission as a Member  Kalbarri
Mr Arthur Putland  An Admission as a Member  Darkan
Mr Brendan Sloggett  An Admission as a Member  Kulin
Mrs Lynette Somers  An Admission as a Member  Toodyay/Bolgart
Mr Darren Spouse  An Admission as a Member  Australind
Mr Mathew Squires  An Admission as a Member  EFAS
Mrs Lorna Stewart  An Admission as a Member  EFAS
Ms Sharon Teale  An Admission as a Member  EFAS
Mr John Vaux  An Admission as a Member  Gnowangerup
Mrs Sarah Vivian  An Admission as a Member  Harvey
Mr Ronald Waller  An Admission as a Member  Australind
Mrs Josephine Walters  An Admission as a Member  Brookton
Mr Ian Wilson  An Admission as a Member  Quairading
Ms Marylyn Wilson  An Admission as a Member  Beverley

Commandery Commendation
Vivien Elaine Bowkett  Commandery Commendation  Esperance
Denise Lane  Commandery Commendation  Esperance
Debra Martin  Commandery Commendation  EFAS
Paul Potthast  Commandery Commendation  Woodridge/Lancelin
Victor Teale  Commandery Commendation  EFAS

50 Year Recipient
Betty Crandell, CSTJ  50 Year Recipient
John Jones, CSTJ  50 Year Recipient
Margaret Savage, OSTJ  50 Year Recipient
Kevin Simpson, MSTJ  50 Year Recipient
Ronald Swansen, OSTJ  50 Year Recipient
Obituary 2011/2012

We report with the deepest regret the death of the following members in the order.

Kevin Arnol, CSTJ  July 2011
John William Roberts, CSTJ  August 2011
Kathleen Patricia Wake, MSTJ  November 2011
John David Neale, OSTJ  November 2011
Dr Alan King, KSTJ  December 2011
Elizabeth Dreger, OAM, FCNA, MSTJ  December 2011
George Alexander Shea, OBE, CSTJ  April 2012
Reta Elizabeth Coles, MSTJ  May 2012
Thomas Ernest Richards, MSTJ  June 2012
John Henry Bergin, MSTJ  June 2012
Patricia Pratt, MSTJ  June 2012

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

Please notify St John Ambulance WA immediately if any errors or omissions are detected.
Would you like to help?

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