Western Australia is the world’s largest area covered by a single ambulance service.

To meet the needs of our vast state, we have developed an ‘integrated model’ of service delivery with six elements: career, volunteer, first aid, ambulance, metro and country.

Combined, these make a greater impact than any of the elements could have individually.

Each component of the model connects, supports and enhances the other elements. This approach improves community resilience and enhances our high quality ambulance services and clinical pathways, resulting in the best possible patient outcomes.

St John works with communities and the health system, drawing on the strength of dedicated staff and highly trained volunteers.

Through our volunteers and career paramedics, we deliver high quality pre-hospital care to even the most remote communities.

Because St John trains about 10 per cent of the state’s population annually in first aid, we further improve capacity for pre-hospital care.

By delivering a cost-effective, world class ambulance service, and making first aid a part of everyone’s life, we’re helping to make WA a safer, more resilient place.
TESTIMONIALS

SIMON KLASS
After volunteering with the sub centre, I knew that I had found my calling.

Read more about this story on page 26

KYLIE ROTHNIE
I truly think if I had not completed the basics of first aid I would have frozen that day and been useless.

Read more about this story on page 32

JUSTIN BRENNAN
I started with St John in November 2012 and, since leaving the army, it was the first time I felt I had a real career.

Read more about this story on page 38

HAJ RAHIM
I am proud of the uniform I wear, the organisation I serve and the work I do.

Read more about this story on page 44

GRAHAM McDonnell
Although the villa pool was fenced off, Cruz had got past the gate and was silently drowning.

Read more about this story on page 48

HALF A MILLION AND COUNTING
By training 245,000 people in first aid as we did in 2014/15 we have more people on the ‘frontline’ when a medical emergency occurs.

Read more about this story on page 52
OUR PURPOSE

Our purpose for being in Western Australia is for the unique contribution we make in serving humanity and developing resilient communities in this state.

WE ACHIEVE OUR PURPOSE WHEN WE:

1. Make first aid a part of everyone’s life.

2. Deliver high quality, cost-effective ambulance services to Western Australia.

OUR FOCUS

St John is responsive to the need for new products and services to maintain its position as a market leader in first aid training and ambulance provision.

St John has a strong evidence led decision-making framework. For example, we led the innovation in electronic patient care records and pioneered the use of Community Paramedics, to build capacity and strengthen our volunteer sub centres.

In first aid, we have constantly evolved our products to align with shifts in the market while maintaining our reputation for quality.

As outlined in our Corporate Plan 2015-2018 we are:

- Building strong, customer focused businesses in the emerging competitive markets;
- Strengthening our relationships with partners and the community; and
- Improving patient outcomes and positioning St John for future health care challenges.
St John is the pre-eminent provider of pre-hospital care in Western Australia.

We are a charitable, not-for-profit, humanitarian organisation that provides the community with life-saving first aid skills as well as delivers the state’s ambulance service. Nationally, we are seen as a leader in the sector.

As well as being at the forefront of first aid training and ambulance services, St John also delivers Event Health Services, Medical Services, Patient Transfer Services, the Community First Responder System and the Youth Engagement Initiative. We also have a strong humanitarian focus, supported by a range of fundraising and charitable initiatives.

Our 4,852 volunteers donate more than 3.5 million hours to the community every year.

Whether running the local ambulance service, providing first aid at community events or teaching first aid in hundreds of locations around Western Australia, each volunteer leaves an indelible mark on their community.

St John also employs more than 1,300 paid staff including paramedics, communications officers, patient transport officers, administration staff and first aid trainers. Many of our employees play a vital role in supporting our volunteers by providing opportunities to train and take part in our scholarship program, and by giving our volunteers the skills, equipment and support they need.

St John Ambulance Western Australia Ltd is a Company Limited by Guarantee, accountable under the Corporations Act 2001 and the ASIC regime.

The Board of Directors sets the direction of our organisation and ensures good governance in terms of responsibility, self-regulation, prudent management of funds and best practice.
OUR VALUES

ST JOHN IS GUIDED BY THE FOLLOWING VALUES IN THE FULFILMENT OF ITS VISION

- Shaping the Community
- Organised for Learning
- Allowing Mistakes
- Valuing People
- Encouraging of New Ideas
- Conservative in Finance
- Sensitive to Our Environment
- Strong Sense of “Identity”
A MESSAGE FROM OUR CHAIRMAN

The purpose of St John Ambulance Western Australia is to serve humanity through the provision of a high quality, cost-effective ambulance service, and to build resilient communities by making first aid a part of everyone’s life. In 2014/15, St John has again achieved its purpose and all of the organisation’s staff and volunteers should feel immensely proud.

In the twelve months to the end of June 2015, St John’s 6,000 staff and volunteers have completed approximately 275,000 ambulance and patient transport cases, trained more than 245,000 individuals in first aid, treated more than 17,000 patients at community events and supported 970 Community First Responder locations. St John has again come into contact with approximately 20 per cent of the Western Australian population during the year.

The results achieved confirm St John is providing a world class ambulance service and making great progress in building the resilience of our community through first aid. As will be outlined in this report, these two key features of St John’s operating model – first aid and ambulance – are intrinsically linked. The success of our ambulance services and building of community resilience through first aid are due entirely to the commitment and contribution of our career staff and volunteers across both the metropolitan area and country regions.

Many of the successes of St John’s integrated model will be reported in this annual report. Especially satisfying for everyone involved is the fact that these results are being achieved in the very challenging environment that is the largest landmass in the world covered by a single ambulance service. The way our people meet the challenges presented by Western Australia’s sparsely populated 2.5 million square kilometres is both humbling and inspiring.

In 2014/15 we will report a surplus of $21.5 million. This will enable us to continue to provide world class ambulance services and to continue to build community resilience through first aid, by allowing us to maintain the necessary investment in our capital works program. The 2014/15 surplus will be used to assist with the funding of our organisation’s $32 million capital works program for 2015/16.

It should be remembered that St John Ambulance WA is one of the operational arms of the international Order of St John – a charitable Order which has existed under royal patronage since 1888 and through which all operational arms derive their purpose of serving humanity. In the service of humanity, our people volunteered more than 3.5 million hours during the year in towns and communities across the state. While the vast majority of our charitable efforts are directed within our own state, we also provide assistance internationally. We continue to fund three nursing positions at the St John Eye Hospital in Jerusalem, eye care for patients in East Timor, donate ambulances and equipment to countries in Africa, Papua New Guinea, and throughout Asia. We are also assisting in the development of ambulance and first aid services in Malaysia and Vietnam.

As another successful year passes, St John in Western Australia adds to the chapters of a proud and rich history which commenced in 1892. Such longevity is testament not only to the need which exists in this state for St John’s services, but also to the quality, tireless dedication and service of all those staff and volunteers who respond to that need and answer the call of serving humanity.

Gerard King
Chairman
The way our people meet the challenges presented by Western Australia’s sparsely populated 2.5 million square kilometres is both humbling and inspiring.

Gerard King
2014/15 was a year in which St John Ambulance Western Australia once again demonstrated the strengths of its integrated operating model. When combined, the elements of that model enable a greater impact on service provision and building community resilience than any of the elements could have in isolation. Together, each element supports and enhances the others and enables St John to achieve its twin purposes of making first aid a part of everyone’s life, and providing a world class, cost-effective ambulance service.

In 2014, St John outlined its 2020 vision. Put simply, this was a snapshot of what St John needs to be achieving by the year 2020 to be satisfied that it is adequately fulfilling its purpose in Western Australia. While there are many elements to the vision it can be summarised very simply by saying:

- We will make first aid a part of everyone’s life by teaching 450,000 people first aid including every West Australian school student every second year.
- We will provide a world class, cost-effective ambulance service that is a highly effective gateway into the health system for unscheduled care.
- We will maximise our connection to the community with the participation of 20,000 volunteers across the state providing both clinical and non-clinical services.

2014/15 saw excellent progress towards our 2020 vision. During the year, we trained more than 245,000 people in first aid, an 11 per cent increase from 2013/14. Since 2008/09, St John has trained more than 1.25 million people in first aid, or approximately 48 per cent of the state’s population. Community resilience and making first aid a part of everyone’s life has been further enhanced by continuing to build the number of Community First Responder locations. There are now 970 locations across WA, including 549 in country areas.

Volunteers for St John’s Event Health Services (EHS) are pre-positioned first aiders at community and local events who respond quickly and effectively to provide first aid. They are a key component of St John’s integrated model and their ability to utilise the expertise and resources of the organisation’s state ambulance service and coordinate those integrated services provides event organisers within high-quality emergency health service not seen elsewhere. During 2014/15, our 1,300 event volunteers contributed almost 70,000 hours of service at more than 3,000 events, 29 per cent growth over the previous 12 months.

The strongest aspect of St John’s integrated model is the way volunteers work with, and learn from, career paramedics stationed either in the country areas, or across the metropolitan area. Volunteers work alongside career paramedics in 15 locations across the state, with all remaining country sub centres – which are staffed by volunteers – still being connected to paid paramedics through the Community Paramedic system. St John now employs 23 community paramedics to provide vital support to our volunteer sub centres. Altogether, Country Ambulance responded to more than 60,000 call outs in 2014/15.

In the metropolitan area, St John’s paramedics responded to 212,502 cases, an increase from 199,294 the previous year. It is pleasing that St John again rated extremely highly in the 2015 Council of Ambulance Authorities Patient Satisfaction Survey – confirming that excellent care is given by paramedics from arrival on the scene, right through to handover.

One of many success stories for St John during the reporting period was in Patient Transfer Services which, like EHS, can leverage the expertise and resources of the ambulance service, and volunteers, to provide customer-focused non-urgent patient transport services. Our Patient Transfer Service is the market leader, achieving good year-on-year growth in the number of booked transfer cases.

It is important that St John minimises its costs to the WA community, and so it is pleasing that comparative data indicates that the organisation remains the lowest cost per-capita ambulance service in Australia. St John’s integrated model, which includes the ability to connect to the community through volunteerism, helps deliver this cost benefit.

This year’s annual report highlights many achievements which are a product of St John’s integrated model and the dedication and commitment of thousands of staff and volunteers working in the service of our community.

Tony Ahern
Chief Executive Officer
2014/15 was a year in which St John Ambulance Western Australia once again demonstrated the strengths of its integrated operating model.

Tony Ahern
KEY ACHIEVEMENTS

EIGHT BABY PODS
distributed throughout the Wheatbelt with support from Telethon

4,852 volunteers contributed more than 3.5 million hours

First Aid Focus program provided free first aid training for more than 120,000 school students

Trained 2,500 schoolchildren at the inaugural First Aid Challenge at Perth Convention and Exhibition Centre

Maintained our place as the state’s premier event health provider at almost 3,000 events in 2014/15, a 29 per cent increase over 2013/14

Delivered first aid training to more than 245,000 Western Australians

Increased Community First Responder locations by nearly 30 per cent from 751 to 970 with automated external defibrillators registered throughout the state

Responded to more than 272,000 ambulance cases across WA
During 2014/15 St John was recognised with several prestigious awards for outstanding achievement across a number of business areas, including customer service, reporting, and for our first aid advertising campaign Break the Barrier.

High commendation for customer service at the annual Customer Service Council Awards

Australasian Reporting Awards prize for the 2013/14 annual report

Silver Award in the 2015 APAC Effie Awards

2015 Cannes Lions Film Craft finalist

Three major prizes at the 2015 Campaign Brief Awards
COMMUNITY CONTRIBUTION

YOUTH ENGAGEMENT INITIATIVE

St John has expanded its Youth Engagement Initiative to include a range of programs for school students of all ages. These include First Aid Focus, First Aid Club, Youth Challenge, and the Cadetship Program.

In 2014/15 the number of students trained by our range of youth programs was more than 130,000. 2014/15 also marked a significant milestone for our First Aid Focus program. Since 2006, the program has trained more than 500,000 WA school students for free, making it a vital component of our aim to make first aid a part of everyone’s life.

VOLUNTEER CONTRIBUTION

St John has more than 4,800 volunteers who contribute more than 3.5 million volunteer hours every year. Our volunteers provide essential ambulance services in regional areas, first aid at events across the state and train community members in vital first aid.

Overall, St John volunteers contribute the equivalent of $200 million worth of work through the volunteer network, helping strengthen our vision “for the service of humanity”.

OPHTHALMIC BRANCH

St John has a local Ophthalmic Branch in most Australian states and territories with the purpose of raising funds for the St John Eye Hospital in Jerusalem.

An annual donation to St John Ambulance WA from the Perth Eye Surgery Foundation and a levy on St John’s annual dinner dance tickets combine to fund three nursing positions at the St John Eye Hospital in Jerusalem.
St John is a charitable, not-for-profit organisation, whose vision and purpose is “for the service of humanity”.

For many years, St John has prided itself on its humanitarian work, which has its foundations in the Middle Ages with the Knights Hospitaller, which later became the Order of St John. In modern times, St John fulfils its humanitarian objectives through a range of different community contributions.

**HUMANITARIAN MISSIONS**

In recent years St John has sent a number of staff and volunteers on humanitarian missions to developing countries.

In 2014/15 a St John delegation travelled to Vietnam to meet with health and government officials. The purpose of the trip was to explore the possibility of working with the Vietnamese government to develop ambulance and first aid services. Work on this important project will continue in 2015/16.

St John also sent staff to Klang in Selangor, Malaysia to work with the local organisation of St John to help develop ambulance services.

One of our paramedics will start a year of medical volunteer work in Vanuatu through the Medical Equality through Development (MED) Project. The MED Project focuses on staff training and developing systems already in place. Our paramedic will work to develop the Northern Provincial Hospital’s ambulance service, currently a four-wheel-drive vehicle driven by staff without medical training.

**ABORIGINAL AMBULANCE PROJECT**

With support from Royalties for Regions, we launched a new project to improve our engagement with Aboriginal communities in the Kimberley, Pilbara, Mid West and Goldfields regions started in 2014/15.

This year we provided first aid training to more than 500 people in remote Aboriginal communities at Kalumburu, Kiwirrkura, Warakuma and Yalgoo, and supported the training with culturally appropriate communications and CPR manikins.

We are also providing career placements at St John through the indigenous cadetship support program, which includes roles as ambulance officers and first aid trainers.

**FIRST AID AWARENESS**

St John launched a new project to help make first aid a part of everyone’s life.

The First Aid Awareness initiative is delivered by our Event Health Services team, and allows volunteers to teach first aid training at public events.

The program delivered training to nearly 6,000 community members in the first few months of operation.
Free first aid taught to 120,000+ school students each year

3.5 million volunteer hours each year

Assisting in developing ambulance and first aid services
Malaysia, Vietnam

Free first aid training taught to more than 120,000 school students each year
Western Australia

Free first aid training delivered in communities across the state
Western Australia

Free online training to more than 65,000 road users
Western Australia

Maintain a network of defibrillators and provide training to the community
Western Australia

Delivered culturally appropriate first aid training
Nepal

Provided support and training to ambulance team
Zimbabwe
Funding nursing positions at St John Eye Hospital
Jerusalem
Delivering eye care and surgery to impoverished people
East Timor
Caring for patients after cataract surgery
East Timor

Donated ambulances
Uganda, East Timor
Donated ambulances and equipment
Zimbabwe, South Africa, Zambia
Donated patient transfer vehicles
Tasmania
Ambulance for local fire service
Bridgetown
Donated defibrillators
South Africa, Papua New Guinea, East Timor, Nepal, Malawi, Kenya

More than 4,800 volunteers donate 3.5 million hours of their time every year
Western Australia
Delivering medical care and supplies to isolated villages
Cambodia
Eye procedures for local villagers
East Timor
We invest in resources, including our people and volunteers, to ensure that we are able to meet the continually growing demand for ambulance services, first aid training and event support.

<table>
<thead>
<tr>
<th>Resource Category</th>
<th>Metropolitan</th>
<th>Country Career Sub Centres</th>
<th>Country Volunteer Sub Centres</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulance vehicles</td>
<td>134</td>
<td>59</td>
<td>293</td>
<td>524</td>
</tr>
<tr>
<td>Other vehicles</td>
<td>109</td>
<td>22</td>
<td>24</td>
<td>155</td>
</tr>
<tr>
<td>Event Health Services</td>
<td>38</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Paid staff (FTE)</td>
<td>1,161</td>
<td>129</td>
<td>44</td>
<td>1,334</td>
</tr>
<tr>
<td>Category</td>
<td>Metropolitan</td>
<td>Country Career Sub Centres</td>
<td>Country Volunteer Sub Centres</td>
<td>External Trainers</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>--------------</td>
<td>----------------------------</td>
<td>-----------------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>Patients/Customers</td>
<td>212,502</td>
<td>39,453</td>
<td>20,930</td>
<td>484</td>
</tr>
<tr>
<td>Volunteers</td>
<td>Patient Transfer Service 89</td>
<td>Country Career Sub Centres 39,453</td>
<td>Country Volunteer Sub Centres 20,930</td>
<td>External Trainers 484</td>
</tr>
<tr>
<td></td>
<td>Event Health Services 1,357</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Administration 11</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Commandery 341</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Community First Responder 86</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Country Volunteers 2,968</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>4,852</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Our ambulance service provides coverage to 160 locations across Western Australia – making us the largest land mass covered by a single ambulance service in the world. We are extremely proud of our achievements in 2014/15 and it affirms our status as a world class cost-effective service.
The Metropolitan Ambulance Service continued its strong performance in 2014/15 meeting all of its contracted time response targets despite increases in demand.

Even though ambulance cases increased by nearly seven per cent from 199,294 in 2013/14 to 212,502 in 2014/15, on average 92.6 per cent of Priority One incidents were responded to within the 15 minute target.

For Priority Two incidents, 91.6 per cent of callouts were within the 25 minute time target and our Priority Three callouts achieved a 96 per cent attendance rate within 60 minutes.

Emergency ambulance services were provided from 29 metropolitan ambulance stations, including the new Shenton Park facility.

Our on-road capability ranged from 26 day vehicles operating between 7am and midnight and 36 ambulances operating 24 hours a day.

St John played an important role in the opening of the new Fiona Stanley Hospital. We transported more than 200 patients from four hospitals to Fiona Stanley Hospital, integrating ambulance and patient transfer services effectively. The transfers were executed expertly by all staff.

<table>
<thead>
<tr>
<th>METROPOLITAN AMBULANCE CASES</th>
<th>2013/14</th>
<th>2014/15</th>
<th>+6.6%</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013/14</td>
<td>199,294</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2014/15</td>
<td>212,502</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Proportion of metropolitan ambulance call-outs meeting response time targets.

Our response time targets 90 per cent across all incidents.
The year also saw some new initiatives that continue to enhance St John’s reputation as a world class ambulance service.

These included:

- Introducing inflatable patient lift devices, which help reduce injury risks to paramedics.
- Using our data to provide daily reports to metropolitan hospital emergency departments to reduce triage and patient handover times.
- Continuing the development of alternative health care pathways for patients, including a GP service pilot.

Improvements to information technology have also helped our paramedics.

Paramedics’ tablet devices were upgraded to integrate the use of secure video conferencing to improve communication between on-road personnel and the State Operations Centre.

An investment into our ambulances also delivered a vehicle ventilation/air extraction system that will be rolled out across the whole ambulance fleet over the next three years.

The Career Education team worked in collaboration with Curtin University to further the undergraduate degree program for Ambulance Officers and to further develop e-learning materials. Exploration of augmented reality in education programs also progressed well.

2015 Patient Satisfaction Survey

As part of a national survey we sought feedback from 1,300 patients transported by ambulance under emergency and urgent categories during the past year. Patients or their carers were asked to evaluate their experience of using ambulance services and in particular rate the service for the timeliness, telephone assistance, treatment received, paramedics’ care, journey quality and overall satisfaction.

We again received outstanding feedback from our patients regarding the care and efficiency of our service. The results for St John are compared with the national average and are outlined below.

2015 Patient Satisfaction Survey Results

<table>
<thead>
<tr>
<th>Category</th>
<th>WA</th>
<th>AUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call response time</td>
<td>98%</td>
<td>98%</td>
</tr>
<tr>
<td>Communication staff assistance</td>
<td>99%</td>
<td>98%</td>
</tr>
<tr>
<td>Ambulance response time</td>
<td>97%</td>
<td>95%</td>
</tr>
<tr>
<td>Paramedics’ care</td>
<td>97%</td>
<td>98%</td>
</tr>
<tr>
<td>Treatment satisfaction</td>
<td>97%</td>
<td>98%</td>
</tr>
<tr>
<td>Paramedics’ conduct</td>
<td>95%</td>
<td>96%</td>
</tr>
<tr>
<td>Trip/ride satisfaction</td>
<td>97%</td>
<td>94%</td>
</tr>
<tr>
<td>Overall satisfaction</td>
<td>97%</td>
<td>98%</td>
</tr>
</tbody>
</table>

Source: Council of Ambulance Authorities National Patient Satisfaction Survey 2015
Area Manager Simon Klass found his way into the Metropolitan Ambulance Service after volunteering with Country Ambulance. This pathway to becoming a paramedic highlights the success of St John’s integrated service model and the opportunities it gives those dedicated to the service of humanity.

I spent eight years as a school teacher in country towns across the South West and Wheatbelt. It was in Wyalkatchem that a member of the sub centre asked if I was interested in helping out the volunteer ambulance officers.

I was still enjoying teaching but looking for a career that threw different challenges at me every day. After volunteering with the sub centre, I knew that I had found my calling.

The support of the sub centre in Wyalkatchem put me on the pathway towards paramedicine and I haven’t looked back. I entered as a student ambulance officer in 2004 and moved back to Perth to start university and my new career.

Having a background in education naturally steered me back to the College of Pre-hospital Care as a secondment trainer and I feel privileged to have mentored some of St John’s finest paramedics. In my 10 years here I’ve had opportunities to operate in different roles including on board the water ambulance, as a complex patient transport vehicle operator and as a station manager.

Now, as an Area Manager and Ambulance Commander, every day is different and I enjoy discovering what challenges it throws my way.

The role is diverse; it can change from being a single operator, to emergency management, then facilitation of crew support in a matter of minutes. I enjoy backing up the crews and being able to follow up with their welfare after having been at the same emergency. I used to only look after patients, now I also look after my fellow paramedics.
EMERGENCY RESCUE HELICOPTER

St John’s 10 critical care paramedics completed 484 missions in 2014/15.

St John successfully tendered for the contract to continue providing paramedics for the Perth helicopter until 2018 and will also provide paramedics to work on the second helicopter when it comes into service in the South West in 2016.

St John appreciates the support and strong working relationship between the Department of Fire and Emergency Services, CHC Helicopters, RACWA and Royal Flying Doctor Service in the use of this important life-saving resource.
EMERGENCY MANAGEMENT UNIT

St John is well placed to respond to major incidents. Our ongoing program of emergency management capability building saw a range of new initiatives introduced. This includes the commissioning of additional mass casualty equipment in country areas and the introduction of protocols for its use.

Key achievements include:

- Commissioning and placing an Emergency Support Vehicle at the East Bunbury Depot. This is part of our program to place mobile units in significant population areas across WA.
- Delivering a new emergency trailer to streamline our emergency management logistics in the metropolitan area and enable a more robust response to large incidents.
- Deploying staff and volunteers to summer bushfires at Northcliffe and Boddington. Urban Search and Rescue (USAR) teams undertook rapid damage assessments and critical infrastructure mapping. A USAR paramedic was awarded a bravery award for his work during this deployment.
- An ongoing significant training program including the development of command packs for Community Paramedics and Station Managers in country areas. The command packs contain important resources to assist Ambulance Commanders during major incidents.
- A bronze Commanders course was delivered to Community Paramedics and country career staff.
- Participating in interagency emergency management exercises.
- Streamlining call out procedures for the paramedic Special Operations group and for emergency incidents at Perth Airport.
- Providing several sub centres with mass casualty kits to build patient management capacity.
The Country Ambulance Service completed its regionalisation of management and support services in 2014/15. This has allowed St John to strengthen the strategic planning for its 160 country locations as well enhance the activities that support volunteer recruitment and training.

Ambulance response times in sub centres with paramedics have improved over the past year.

The opening of the East Bunbury paramedic sub centre in February 2015 helped reduce response times in Bunbury and surrounding areas. More than 40 volunteers support our paramedics, which is testament to the effectiveness of our paramedic/volunteer ambulance officer model.

The regional Patient Transfer Service based in Albany, Katanning, Bunbury, Busselton, Northam and Geraldton has provided support to surrounding sub centres and ensured high levels of service delivery to the WA Country Health Service.

Key achievements included:

- Meeting a 9 per cent increase in cases from 55,376 in 2013/14 to more than 60,000 in 2014/15.
- Delivering eight baby pods to Wheatbelt sub centres through a Channel 7 Telethon Trust grant.
- Increasing first aid training across regional WA by one per cent despite a slowdown in the mining and construction sectors, bringing the total number of regional people trained in first aid to 43,620.
- Providing two additional Community Paramedics, one each in the Wheatbelt and Great Southern regions, to provide additional support for volunteer sub centres.
- Supplying new emergency service vehicles to Port Hedland and Bunbury.
- Reopening the Sandstone Sub Centre.

St John also improved its data and networking capabilities by installing Wi-Fi devices in more than 101 volunteer ambulances. A further 20 Lotterywest funded mobile data terminals were purchased and distributed to country volunteer ambulances. There are now 274 volunteer ambulances fitted with mobile data terminals allowing the State Operations Centre to deliver patient and job details direct to those vehicles, improving efficiencies in case management.
There are 160 St John locations across regional Western Australia, in addition to 29 metropolitan depots. St John sub centres are responsible for the delivery of ambulance services in their community. Many of our locations rely on the services of volunteers, while some use a mix of career paramedics and volunteers. In the regions, our Community Paramedics provide training, clinical and operational support to our volunteer ambulance officers.
A vital component in St John’s integrated service model is the more than 3,000 country volunteers who turn out day and night to ensure an ambulance is never far away when an emergency occurs in their communities. The dedication and skills of these volunteers can mean the difference between life and death. In many instances our volunteers and career paramedics work side by side to help save lives.

A grey, murky and overcast Thursday morning in the spring of 2014 at a remote beach near Esperance was the setting for an amazing tale of survival. Albany Volunteer Ambulance Officer Kylie Rothnie played a pivotal role as the event unfolded.

Never in a million years did I ever expect that I would need my first aid training so soon after finishing my six month probation to become a St John volunteer ambulance officer.

On 2 October 2014 at Wylie Bay near Esperance that is exactly what happened when my fellow beachgoers and I were faced with Sean Pollard’s horrific shark attack.

I remember running up the beach with the first aid kit thinking he may have a few cuts here and there but what confronted me was much worse. I truly think if I had not completed the basics of first aid I would have frozen that day and been useless.

Sean remained conscious as I set about stemming the bleeding by wrapping beach towels around his arm, hand and leg wounds.

Esperance community paramedic Paul Gaughan then arrived on the scene and used his advanced skills to stabilise Sean for transport to hospital.

I am awe at the amazing work paramedics do day in and day out and, despite the fact that this is their chosen profession, what I saw that day will stay with me forever. These remarkable people do it all too often and I commend all those paramedics and ambulance volunteers who choose to give their time to assist where they can.

If you have ever thought about becoming a volunteer, or just questioned whether you should complete your basic first aid training, please do it. You never know when you might be faced with a life and death situation or even a basic broken arm but first aid training will most certainly give you the confidence to do the best you can and it might help you save a life.

I thank St John for all the support it gave not only me but also to my family after this tragic event, which could have had a much worse outcome. A special mention to everyone in the Albany ambulance depot for their continued support.

Kylie was awarded the St John Ambulance WA Community Hero Award in 2014 for her efforts in keeping Sean alive. Kylie’s husband Peter received a similar award.
COUNTRY AMBULANCE SERVICE

CAREER SUB CENTRE RESPONSE TIMES

**PRIORITY 1** Incidents responded to within **15 minutes**

<table>
<thead>
<tr>
<th>Location</th>
<th>2013/14</th>
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<tbody>
<tr>
<td>ALBANY</td>
<td>79.9%</td>
<td>80.6%</td>
</tr>
<tr>
<td>AUSTRALIND</td>
<td>77.4%</td>
<td>78.1%</td>
</tr>
<tr>
<td>BROOME</td>
<td>99.8%</td>
<td>98.6%</td>
</tr>
<tr>
<td>BUNBURY</td>
<td>81.8%</td>
<td>86.5%</td>
</tr>
<tr>
<td>BUSSELTON</td>
<td>89.3%</td>
<td>85.2%</td>
</tr>
<tr>
<td>COULIE</td>
<td>87.7%</td>
<td>86.2%</td>
</tr>
<tr>
<td>GERALDTON</td>
<td>84.4%</td>
<td>80.6%</td>
</tr>
<tr>
<td>HEDLAND</td>
<td>89.2%</td>
<td>89.2%</td>
</tr>
<tr>
<td>KALGOORLIE</td>
<td>80%</td>
<td>83%</td>
</tr>
<tr>
<td>KARRATHA</td>
<td>50.9%</td>
<td>50.9%</td>
</tr>
<tr>
<td>KUNUNURRA</td>
<td>58.4%</td>
<td>53.3%</td>
</tr>
<tr>
<td>NORSEMAN</td>
<td>82.3%</td>
<td>82.1%</td>
</tr>
<tr>
<td>NORTHAM</td>
<td>77.8%</td>
<td>78.1%</td>
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**PRIORITY 2** Incidents responded to within **25 minutes**

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<td>90.7%</td>
<td>91.1%</td>
</tr>
<tr>
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<td>88.7%</td>
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</tr>
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<td>BROOME</td>
<td>97.1%</td>
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</tr>
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<td>88.6%</td>
<td>88.1%</td>
</tr>
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<td>BUSSELTON</td>
<td>93.3%</td>
<td>93.3%</td>
</tr>
<tr>
<td>COULIE</td>
<td>94.4%</td>
<td>94.1%</td>
</tr>
<tr>
<td>GERALDTON</td>
<td>95.8%</td>
<td>96.3%</td>
</tr>
<tr>
<td>HEDLAND</td>
<td>96.4%</td>
<td>96.3%</td>
</tr>
<tr>
<td>KALGOORLIE</td>
<td>91.4%</td>
<td>91.4%</td>
</tr>
<tr>
<td>KARRATHA</td>
<td>88.2%</td>
<td>88.2%</td>
</tr>
<tr>
<td>KUNUNURRA</td>
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<tr>
<td>NORSEMAN</td>
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</tr>
<tr>
<td>NORTHAM</td>
<td>92.7%</td>
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**PRIORITY 3** Incidents responded to within **60 minutes**

<table>
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</tr>
</thead>
<tbody>
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<td>96.5%</td>
</tr>
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<td>AUSTRALIND</td>
<td>96.5%</td>
<td>96.5%</td>
</tr>
<tr>
<td>BROOME</td>
<td>97.3%</td>
<td>96.5%</td>
</tr>
<tr>
<td>BUNBURY</td>
<td>95.6%</td>
<td>97.7%</td>
</tr>
<tr>
<td>BUSSELTON</td>
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<td>98.2%</td>
</tr>
<tr>
<td>COULIE</td>
<td>97.1%</td>
<td>97.1%</td>
</tr>
<tr>
<td>GERALDTON</td>
<td>97%</td>
<td>97.2%</td>
</tr>
<tr>
<td>HEDLAND</td>
<td>97.7%</td>
<td>97.7%</td>
</tr>
<tr>
<td>KALGOORLIE</td>
<td>94.1%</td>
<td>93.9%</td>
</tr>
<tr>
<td>KARRATHA</td>
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<td>96.2%</td>
</tr>
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<td>KUNUNURRA</td>
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<td>97.6%</td>
</tr>
<tr>
<td>NORSEMAN</td>
<td>91.2%</td>
<td>95.2%</td>
</tr>
<tr>
<td>NORTHAM</td>
<td>82.7%</td>
<td>84.6%</td>
</tr>
</tbody>
</table>

Note: Career sub centre response performance is calculated based on the time taken to respond to incidents within a 10km radius of the town.
The Patient Transfer Service enjoyed a very successful year, while broadening the range of services offered.

The Patient Transfer Service is now available to anyone seeking non-urgent patient transport – no matter when or where in the state.

The expansion in regional WA has been very successful with teams now stationed in Bunbury, Busselton, Albany, Katanning, Northam and Geraldton, and plans are underway to establish new services and teams in other centres.

The Patient Transfer Service maintains the high quality patient care St John is renowned for.

St John’s Patient Transfer Service achievements include:

- Regularly achieving its 85 per cent target to arrive within 15 minutes of the booking time and complete the job on time.
- Partnering with the Metropolitan Ambulance Service to ensure more than 200 patients were transported to the new Fiona Stanley Hospital safely and efficiently.
- Working with Career Education to roll out new education programs for Transport Officers and dispatchers.
Our State Operations Centre receives all emergency triple zero calls for ambulance attendance and is responsible for dispatching responses to all ambulance incidents in WA. It operates 24 hours a day, seven days a week and in 2014/15 handled 513,112 calls. Of these calls, 194,287 were emergency calls, an increase of nine per cent over last year.

Key achievements included:

• Continued robust auditing of our call-taking system. Performance has been excellent, with more than 300 cases per month audited indicating 97 per cent compliance.

• Integrating a new telephone system with computer aided dispatch to allow communications officers to make calls directly from dispatch. This has eliminated delays and allowed for one-touch calling of crews or depots in metropolitan and country areas.

• Updating the computer aided dispatch and mapping systems to facilitate more efficient and accurate dispatch. St John was one of the nation’s first emergency services to integrate Mobile Line Identification into its dispatch system.

• Updating the computer aided dispatch system, including integration of the interactive intelligence telephone system and caller line identification.

• Improving computer aided dispatch database resiliency, robustness and performance through adoption of the latest data extraction software.

### CALL NUMBERS

<table>
<thead>
<tr>
<th></th>
<th>Total Calls</th>
<th>Emergency Calls (000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014/15</td>
<td>513,112</td>
<td>194,287</td>
</tr>
</tbody>
</table>
Justin Brennan

COMMUNICATIONS OFFICER

Having to abandon plans for a military career for medical reasons left Justin Brennan feeling like a ship without a rudder. That was until he started serving as one of the people that form the human interface between those in the community in need of emergency medical help and St John. Justin’s story is an inspiration for anyone, young or old, looking for a new career in a field that really matters.

When I left school I went straight into the Australian Army, but was medically discharged after only a short time in the service. On returning to Perth I worked in a few fields; from sales, to becoming a bicycle mechanic, a croupier and working in telematics.

I started with St John in November 2012 and, since leaving the army, it was the first time I felt I had a real career.

Being a Communications Officer with St John is very fulfilling. We work long hours, but I get to go home knowing that I have made some difference to the lives of our callers, and our patients. My job gives me a different perspective on stress.

The role is not without its challenges. We are equipped only with our voice and our ears, and trying to cut through the stress and panic on the other end of the line can be difficult.

But the satisfaction when you can finally reach the call determinant and you see the right ambulance crew reach the patient and convey them safely to further care makes it all worthwhile.

Working on shift is like having another family, and the support I get from my Duty Manager and my other team members is what keeps me coming back to work, often with a smile.

I would readily recommend St John to anyone wanting to pursue a career in a truly worthwhile field.

I started with St John in November 2012 and, since leaving the army, it was the first time I felt I had a real career.
St John’s focus on delivering world class and cost-effective ambulance services shows we put a very high value on our clinical knowledge and skills, in order to deliver the best outcomes for our patients. Our commitment to maintain a strong clinical governance framework saw more than 5,000 comprehensive clinical audits conducted along with 29 updates to our clinical practice guidelines.

St John continues to collaborate with other Australasian ambulance service partners through various clinical and research forums. We are committed to ongoing research including through the Australian Resuscitation Outcomes Consortium Epistry and the Prehospital, Resuscitation & Emergency Care Research Unit at Curtin University.

The four year RINSE trial was completed during the year. This trial was undertaken to determine how effective the combination of CPR and cooling a patient is after a cardiac arrest in a pre-hospital setting.

Education is a key pillar in the organisation’s approach to clinical governance. This year regional professional development seminars were held with more than 700 attendees. We had 153 clinical incident reports. Paramedics are encouraged to lodge clinical incidents as a part of our continuous improvement approach to clinical practices. Outcomes from investigations are used to modify and improve our practices.
Our Medical Services department specialises in providing highly qualified, experienced staff to look after the daily health and emergency medical needs of remote and offshore workers. As well as providing exceptional medical staff, Medical Services works with each client to design a complete health care package for their work site.

In the Medical Services area in 2014/15 we introduced medics, emergency services officers and drug and alcohol screening for mine site workers.

During the year we made our first appointment of industrial paramedics to the exploration field, utilising them on short term contracts.

St John currently provides 20 paramedics, two emergency services officers and two medics to industry.
Our 1,300 event volunteers provided medical services to the West Australian public during the year at events ranging from school sports carnivals to the Perth International Arts Festival. Highly trained and skilled volunteers supported the delivery of professional event services to both community-based and commercial events across the state.

Our volunteers contributed more than 70,000 hours of community service at almost 3,000 different events.

We treated 17,500 people during the year, an increase of 28 per cent over the previous year which is reflective of the 29 per cent growth in events attended.

2014/15 saw the launch of the First Aid Awareness initiative. This program offers free first aid training by St John volunteers for people at events. First Aid Awareness supports our objective to make first aid a part of everyone’s life and delivered training to nearly 6,000 people in the first months of operation.

Key achievements included:
• Implementation of an events operations centre. The centre provides after-hours logistics and a coordination support service to the hundreds of volunteers at weekend events.
• Providing event cover for the 1.2 million people who visited Perth in February 2015 to watch The Giants, a Perth International Arts Festival performance.
• Commissioning a state-of-the-art Mobile Command Centre. This resource is an essential part of operations at all major events as well as summer bushfires. During the bushfires, the command centre was integral in the coordination of our event volunteers and ambulance operations.
St John’s Community First Responder System is a critical link in strengthening the chain of survival in Western Australia.

By registering as a first responder location, communities and workplaces are directly linked to St John’s State Operations Centre.

In the event of a sudden cardiac arrest, the first responders nearest the location are alerted to provide vital first aid with the use of an automated external defibrillator in the minutes before the ambulance crew arrives.

Our focus on expanding and refining of the system continued during 2014/15 with a 29 per cent increase in the number of locations to 970 across the state.

There are now 421 defibrillators located in the metropolitan area and 549 in regional WA. During the year there were more than 3,000 activations of the system by the State Operations Centre in direct response to patients in need. In 2014/15 the Community First Responder program expanded to even more remote and regional communities, including Halls Creek, Fitzroy Crossing, and Derby.

The opportunity to become a St John Ambulance volunteer was also extended to individuals associated with the first responder locations.
Haj Rahim

Event Health Services Volunteer

St John volunteer Haj Rahim epitomises the volunteer spirit. He has contributed more than 4,000 hours in three years in several areas of St John. Haj’s service across Event Health Services, Country Ambulance and Patient Transfer Community Services is testament to the unique way the organisation operates in the state. This is his story.

In my youth I was a member of the St John Ambulance Brigade in Singapore so, when I retired from full time employment in 2012, I decided to devote my time and continue my passion for service with St John. I joined with the sincere intention to help those in need and to serve the organisation with no expectations of rewards or personal glory. I love volunteering so much that I do it six days a week. I am proud of the uniform I wear, the organisation I serve and the work I do.

Being able to help, comfort and reassure patients, especially the elderly and critically injured, gaining their trust and confidence and seeing their smiles is very rewarding.

Last year I had an elderly patient suffering from heat exhaustion at one of our events but I was unable to stabilise her due to pre-existing medical conditions. Initially she refused to go to hospital by ambulance but after much convincing she finally agreed.

A month or so later, at a different event, this same elderly patient came up to me and hugged me. She thanked me for all I had done for her and I was touched by her gratitude.

Moments like these give me the strength and motivation to do this good work. I will continue to do this work for as long as I am able to do it competently.

I am proud of the uniform I wear, the organisation I serve and the work I do.
During 2014/15, St John provided first aid training to 9.4 per cent of the West Australian population. Through a range of programs delivered across the state, we trained a record 245,000 students, an increase of 11 per cent on the previous year. Our first aid training builds community confidence to respond to emergency situations. This is an important component of our integrated model of pre-hospital care.

Each year, we measure the propensity of the community to take action based on confidence to deliver first aid, and recency of training. This research conducted by Roy Morgan shows that 260 people out of 1000 are confident and prepared to take action.

In total, we trained 121,406 school students through the charitable First Aid Focus program at no cost to students or schools. During the year, St John passed the 500,000 mark for the total number of students having completed this program since its inception. This year our contact centre was honoured with a high commendation for customer service at the annual Customer Service Council Awards.
<table>
<thead>
<tr>
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<th>2013/14</th>
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<th>VARIANCE</th>
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<tr>
<td>Total metro students</td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>195,318</td>
<td>171,845</td>
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<tr>
<td>Total regional students</td>
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<td></td>
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<td>43,173</td>
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<tr>
<td>Total first aid students</td>
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<td>Total First Aid Focus</td>
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<tr>
<td>students</td>
<td>121,406</td>
<td>104,919</td>
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A parent’s worst nightmare is realised on a family holiday in Bali when the owner of a Perth martial arts business has to provide life-saving CPR to his 18 month old son. Father-of-three Graham McDonnell talks about the ordeal.

I was sitting facing the pool and I remembered I had a tiny bit of work to finish. I checked the kids were there, sent an email, and when I looked up I saw Cruz face down in the pool.

Although the villa pool was fenced off, Cruz had got past the gate and was silently drowning.

I plunged into the water knowing that even if Cruz survived the chance of permanent brain injury increased with every minute that elapsed.

He was blue from head to toe. In every practical sense he was dead.

After putting him on his side and clearing his airway I quickly got him onto his back and gave him two breaths and started doing chest compressions.

Between compressions, I screamed out to my eldest son to “Get mum, now”.

My wife Dee was hysterical. She was screaming like I hope to never hear again. She kept yelling, “He’s not breathing, he’s not breathing”.

After a few cycles of breaths and compressions Cruz threw up and he then let out a dull murmur. He was taken to Bali Hospital by car and was placed in the intensive care unit for two days where he made a full recovery.

I can’t stress enough how important first aid training is. I had only finished my training three weeks prior to this happening. If you have never done a first aid course or need to refresh it do it now.

I hope that no parent ever has to resuscitate their kid or anyone else, but knowing first aid is a vital skill everyone should know.
St John extended its youth engagement program during the year with a number of initiatives. In August 2014 a Youth Challenge was held where more than 2,500 schoolchildren enhanced their understanding of first aid through 13 highly interactive and hands-on learning zones.

A mix of new programs allowed St John to grow the total number of school students it trains each year, with 11,000 young people being taught during the year.

The programs to debut in 2014/15 were:

- The ambulance visits program, which aims to engage younger children in first aid by allowing them to see how an ambulance works and learning early first aid skills.
- First Aid Club, a new 10-week school based first aid program for primary school students, started in early 2015 and almost 800 students from 20 schools completed the program.
- The Cadetship Program, which allows 16 and 17 year olds to take part in St John operations at public events, has enrolled more than 70 cadets.
St John continued to invest in its property portfolio with the aim of meeting current operational needs across metropolitan and country regions.

A number of projects across the state were completed, including:

- Shenton Park Depot.
- East Bunbury Depot.
- Karratha patient transfer facility.
- Busselton Sub Centre improvements.

Land was also purchased in Belmont to be used for Fleet and Radio, Supply and Distribution, Event Health Services, volunteer education and the central north ambulance hub.

Additionally, further sites were secured for a new Busselton Sub Centre and an ambulance depot at Fiona Stanley Hospital.

Construction on a new ambulance hub commenced in Wangara and funding was secured for new depots in Carnarvon and Boyanup.

Our property team also started using new facilities management software, that will enhance the management of more than 260 properties across the state.
St John is dedicated to building a resilient West Australian community. By training 245,000 people in first aid as we did in 2014/15 we have more people on the ‘frontline’ when a medical emergency occurs. Applying those skills before an ambulance arrives can be critical. At St John we believe no one is too young or too old to learn first aid and our free school-based program is testament to this.

St John’s commitment to making first aid a part of everyone’s life resulted in a major milestone for the organisation last year - with the number of school students trained through St John’s free First Aid Focus program eclipsing 500,000.

First Aid Focus is Australia’s leading schools-based first aid program, bringing a youthful, vibrant flavour to first aid training. We are now teaching more than 120,000 school students each year at no cost to schools or parents.

The program, launched in 2009 and aimed at school students from Kindergarten to Year 12, has been taken up by hundreds of WA metropolitan and country schools.

St John Deputy CEO Anthony Smith said First Aid Focus was specially designed for young people so that they could learn age appropriate life-saving skills.

“Remarkably we have found that young people, even as young as four, have been able to recall the lessons learnt and dial triple zero for an ambulance.

“We are delighted that so many young West Australians have done this course.

“To reach half a million students is a brilliant achievement and we have a more resilient community as a result.”

St John celebrated reaching the 500,000 mark with an event at Carramar Primary School attended by about 400 students and their families. The event was reported by Ten Eyewitness News.

This commitment to young people and training also resulted in the inaugural St John Youth Challenge in August 2014, which involved 2,500 primary school students visiting the Perth Convention and Exhibition Centre for a hands-on, fun and engaging experience while learning about first aid.

Students learned life-saving skills through a variety of interactive learning zones including the DRSABCD (danger, response, send for help, airway, breathing, CPR, defibrillation) action plan, management of bleeding, and treating burns, bites and stings.
St John could not achieve the success and results it does without the commitment and support from our dedicated volunteers working for the service of humanity.

The Community Services Directorate was established this year to support our commitment to the vision of having 20,000 volunteers by 2020.

The Community Services Directorate is focused on building an even stronger volunteer experience for St John volunteers, creating a broader range of new volunteering opportunities and building a deeper connection between the wider WA community and our vision and purpose.

In its first year, the directorate created the foundations and a five-year plan to provide greater support to the parts of the organisation that provide volunteering opportunities.
St John volunteers are a vital part of our integrated model, contributing significantly to the services delivered to the West Australian community. This includes country ambulance, Event Health Services, Community First Responder and patient transfer.

The Volunteer Member Services team assists with effective volunteer recruitment and retention, helping to maintain and recognise the valuable contribution of our volunteers. Through St John, the community enjoys the support of 4,852 volunteers. Our volunteer database has been extended to include Commandery, Community First Responder members and new roles created in 2014/15.

Some highlights for the year included:

- New community volunteer roles for the Patient Transfer Service.
- Video and appreciation events for National Volunteer Week.
- Large increases in uptake of reward and recognition across the organisation.
Additional staff were added across St John in 2014/15 including 129 new administration/support and management roles (11 country sub centre administration roles), 25 First Aid Trainers and Community Education Officers.

Thirty Student Ambulance Officers commenced study at Curtin University in the Bachelor of Health Science degree in semester 1, 2015.

Thirty-seven Student Ambulance Officers commenced employment with St John in February 2015 and 51 Transport Officers were recruited in casual and full-time positions.

In 2014/15 St John continued to invest in Wellbeing and Support services. The Wellbeing and Support team grew to eight members, who in partnership with a network of external providers support our 6,000 people.

The extra staff has allowed the Wellbeing and Support team to be in more places at more times including visiting 140 sub centres and providing a stronger metropolitan on-road presence.

In 2014/15 Wellbeing and Support received more than 300 direct requests for follow-up and support each month. In addition, about 150 career staff and volunteers accessed external support services provided by St John.

The two continuing education program modules have been positively received by staff and volunteers in all areas of St John in both metropolitan and country locations.

St John places a great emphasis on professional development and connecting staff and volunteers to the rich national and international history of the St John organisation.

To this effect, a range of professional and personal development opportunities were offered under The Fabric program in 2014/15.

**Staff and volunteer participants attended events that included:**

- The Resuscitation Council of Australia conference.
- The Ambulance Leadership Forum in the UK.

Delegates also visited St John Malta to learn about the history of the Order of St John, and those who visited St John’s Gate in London learned about St John’s beginnings, growth, impact and legacy.
ST JOHN AMBULANCE | GREATER TOGETHER

CORPORATE EVENTS

St John’s corporate events program plays a big part in recognising, rewarding and engaging staff and volunteers. In the past year we hosted 34 corporate events, which welcomed almost 7,000 guests.

Highlights for 2014/15 included:

- The State Conference – almost 900 people attended each day of the two day conference and enjoyed an informative and fun program while networking with colleagues and other St John people from across Australia.
- The Annual Investiture – 29 admissions and 13 promotions to the Order of St John were made, as well as nine Commandery Commendations awarded.
- The Annual Christmas Awards event was held at Government House, where Her Excellency the Honourable Kerry Sanderson AO, Governor of Western Australia, presented 26 National Medals and Bars and 24 Community Hero Awards. The first aid heroes included two school boys who prevented an adult choking and an Albany St John volunteer who helped save the life of a man attacked by a shark in Esperance (see page 32).

ST JOHN FELLOWSHIP GROUP

The St John Fellowship group holds monthly meetings to provide support and fellowship to past St John members.

The Fellowship group held a number of successful fundraising events over the year.

Funds were donated to the St John Eye Hospital in Jerusalem and the St John Museum and Heritage Centre in Belmont.

Members of the Fellowship also attended the Annual Investiture and the St John’s Day celebration.

FRIENDS OF ST JOHN

The Friends group allows retired staff and volunteers to meet and catch up on the progress of the organisation.

Various events were held for the Friends of St John with approximately 80-100 attending each time. In October we invited our Friends to the “Grandkids First Aid Day” where they bought their grandkids along to learn first aid. In March, the Friends of St John toured the State Office and met other volunteers and staff.

St John recognises the commitment, capabilities and skills of our people and they are central to achieving our goals. We strive to build and maintain a capable, informed and adaptive workforce, and we embrace the diversity of our staff’s abilities, cultures and experiences.
Museum volunteers and staff worked hard in 2014/15 to preserve the history of St John in WA.

Aside from opening the museum to visitors during the year, our historians:

- Created a video of our history for use in St John staff and volunteer induction.
- Published Dr Harry Oxer’s book *Any attempt is better than nothing: Australian Resuscitation Council - the first twenty five years* in November 2014.
- Compiled St John Ambulance Association Council reports into digital and hard copy format.
- Provided material for St John displays at events including the State Conference and the St John’s Day church service.
In 2015, Australia commemorated the 100th anniversary of ANZAC troops landing at Gallipoli, a timely reminder that one of St John’s earliest objectives was to provide medical reserves in times of war.

After the onset of the Boer War (1899-1902) the British military realised their medical corps could not cope with the number of casualties. Volunteers from St John were requested to serve for six month tours and about 1,800 men from Britain and her colonies answered the call. WA had no ambulance service, but some members of the fledgling organisation, notably co-founder of St John in WA Dr George McWilliams, did enlist.

When World War I broke out in 1914, St John was able to provide 12,000 trained men and women within six months. St John and the Red Cross formed a partnership and made an enormous effort in the care and welfare of the sick and wounded.

St John also stepped up to handle other contingencies such as gas attacks. For the first time we also became involved in air raid precautions, a role that developed dramatically in World War II.

World War II triggered an unprecedented public demand for first aid and home nursing training. St John’s 1940 annual report observed that, prior to the year under review, the greatest number of classes instructed in any year in WA was 143. In 1940 the number was 301 and in 1942, 636 classes were required.

St John also made a notable contribution to the war through members who joined the armed services. St John men made up nearly all of the 7th Field Ambulance Unit and then served afterwards for three more years in the Civilian Military Force.

In Western Australia some 275 St John Ambulance and Brigade members joined.

Some of the St John personnel who enlisted were captured and put into prisoner of war camps. Dr Arthur Home from Albany was in Singapore’s Changi prison and ran first aid classes for fellow prisoners. Dr Alan King was in a German prison camp and treated fellow inmates. Both men returned home at the end of the war and continued their medical practices and St John work.

Australia’s commemoration of the Gallipoli landings centenary was an opportunity to recognise the contribution of these men and women and note their impact, not only on their fellows in arms but also on St John and the WA community.
Queen Victoria granted the Order a Royal Charter in recognition of the excellent work performed by members of the Order of St John, especially the St John ambulance Association, making it an official British Order of Chivalry with the Queen as its Sovereign Head. Lions and unicorns were added to the St John Cross.

The Railways Ambulance Corp. affiliated with St John as a District Association Centre with men and equipment at Perth, Northam, Bunbury, Geraldton, Albany and Kalgoorlie.

In 1921, St John Ambulance Order of St John started its Air Ambulance services in Western Australia. A women’s division was formed in 1922.

First women’s division was founded.

In 1928, the first public meeting of St John in WA elected a committee. A men’s division of St John Ambulance Brigade formed in Perth with Dr George McWilliams as Assistant Commissioner.

First women’s nursing division started – “Save A Life Day” introduced.

In 1934, more than 500 career ambulance personnel and 2,000 volunteer personnel were transported 136,000 patients. The fleet was made up of Model-T Ford ambulances and new Mercedes fleet.

1874: Order of St John inaugurated the St John Ambulance Association to train men and women for the benefit of the sick and wounded and as a civilian reserve for the Army Medical Department.

1877: Ophthalmic Hospital opened in Jerusalem by the Order of St John.

1882: Inaugural first aid classes commenced in Perth and Fremantle and the first public meeting of St John in WA elected a committee.

1888: A men’s division of St John Ambulance Brigade formed in Perth with Dr George McWilliams as Assistant Commissioner.

1892: A women’s division was founded.

1899: First women’s division in WA. First women’s nursing division started – “Save A Life Day” introduced.

1904: A men’s division of St John Ambulance Brigade formed in Perth with Dr George McWilliams as Assistant Commissioner.

1908: First women’s division in WA. First women’s nursing division started – “Save A Life Day” introduced.

1913: A men’s division of St John Ambulance Brigade formed in Perth with Dr George McWilliams as Assistant Commissioner.

1921: First women’s nursing division in WA. First women’s nursing division started – “Save A Life Day” introduced.

1928: A men’s division of St John Ambulance Brigade formed in Perth with Dr George McWilliams as Assistant Commissioner.

1934: More than 500 career ambulance personnel and 2,000 volunteer personnel were transported 136,000 patients. The fleet was made up of Model-T Ford ambulances and new Mercedes fleet.
St John took over the ambulance service from Metropolitan Fire Brigade. The fleet was made up of 2 Ford, 1 Scat and 1 Jackson van.

Geraldton Sub Centre ambulance transport commenced.

1,873 patients were transported in 3 ambulances by 4 paid officers.

Bunbury Sub Centre and Fremantle established ambulance transport services.

Austin Ambulances purchased.

A Collie SJAA First Aid Team travelled to London for the Brigade’s Jubilee celebrations. They were awarded the Lady Durcan Cup for their competition efforts.

Albany is the first country sub centre to have paid Ambulance Officers.

“Ambulance Officer” replaces “Driver” and “Attendant”.

Career ambulance staff changed uniform. Khaki replaced by blue trousers, white smocks and blue zip-up jackets.

Model-T Ford ambulance

New uniforms

Ford ambulances in service.

New building in Wellington Street finished and opened for both the Association and the Brigade.

A first aid class, Perth 1968

The Association taught 1,871 first aid students and almost 12,000 patients were transported by the Ambulance Service. There were 72 sub centres throughout the state.

Collie first aid team

A Collie SJAA First Aid T eam travelled to London for the Brigade’ s Jubilee celebrations. They wer e awar ded ... Belmont. 

Brigade r emains at Wellington Str eet. St John was operating fr om 116 sub centr es ar ound   W A.

New building in Wellington St

New corporate branding and logo introduced.

St John’s Gate was added to the St Order of St John. The Queen as the its official British members of the Fellowship of St John ambulance volunteers.

IMPORTANT MILESTONES IN THE SERVICE OF HUMANITY

1874 Humanitarian work. John Ambulance Department established the St Order of St John for the Army Medical Association to train St John Ambulanceinaugurated the Order of St John. Perth and Fremantle Inaugural first aid committee. WA elected a Commissioner. as Assistant Commissioner. as Assistant George McWilliams in Perth with Dr Brigade formed St John Ambulance. Members’ division of St John Cross. St John’s Gate were added to the St Order of St John.

Graduating officers Officers commenced. Female Ambulance Fellowship of St John starts – First country sub centres thr oughout the state. There wer e 72 sub centres.

Female Ambulance Service. 3 per year awarded. Service Medal in WA.

Graduating officers Officers commenced. Female Ambulance Fellowship of St John starts – First country sub centres thr oughout the state. There wer e 72 sub centres.

First women’s division of St John Ambulance Service commenced. Ambulance transport services.

Bunbury Sub Centre and Fremantle Sub Centre and Albany Sub Centre and 3,212,000 patients. The fleet grew to 200 vehicles.

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The Service of Humanity

Industrial Health Services commence - Collie is the first venue.

Community Care Branch was established in Western Australia. This branch provides friendly support to the lonely, frail, aged and disabled.

Fellowship of St John starts - caring for retired St John volunteers.

Patient Transport Service starts.

College of Pre-Hospital Care formed.

St John in WA moved to new premises in Belmont. Brigade remains at Wellington Street. St John was operating from 116 sub centres around WA.

Female Ambulance Officers commenced.

Centennial of St John in WA.

Green uniform introduced.

More than 500 career and 2,000 volunteer ambulance personnel transported 136,000 patients. The ambulance service fleet was made up of 340 Ambulance vans and new Mercedes ambulances began to replace old Ford vehicles. First Aid trained 51,952 students in WA.

Emergency Helicopters start with Care Para.

Wellington building re-opened.

Heart monitors in ambulances.

Life Pak 5 heart monitor units in ambulances.

Air Ambulance Service commenced throughout the south west of the state.

St John in WA celebrated 110 years of service to the community teaching first aid, and 80 years of the Ambulance Service.

Belmont premises.

St John volunteers.

Graduating officers.

Fellowship of St John in WA.

St John in WA celebrates 20 years.

Industrial Health Services commence - Collie is the first venue.

Fellowship of St John starts - caring for retired St John volunteers.

Patient Transport Service starts.

College of Pre-Hospital Care formed.

Women’s Nursing team.

First country sub centre to have Hearts.

Supported by the Community Care Branch.

First women’s nursing course.

Graduating officers.

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Emergency Helicopters start with Care Para.

Wellington building re-opened.
First Aid Focus commences – free first aid training for school children.

“Save A Life Day” 3,907 students from Perth and regional WA broke the Guinness World Record for the largest number of students trained simultaneously in CPR.

2,000,000 first aid students taught since 1892.

New corporate branding and logo

First Aid Focus

2003

2006

2007

2008

2009

2012

2013

2014

2015

New building at Belmont opened.

Friends of St John formed. A new collegiate structure of several former volunteers and retired staff coming together maintaining social contact and interest in St John work.

New building at Belmont opened.

Complex Patient Ambulance Transport Vehicle in service.

Fabric of St John Scholarship introduced and St John became a company limited by a guarantee.

Half a million students total trained through First Aid Focus.

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ANNUAL REPORT SUMMARY

ORGANISATION

<table>
<thead>
<tr>
<th>Year</th>
<th>Income</th>
<th>Expenditure</th>
<th>Surplus/(Deficit)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2003</td>
<td>70,168,000</td>
<td>66,080,000</td>
<td>4,088,000</td>
</tr>
<tr>
<td>2004</td>
<td>77,716,000</td>
<td>72,632,000</td>
<td>5,084,000</td>
</tr>
<tr>
<td>2005</td>
<td>93,745,000</td>
<td>79,951,000</td>
<td>13,794,000</td>
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<tr>
<td>2006</td>
<td>99,487,000</td>
<td>83,848,000</td>
<td>15,639,000</td>
</tr>
<tr>
<td>2007</td>
<td>107,269,000</td>
<td>99,466,000</td>
<td>7,803,000</td>
</tr>
<tr>
<td>2008</td>
<td>113,876,000</td>
<td>110,437,000</td>
<td>3,439,000</td>
</tr>
<tr>
<td>2009</td>
<td>119,704,000</td>
<td>121,733,000</td>
<td>(2,029,000)</td>
</tr>
<tr>
<td>2010</td>
<td>135,624,000</td>
<td>134,568,000</td>
<td>1,056,000</td>
</tr>
<tr>
<td>2011</td>
<td>173,370,000</td>
<td>151,317,000</td>
<td>22,053,000</td>
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<tr>
<td>2012</td>
<td>209,298,000</td>
<td>183,168,000</td>
<td>26,130,000</td>
</tr>
<tr>
<td>2013</td>
<td>226,646,000</td>
<td>210,640,000</td>
<td>16,006,000</td>
</tr>
<tr>
<td>2014</td>
<td>240,981,000</td>
<td>222,345,000</td>
<td>18,636,000</td>
</tr>
<tr>
<td>2015</td>
<td>251,461,000</td>
<td>229,956,000</td>
<td>21,505,000</td>
</tr>
</tbody>
</table>

INCOME AND EXPENDITURE

![Graph showing income and expenditure from 2003 to 2015](image-url)
### METROPOLITAN INCOME SOURCES ($,000)

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount ($,000)</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulance Services</td>
<td>100,505</td>
<td>49%</td>
</tr>
<tr>
<td>Department of Health</td>
<td>80,967</td>
<td>40%</td>
</tr>
<tr>
<td>First Aid Training</td>
<td>8,449</td>
<td>4%</td>
</tr>
<tr>
<td>Medical Services</td>
<td>8,977</td>
<td>4%</td>
</tr>
<tr>
<td>Other</td>
<td>5,912</td>
<td>3%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>204,810</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

### METROPOLITAN OPERATING EXPENDITURE ($,000)

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount ($,000)</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel</td>
<td>139,377</td>
<td>75%</td>
</tr>
<tr>
<td>Property and Vehicles</td>
<td>17,097</td>
<td>9%</td>
</tr>
<tr>
<td>Bad Debts</td>
<td>14,010</td>
<td>8%</td>
</tr>
<tr>
<td>Medical and First Aid</td>
<td>2,260</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>13,589</td>
<td>7%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>186,333</strong></td>
<td><strong>100%</strong></td>
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### COUNTRY INCOME SOURCES ($,000)

<table>
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<th>Amount ($,000)</th>
<th>% of Total</th>
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</thead>
<tbody>
<tr>
<td>Ambulance Services</td>
<td>29,801</td>
<td>64%</td>
</tr>
<tr>
<td>Department of Health</td>
<td>7,492</td>
<td>16%</td>
</tr>
<tr>
<td>First Aid Training</td>
<td>3,908</td>
<td>8%</td>
</tr>
<tr>
<td>Benefit Fund</td>
<td>2,436</td>
<td>5%</td>
</tr>
<tr>
<td>Other</td>
<td>3,014</td>
<td>7%</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>46,651</strong></td>
<td><strong>100%</strong></td>
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### COUNTRY OPERATING EXPENDITURE ($,000)

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<tr>
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<th>Amount ($,000)</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel</td>
<td>21,888</td>
<td>50%</td>
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<tr>
<td>Property and Vehicles</td>
<td>8,915</td>
<td>20%</td>
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<tr>
<td>Bad Debts</td>
<td>6,689</td>
<td>15%</td>
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<tr>
<td>Medical and First Aid</td>
<td>3,187</td>
<td>8%</td>
</tr>
<tr>
<td>Other</td>
<td>2,944</td>
<td>7%</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>43,623</strong></td>
<td><strong>100%</strong></td>
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</tbody>
</table>

### INCOME ($,000)

<table>
<thead>
<tr>
<th>Region</th>
<th>Amount ($,000)</th>
</tr>
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<tbody>
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### EXPENDITURE ($,000)

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<td><strong>TOTAL</strong></td>
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### LOTTERYWEST

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount ($,000)</th>
</tr>
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<tbody>
<tr>
<td>Ambulances</td>
<td>710,000</td>
</tr>
<tr>
<td>Buildings</td>
<td>170,238</td>
</tr>
<tr>
<td>Equipment</td>
<td>75,989</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>956,227</strong></td>
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</table>
OUR EXECUTIVE TEAM

TONY AHERN
Chief Executive Officer

Tony joined St John in 1973 as a cadet and in 1980 he became a career ambulance officer. After completing a business degree in 1989, Tony moved into accounting and computing services and took a lead role in modernising St John’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 Tony was made Deputy Chief Executive Officer and in 2006 he 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.

ANTHONY SMITH
Deputy Chief Executive Officer

Anthony was appointed Deputy CEO at St John in 2012 after joining the organisation in 2007 and having held the positions of Business Services Director and Finance and Administration Director. Anthony’s broad executive experience spans corporate, not-for-profit and government organisations with particular expertise in financial management, corporate governance, business law and strategic planning. Anthony completed the Advanced Management Program at Harvard Business School in 2011. He holds a Bachelor of Commerce, Graduate Certificate in Public Sector Management and Diploma in Local Government. Anthony is a Fellow of Leadership WA, a member of the Australian Institute of Company Directors.

ANTONY SMITHSON
Finance and Administration Director

Antony commenced in the role of Finance and Administration Director in April 2014 following a move to Perth from the UK. Antony trained as a Chartered Accountant with Deloitte in the UK and comes to St John with 20 years of accountancy, audit and Chief Financial Officer experience with a range of large international companies. He holds a Bachelor of Science (Physics and Computer Science) from Manchester University and has extensive commercial experience including strategic review and turnarounds, commercial agreements, partnerships and joint ventures, contract tendering and statutory reporting.

IAIN LANGRIDGE
Ambulance Service Director

Iain joined St John in the role of Ambulance Service Director in 2013, bringing with him more than 20 years of operations and executive management experience in privately owned and publicly listed companies. Iain holds a Bachelor of Science (Chemistry) from the University of Wollongong and has extensive experience across a range of industry sectors including mining, transport and logistics, security services, recruitment and human resource outsourcing.
Paul started as Clinical Services Director at St John in April 2015 and he is also Emergency Department Director at St John of God Hospital in Murdoch. He is a Perth based emergency physician with a longstanding interest in pre- and inter-hospital medicine including domestic and international aeromedical retrieval. Paul’s medical undergraduate training was at The University of Western Australia. In addition, Paul has a laboratory biochemistry PhD in jellyfish venomology.

Debbie joined St John in 2003 as the Human Resources Manager, and became the Human Resources Director in 2005, before becoming the director of the newly created Community Services division in 2014. Having previously managed St John’s marketing and public relations departments and the human resources portfolio, Debbie has an in-depth knowledge and understanding of the organisation. Debbie has expertise in human resources, industrial relations, occupational health and safety, and staff planning. In 2015, Debbie was awarded the Ambulance Service Medal.

Ashley joined St John in 1991 as a programmer and system administrator after graduating from Curtin University with a Bachelor of Applied Science in Computer Technology. 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 specialises in ambulance related IT such as the computer aided dispatch system and electronic patient care records. In 2014, Ashley was awarded the Ambulance Service Medal.

Iwona joined St John in 2005 as a management support analyst looking at how best to utilise our workforce and how tasks are performed. Before joining St John Iwona worked in retail operations and managed projects in mining and construction. At St John, Iwona has played a key role in Enterprise Agreement negotiations. In 2011 Iwona was promoted to Workforce Planning Manager. Iwona took on the role of Human Resources Director in 2014 and is currently responsible for workforce services, occupational safety and health, staff deployment, workforce planning, employee relations and payroll.
ROLL OF ORDER MEMBERS

KNIGHTS OF GRACE
Mr Anthony John Anem
Mr William John (Jack) Barker
Mr Robert Bird
Mr George Charles Ferguson
Dr Desmond Ernest Franklin
Dr Thomas Hamilton
Mr Ian Lindsay Kaye-Eddie
Mr Gerard Arthur King
Mr Malcolm McCusker
Dr Kenneth Cordinos Michael
Dr Harry Frank Dyer
Mr John Edward Ree
Mr Peter Stuart Wood
Mr Kevin James Young

DAMES OF GRACE
Ms Bille Annette Andrews
Mrs Merle Gibson
*Mrs Joan Johnston
Mrs Tonya McCusker
Mrs Margaret Muirhead
*Mrs Kenny Gaye Sanderson

COMMANDERS
Mrs Pauline Gladys Bates
Miss Margaret Jane Cockman
Dr Kenneth Ernest Collins
Gertrude Betty Crandell
Mr Brian Kenneth Hampson
Mrs Maria Kay Godwell
Mr Douglas James Gildersleeve
Mr Rex Warner Dyer
Mr John Di Masi
Mrs Gertrude Betty Crandell
Dr Kenneth Ernest Collins
Miss Margaret Jane Cockman
Mrs Pauline Gladys Bates
COMMANDERS
Mr Allan Keith Shawyer
Mr Brian James Savory
Miss Margaret Evelyn Savage
Mrs Carmel Jean-Honorah Sands
Mr David James Saunders
Miss Margaret Evelyn Savage
Mr Kevin Wayne Swansen
Mr John Leonard Williams

OFFICERS
Mr Robert Edwin (Bob) Barker
Mr Lester Johnson Barnes
Mrs Margaret Joan Bell
Mr David Brian Bowlby
Mr Philip David Cammidge
Mrs Verity Jane Campbell
Mr Carlo Capriotti
Mr David Anthony Carbonell
*Mrs Elizabeth Ann Carpenter
*Mrs Virginia Cherrill
Mr John Glen Corbin
Mrs Winifred Victoria Corbin
Mr Richard Edward Daniels
Mr Oreste Frank Di Scerni
Mr Michael Ronald Dival
Mrs Elizabeth (Evita) Drage
Dr Stephen John Dunye
Mrs Elizabeth Anne Dyer
Miss Marie Elizabeth (Betty) Dyke
Mrs Ethel Grace Fairley
Mr Kenneth Allan Ford
Mrs Barbara Anne Franklin
*Mr Charles Gerschow
*Mrs Janet Goodwin
Mrs Hazel Jean Green
*Rev Peter Harris
*Mr Ewan Glischrist Hill
Mr Simon Warwick Hughes
*Mr Allan John Hughes
Mr Lynne Elizabeth Hunt
Mr Stuart Campbell Hunter
Mrs Catherine Patricia Ivory
Mrs Anna Patricia Jaskolski
Mr Ronald Cedric Jeakes
Mrs Leslie William Johnson
Mr Kevin Wallace Jones
Terry Jorgensen
Mr Brian William Keding
Mrs Fay Margaret Kite
Mr Brian Peter Landers
Mr Colin Oliver Lock
Mr Philip William Martin
Mr Alan Felix McAndrew
Mrs Lydia Irene Mills
Mr David Edward Broadbent Morgan
Mr Ashley Gerard Morris
Mr Frank Barrett Murray
Prof Michael Papadimitriou
*Mrs Viola Frances Pentland
Mr Michael James Robertson
*Mrs Carmel Jean-Honorah Sands
Mr David James Saunders
Miss Margaret Evelyn Savage
Mr Kevin Wayne Swansen
*Mr Allan Keith Shawyer

MEMBERS
Mrs Irene Simpson
Dr Peter James Strickland
Mr Dirk Christopher Surley
Mr Ronald Gue Swansen
Mr Anthony Afric Tanner
Mr Alexander Edward Taylor
Mr Paul Stylianos Vassilis
Mr Johannes-Wilhelmus Versart
*Mrs Alice Joanna Vrinky
Mrs Carol Joyce Wallace
*Mrs Leslie Wells
Rev Henry Gordon Williams
Mr George Henry Williams
Mr Graham Alfred Wilson
Mrs Sheryl Leslie Wood
Mrs Barbara May Wright

*Mrs Kerry Gaye Sanderson
Mrs Margaret Muirhead
Mrs Tonya McCusker
Mrs Merle Isbister

GRACE
Mr John Charles Jones
Mr Ronald Neville Jesson
Mr John Charles Jones
Mr Edith Khangure
Mr Shayne Graham Leslie
Dr Kenneth Ross Littlewood
Mr Richard Simon William Luggy
Mr Bevan Francis McKehney
Mr Darren Clive Brooks Mouchemore
*Mr John Leslie Darcey
Mr Gary Davies
*Mr Damian Peter Davini
Mrs Gloria Christna Davini
*Mr Lancelot Norman George Davis
*Mrs Kerry Dane Davis
*Mr Aaron Clifford Del Pino Martin
Mrs Gail Patricia Dinnert
Mr Ian Dipweed
Mrs Diane Elizabeth Doak
Mr Clifford Lyall Doncon
Mr Steven William Douglas
*Mr John Patrick Downey
Ms Terri Fiona Edwards
*Mr Ashley James Elder
Mr Robert Edward Eplnick
Miss Gail Patricia Elson
Mr Aaron Peter Enderby
Ms Julie Kay Eltridge
*Mr John Richard Evans
*Mrs Lynette Mae Evans
*Mr Glen Exley
Mr Cornelis Anthonie (Kees) Faas
*Mr Alan Thomas Fairall
Mr James Fairweather
Mr Eric Campbell Farell
Mr Mark James Fielding
*Mr Peter Wiltshire Felton
Mr Nelson JohnFewster
Mrs Linda Field
*Mr Clifford Fishlock
Dr John Graham Francis
Mr Sydney Albert Garlick
Mr James Kevin Gellers

*Mrs Valmae Wendy Brown
Rev Bernard Russell Buckland
*Mrs Christine Johanna Bull
Mrs Dorothy Burgess
*Mrs Elain Merle Burrows
Mr Bradley Carles
Mr Kim Stuart Carver
Mrs Fay Casting
Mrs Dawn Frances Chadwick
Mrs Ingrid Chispa
*Mrs Linley Anne Cilla
Mr Robert George Clarke
Mrs Neville James Clarke
Mrs Natasha Lee Clements
Mr Barry Thomas Coleman
Mr Alan Lindsay Connell
Mr Stanley Victor Cook
Mr David Cook
Mrs Heidi Jacqueline Cowcher
Mr John Cecil Graze
Mr Neil Crotts
Mr Wayne Peter Cullen
Mrs Leanne Winfield Dale
*Mr George Laurence David Daley
*Mrs Joanne Daley
*Mr John Leslie Darcey

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ST JOHN AMBULANCE | GREATER TOGETHER
Mr Ian Lionel Jones
Mr Leonard George Johnston
*Ms Leanne Jane Johnson
Mrs Ruth Minnie Johnson
Mr Leonard George Johnstone
Mr Ian Lionel Jones
Mr Baulke Theodore Jongeling
Mrs Kathleen Kane
Mrs Kara Susette Karatis
Mrs Valerie June Kelly
Mrs Glenys Kendrick
Mr Gary Victor Kenward
Mr Peter Wesley King
Mr Ronald Vaughan Knapp
Ms Annabel Jessica Knapp
*Mr Peter Ceci Kristiansen
Mrs Taryn Lee Kunai
Mrs Stephanie Lator
Mrs Helen Margaret Laycock
Ms Daphne Joan Lee
Mr Leonard Allan Leader
*Mrs Mary Patricia Leeson
Mr Kelvin Allen Lenkey
*Mr Robert Ian Macdonald
Mr Kenneth Sydney Mackenzie
Mr Leonard Reginald Martin
Ms Maxine June Martin
*Mr Milton William Marrick
Mr Peter Maughan
Mrs Jennifer Rose Maughan
Mrs Ethel Elizabeth Mayers
*Mrs Susan Mary McCreevy
Mrs Joyce McCubbing
Mr James Eric McGlinn
Vince McKinney
Mr Allen Arthur McSwain
Mr Paul Peter Monger
Mrs Dorothy Faye Morgan
Mrs Ese Adelheid Mueller
*Mrs Margaret Patricia Mundoch
*Mr Colm James Murphy
*Mrs Audrey Veronica Murphy
*Mr George Ian Murray
*Mr Jan Kenny Murray
Mr Peter Leonard Nichols
Mrs Dianne Leslie Nichols
Mrs Hilary Jeanne Nindi
Miss Melissa Northcott
Mrs Christine Nye
Mrs Jennifer Lee Oliver
Mr David Ovans
Mr Kenneth W Parker
*Mr Edwin Harold Parry
Ms Anne Louise Parsons
Mr Lance Murray Paterson
*Ms Sharon Leanne Patterson
*Mr Brian John Payne
Mrs Kelly Ann Pearce
Mr Anthony Colin Pegram
Mr Ross Walter Perry
Mr Jeremy Peterson
*Mr John Piggott
Mr David Charles Plent
*Mr Clarence Richard Plummer
Mr Barry Daniel Price
Mr Trevor Walter Proulx
*Mr Arthur Arnold Putland
Dr Richard Frederick Reynolds
Mr David Rhodes
Mrs Janet Mary Rhodes
*Miss Evelyn Faye Ridley
Mr Leonard (John) Riley
Mr Robert John Rimmer
Mr Alan Rimmer
Mrs Mary Bridget Ripper
Mr Geoff Roft
Mr Garth Alan Roberts
*Mr Anthony John Rose
*Mrs Dulcie June Rule
*Mr Christopher Paul Sabourne
Mrs Joyce Sangston
Ms Kantin Scott
*Mr Keith Raymond Scoullar
*Mr Christopher Leonard Searle
*Dr Brendan John Setty
Mr Kenneth Henry Simmons
Mr Robert Maxwell Simper
Mr Kevin Francis Simpson
Mr Ian Mark Sinclair
*Ms Vanessa Elouise Skinner
Mr Brendan Warwick Sloggett
*Mrs Elaine Smallwood
*Mr Graham Smeed
Mr David Smeeton
Mr Graham Leslie Smith
Mr Anthony Thomas Joseph Smith
Mr Ian Andrew Smith
Mr Anthony Bowyer Smith
Mr Julian John Smith
*Mr Thomas Smith
*Mr Allan Smith
Mrs Janet Ellen Smith
Mrs Sandra Gwen Smith
Ms Austine Elizabeth Somers
Mrs Lynette Elizabeth Somers
Mr Darren Glenn Spouse
Mr Matthew Luke Squires
*Ms Julie Starcevich
*Mr Matthew David Staunton
Mr Neville Bruce Stedke
*Mr David George Stevens
Mrs Dorothy Lennis Stevenson
Ms Lorna Elaine Stewart
*Mrs Katrina Elizabeth Stewart
Mr Arnold Mervyn Stokes
*Mrs Dorothy Stokes
*Mr Errol Dale Stone
Mrs Lorraine Elise Stone
*Mrs Mary Strickland
Mrs Judith Anne Summers
Mr John Kenneth Swan
*Mr Terence Sweeney
Mrs Sharon Tracey Teale
Mr George William James Thompson
*Ms Robyn Olivia Thompson
Mr Maurice Tomlin
Ms Christine Lindsay Trappitt
*Mrs Rosemary Helen Tulloch
Mrs Judith Pamela Tyler
Mrs Pamela Margaret Usher
Mr Paul Valencza
Mr Hans Vandenbergh
Mr John Hartley Vaux
Ms Sarah Louise Vivian
Mr Richard Charles Walker
Mrs Maxine Janice Walker
Mrs Leonie Walker ouv
Mr Ronald Maxwell Walker
Dr Alan Stephen Walley
Mr Robert Edward Wallis
Ms Pamela June Walsh
Mrs Josephine Isabel Walters
Mr James (Neil) Warne
Mrs Julie Widdens
*Mr Terence Harold Watts
Mrs Rosemary Anne Waud
Ms Gabrielle West
Mr Kent Ruthen Westlake
Mrs Lorna Jean Whiteman
Dr Garry John Wilkes
Mr Roy Edward Wilkinson
Mr Glenn Matthew Willan
*Mrs Jennifer Willgoss
Mrs Shirley Elizabeth Williams
Miss Christine Ann Williams
Mrs Judith Jean Williams
Mr Ian Brownie Wilson
*Mrs Marylin Joy Wilson
*Miss Renee Joy With
Mr Philip Joseph Wishart
Mrs Fay Margaret Wolfenden
Mr Kevin Wood
Mr James Alan Wright

*Indicates a member of the Order of St John residing in Western Australia who has not consented to membership of the Commandary of WA under the Company Limited by Guarantee structure.
### HONOURS AND AWARDS

**PROMOTION TO KNIGHT OF ST JOHN**
- Anthony John Ahern Belmont
- Peter Wood Wyalkatchem

**PROMOTION TO COMMANDER**
- Richard Lugg Belmont
- Shayne Leslie Belmont
- Brendan John Sinclair Dianella
- Rex Dyer Margaret River

**PROMOTION/ADMISSION TO OFFICER**
- Ian Jacobs Belmont
- Phil Martin Belmont
- Ashley Morris Belmont
- Brian Keding Gairdner /Jerramungup
- Lynne Hunt Geraldton
- Patricia Jaskolski Mundaring
- Johannes Veraart Pinjarra

**COMMANDERY COMMENDATIONS TO BE PRESENTED IN 2015**
- Amanda Clarke Morley
- Alexander Gibson Morley
- Nicola Gibson Morley
- Brenton Hannan Coral Bay
- Maurice Inwood Augusta
- Gabrielle Kordics Morley
- Ruth Lee Cue
- Andrew Moffat Morley
- Tracey Sariago Morley

**ADMISSION AS MEMBER**
- Anthony Smith Belmont
- Debbie Jackson Belmont
- Julian Smith Belmont
- Matthew Staunton Belmont
- Jae Smith Belmont
- Persine Ayensberg Broome
- Gary Davies Broome
- Margaret Josephine Haddon Busselton
- Dorothy Stokes Chapman Valley
- Julie Ettridge Cranbrook
- Vanessa Skinner EHS
- Gail Patricia Elson EHS
- Phillip Groom EHS
- Robert Howard EHS
- Gavin Bagley EHS
- Christine Johanna Bull Esperance
- Anthony Rose Esperance
- Dawn Chadwick Gairdner /Jerramungup
- Beth Hayward Geraldton
- Michael Jack Geraldton
- John Darcey Irwin Districts
- Ellen Burrows (Merle) Kalbarri
- Aaron Peter Endersby Northam
- Natasha Clements Northam
- Michelle Bamess Nyabing
- Rosemary Waud Rocky Gully
- Fay Castling Shark Bay
- Sandra Gwen Smith Toodyay
- Raul Valenzuela Yalgoo
**MARK OF RESPECT**

The following confreres deceased during 2014/15

<table>
<thead>
<tr>
<th>Name</th>
<th>Degree</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leslie George Clothier</td>
<td>OStJ</td>
<td>July 2014</td>
</tr>
<tr>
<td>Stephen Kargotich</td>
<td>MStJ</td>
<td>August 2014</td>
</tr>
<tr>
<td>David Lawrence Powell</td>
<td>OStJ</td>
<td>September 2014</td>
</tr>
<tr>
<td>Raymond Milne Head</td>
<td>MStJ</td>
<td>October 2014</td>
</tr>
<tr>
<td>Norman Maxwell Dixon</td>
<td>MStJ</td>
<td>October 2014</td>
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<tr>
<td>Ian Jacobs</td>
<td>OStJ</td>
<td>October 2014</td>
</tr>
<tr>
<td>Edgar George Winner</td>
<td>OStJ</td>
<td>October 2014</td>
</tr>
<tr>
<td>Graham Trevor Wilkinson</td>
<td>MStJ</td>
<td>October 2014</td>
</tr>
<tr>
<td>Ruth Gwendoline Donaldson</td>
<td>DStJ</td>
<td>December 2014</td>
</tr>
<tr>
<td>William Richard Archer</td>
<td>MStJ</td>
<td>January 2015</td>
</tr>
<tr>
<td>Barrie Neil Ellson</td>
<td>MStJ</td>
<td>January 2015</td>
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<tr>
<td>Edna Brown</td>
<td>OStJ</td>
<td>March 2015</td>
</tr>
<tr>
<td>Edward James Barbour</td>
<td>MStJ</td>
<td>March 2015</td>
</tr>
<tr>
<td>Lynn Richardson</td>
<td>OStJ</td>
<td>June 2015</td>
</tr>
</tbody>
</table>

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 Western Australia immediately if any errors or omissions are detected.
FINANCIAL REPORT FOR THE FINANCIAL YEAR ENDED 30 JUNE 2015
The Board of the Commandery of St John Ambulance Western Australia Limited ("the Company") submit herewith the Directors’ Report for the financial year ended 30 June 2015 in accordance with the Corporations Act 2001.
INFORMATION ABOUT THE DIRECTORS

The names and particulars of the Directors of the Company during or since the end of the financial year ended 30 June 2015 are:

**MR GERARD KING**
Chairman

Gerard 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 2008 he became the Chairman of the State Council and is a Knight of 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.

**MR SHAYNE LESLIE**
Deputy Chairman

Graduating from the University of Western Australia Law School in 1982, Shayne Leslie has focused on commercial litigation/dispute resolution with law firms Phillips Fox, Wilson & Atkinson, Talbot Olivier and Metaxas & Hager. A Commander of 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.

**MR ANDREW CHUK**
Non-executive Director

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 more than 20 years’ experience in the resources sector, principally as an investment specialist, and has expertise in government regulatory and legislative processes.
Sally Carbon is the Managing Director of Green Eleven, a strategic marketing and communications company in Western Australia. She has managed a large WA-based communications agency in Perth and was previously the Director of Marketing and Communications at the urban renewal project at Docklands Authority in Melbourne. Ms Carbon has a Bachelor of Arts with majors in Physical Education and Mathematics, is a qualified strategic marketer, qualified company director and a Fellow of the Australian Institute of Company Directors. She sits on two Commonwealth Government boards, chairs a Commonwealth Government Audit Committee, sits on WA’s Friendship Games board and has served on the Aquinas College board, the WA Sports Council and the strategic board of the WA Education Department. Ms Carbon represented Australia in hockey and is an Olympic and World Cup gold medallist.

Sally Gifford became a member of the Board in 2014, and has a strong history in volunteer and community engagement, as well as fundraising and governance in the charitable and not-for-profit environment. Mrs Gifford came to Australia in 1990 and joined the Chittering/Gingin Sub Centre in 2001 as a volunteer dispatcher. In 2006 Mrs Gifford became Chairman of the Chittering/ Gingin Sub Centre and in 2013 she was awarded the prestigious Ambulance Service Medal and the Shire of Gingin’s Active Citizens Award. Mrs Gifford is the current vice chair in Chittering/Gingin and her responsibility is to look after recruits. She is also on the planning committee to build a new sub centre in Bindoon and is the St John representative on the local emergency planning committee.

Dr Richard Lugg joined the WA Ambulance Service Board in 1995. Retired from the Department of Health, 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, A Commander of The Order of St John, he served as Chairman of the Ambulance Service Board from 2002 until it was replaced by the State Council in 2006.
Ian Kaye-Eddie has been contributing to ambulance services throughout Australia for more than 37 years. He was Chief Executive Officer of St John Ambulance Western Australia 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 retired from his position as Examining Chaplain for the Anglican Diocese of Perth.

Professor Ian Rogers is Professor of Emergency Medicine at St John of God Hospital Murdoch and the University of Notre Dame. Professor Rogers’ role at St John of God is to oversee the enhancement of clinical training capacity in previously underutilised private hospital sites. He graduated from The University of Melbourne in 1984 and completed his emergency medicine specialist training in 1991. Professor Rogers has more than 60 referred journal papers, 50 major conference presentations and 20 textbooks and textbook chapters with special research interests in sports medicine and wilderness medicine. His past roles have included overseeing emergency medicine and training at hospitals such as Sir Charles Gairdner Hospital and Auckland Hospital, and training roles within the Australasian College for Emergency Medicine.

Merle Isbister joined the WA Ambulance Service Board in 2001 and has been a St John member since 1977. As the Carnamah Shire President, Mrs Isbister represents country volunteers on the Board. Mrs Isbister was awarded the inaugural Trainer of the Year Award in 1994 and was Volunteer of the Year in 2006. A Dame of Grace of The Order of St John, Mrs Isbister is a Volunteer Ambulance Officer and First Aid Trainer at the North Midlands Sub Centre.
Company Secretary

Mr Tony Ahern held the position of Company Secretary at 30 June 2015. Mr Ahern was appointed Company Secretary when it transferred its incorporation to the Company on 30 September 2013. Mr Ahern joined St John in 1973 as a cadet and in 1980 he became a career ambulance officer. After completing a business degree in 1989, Mr Ahern moved into accounting and computing services and took a lead role in modernising St John’s administrative and financial systems. He went on to complete a Masters of Information Systems, researching the investment in information technology made by Australian ambulance services. In 2000 he was made Deputy Chief Executive Officer and in 2006 he 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. Mr Ahern served as Chairman of the Council of Ambulance Authorities from 2010 to 2013, and until 2014 was a member of the Australian Medic Alert Foundation and a member of the Primary Care WA board.

Directors Meetings

The following table sets out the number of Directors meetings (including meetings of Committees of Directors) held during the year ended 30 June 2015 and the number of meetings attended by each Director (while they were a Director or Committee member). During the year ended 30 June 2015, 11 Board meetings, two Audit Committee meetings and one Remuneration Committee meeting were held.

<table>
<thead>
<tr>
<th>Directors</th>
<th>Board of Directors Held</th>
<th>Board of Directors Attended</th>
<th>Audit Committee Held</th>
<th>Audit Committee Attended</th>
<th>Remuneration Committee Held</th>
<th>Remuneration Committee Attended</th>
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<tbody>
<tr>
<td>Mr Gerard King</td>
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<td>10</td>
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<td>Mr Shayne Leslie</td>
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<td>Mr Andrew Chuk</td>
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<td>Ms Sally Carbon</td>
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<td>10</td>
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<td>Mrs Sally Gifford (Appointed 27 Oct, 2014)</td>
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<td>Dr Richard Lugg (Resigned 27 Oct, 2014)</td>
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<tr>
<td>Mr Ian Kaye-Eddie</td>
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<tr>
<td>Professor Ian Rogers</td>
<td>11</td>
<td>10</td>
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<tr>
<td>Mrs Merle Isbister (Resigned 27 Oct, 2014)</td>
<td>11</td>
<td>4</td>
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</tr>
</tbody>
</table>

Principal Activities

The Company’s principal activities in the course of the financial year were the provision of first aid and ambulance services within the State of Western Australia.

Objectives

Our purpose for being in Western Australia is for the unique contribution that we make in serving humanity and developing resilient communities in this State.

We will achieve our purpose when we:-

1. Make first aid a part of everyone’s life; and
2. Deliver high quality cost-effective ambulance services to Western Australia.

We are able to fulfill our purpose not only as a leading provider of first aid training and the principal provider of ambulance services, but also through our contribution over and above that which alternative providers would deliver to our communities. St John is proud to deliver this net benefit to the community while at the same time realising our vision of service to humanity in Western Australia.
Performance Measures

The Company measures its performance in many ways, including by measuring and focusing on:

*Emergency Ambulance*: Ambulance response times for P1, P2 and P3 incidents, availability of ambulance services across regional Western Australia and total number of country volunteers.

*First Aid Training*: Our percentage of market share, total students trained, percentage of population trained in first aid, and community first aid sentiment index.

*Community First Responder Program*: The number, distribution and utilisation of our Community First Responder program.

*Event Health Services*: Total duty hours, total market share and volunteer numbers.

*Clinical Outcomes*: Chest pain of presumed cardiac origin, asthma, hypoglycaemia, stroke, pain, reperfusion waiting times and cardiac arrest outcomes.

*Patient Transfer Services*: Growth in clients, growth in revenue and surplus and percentage of market share.

*Benchmarking*: Lowest cost per capita, cost to government per capita, cost per patient and cost to government per patient as reported in ROGS; at or below the Australian average cost per user; complaints received per cases.

*Financial Management*: Return an operating surplus supported through:

  I. Management of labour costs below other Australian services on a per incident and per population basis.
  II. Utilisation of staff resources to match demand.
  III. Increase in net assets of at least 11% per annum.
  IV. Revenue growth in our commercial activities.

*People*: Growth in volunteer numbers and retention rates, staff engagement to our Company and direction, keeping the university based education model focused and effective, utilisation of our evidence based decision making approach within clinical, ambulance operations and our business activities, listening and responding to feedback from recipients of our services.

*Reputation*: Staff and volunteer understanding of the St John heritage and public perception of the brand.

Financial Results

The net surplus for the year ended 30 June 2015 was $21.5 million ($18.6 million in 2014).

Highlights of the current financial result include:

- The purchase of premises at Cowcher Place, Belmont. This property will house warehouse and fleet operations currently located within leased premises and will also provide for a future ambulance central hub.
- Increase in ambulance transport revenue and a return to growth in first aid training revenue of 11% and 5% respectively from the previous year.
- Continued support from Lotterywest, the Department of Regional Development as well as other corporate partners including Woodside and Channel 7 Telethon.

The surplus facilitates the ongoing capital investment requirements of the Company to meet the growing demand for the ambulance service across the state. During the past year, St John has invested $30.1 million in its capital works program, including:

- Property: $14.7 million
- Fleet: $10 million
- Plant and Equipment: $2.7 million
Review of Operations

2014/15 has been another year of significant growth. Ambulance activity grew by nearly seven per cent across the state. Even with the increased demand for ambulance services, our ambulance response time performance was better than the contracted target for all case categories. This result is testament to the dedication of all our operational staff. We have again seen very strong results with our patient satisfaction survey, showing that the vast majority of people using our ambulance services are satisfied with all facets of the service.

During 2014/15 our total number of first aid students grew by 11 per cent to more than 245,000 people. This included more than 120,000 students trained at no cost by our First Aid Focus program, which is just one of the ways St John gives back to the West Australian community.

The St John model of service delivery in the West Australian community is one that has a strong emphasis on volunteering. During the year our Volunteer Member Services team further developed their training capacity for our volunteers, and added several new roles supporting our Patient Transfer Service.

To continue to grow and meet the demands for our services, St John must deliver a sound financial performance. This was the case with the Company achieving the surplus required to ensure the full funding of our $30.1 million capital works program, which was completed during the year. Our cash and investments are sound, giving us great confidence in our ability to continue to make the investments necessary to meet the demands of this rapidly growing state.

The contract for the provision of health services with the State of Western Australia was signed on 29 June 2015. The contract is for the period 1 July 2015 to 30 June 2018. This follows the expiration of the previous contract, which was for the period 1 July 2010 to 30 June 2015.

Changes in the State of Affairs

There was no significant change in the state of affairs of the Company during the financial year.

Subsequent Events

There has not been any matter or circumstance occurring subsequent to the end of the financial year that has significantly affected, or may significantly affect, the operations of the Company, the results of those operations, or the state of affairs of the Company in future financial years.
Indemnification of Officers and Auditors
During the financial year, the Company paid a premium in respect of a contract insuring the Directors of the Company (on page 71), the Company Secretary and all Executive Officers of the Company and of any related body corporate against a liability incurred as such a Director, Secretary or Executive Officer to the extent permitted by the Corporations Act 2001. The contract of insurance prohibits disclosure of the nature of the liability and the amount of the premium.

The Company has not otherwise, during or since the end of the financial year, except to the extent permitted by law, indemnified or agreed to indemnify an officer or auditor of the company or of any related body corporate against a liability incurred as such an Officer or Auditor.

Future developments
The company will continue to pursue its principal activities of providing first aid and ambulance services within the State of Western Australia for furtherance of the objectives mentioned above.

Proceedings on behalf of the company
No person has applied for leave of Court to bring proceedings on behalf of the Company or intervene in any proceedings to which the Company is a party for the purpose of taking responsibility on behalf of the Company for all or any part of those proceedings.
The Company was not a party to any such proceedings during the year.

Environmental Regulation
The Company’s operations are not subject to any significant environment regulation under a law of the Commonwealth or of a state or territory.

Auditor’s Independence Declaration
The auditor’s independence declaration has been given to the directors in accordance with section 307C of the Corporations Act 2001 is on page 78.

This directors’ report is signed in accordance with a resolution of directors made pursuant to section 298(2) of the Corporations Act 2001.

Signed on behalf of the Board:

GERARD KING
CHAIRMAN
Date: 22 September 2015
The Board of the Commandery in Western Australia
St John Ambulance Western Australia Ltd
209 Great Eastern Highway
Belmont Western Australia 6104

22 September 2015

Dear Board Members

St John Ambulance Western Australia Ltd

In accordance with section 307C of the Corporations Act 2001, I am pleased to provide the following declaration of independence to Board of Commandery of St John Ambulance Western Australia Ltd.

As lead audit partner for the audit of the financial statements of St John Ambulance Western Australia Ltd for the financial year ended 30 June 2015, I declare that to the best of my knowledge and belief, there have been no contraventions of:

   (i) the auditor independence requirements of the Corporations Act 2001 in relation to the audit; and
   (ii) any applicable code of professional conduct in relation to the audit.

Yours sincerely

DELOITTE TOUCHE TOHMATSU

Leanne Karamfiles
Partner
Chartered Accountant
Independent Auditor’s Report
to the Members of St John Ambulance Western Australia Limited

We have audited the accompanying financial report of St John Ambulance Western Australia Limited, which comprises the statement of financial position as at 30 June 2015, the statement of profit or loss and other comprehensive income, the statement of cash flows and the statement of changes in equity for the year ended on that date, notes comprising a summary of significant accounting policies and other explanatory information, and the directors’ declaration as set out on pages 81 to 107.

Directors’ Responsibility for the Financial Report

The directors of the company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the Corporations Act 2001 and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error. In Note 3, the directors also state, in accordance with Accounting Standard AASB 101 Presentation of Financial Statements, that the financial statements comply with International Financial Reporting Standards.

Auditor’s Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor’s judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control, relevant to the entity’s preparation of the financial report that gives a true and fair view, in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity’s internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.
Auditor’s Independence Declaration

In conducting our audit, we have complied with the independence requirements of the Corporations Act 2001. We confirm that the independence declaration required by the Corporations Act 2001, which has been given to the directors of St John Ambulance Western Australia Limited, would be in the same terms if given to the directors as at the time of this auditor’s report.

Opinion

In our opinion:

(a) the financial report of St John Ambulance Western Australia Limited is in accordance with the Corporations Act 2001, including:

(i) giving a true and fair view of the company’s financial position as at 30 June 2015 and of its performance for the year ended on that date; and

(ii) complying with Australian Accounting Standards and the Corporations Regulations 2001; and

(b) the financial statements also comply with International Financial Reporting Standards as disclosed in Note 3.

DELOITTE TOUCHE TOHMATSU

Leanne Karamfiles
Partner
Chartered Accountants
Perth, 22 September 2015
ST JOHN AMBULANCE WESTERN AUSTRALIA LIMITED

DIRECTORS’ DECLARATION

ST JOHN AMBULANCE WESTERN AUSTRALIA LIMITED
DECLARATION BY THE BOARD OF
THE COMMANDERY IN WESTERN AUSTRALIA

St John Ambulance Western Australia Limited operates in Western Australia under the guidance and control of the Board.

The attached financial statements comprise an aggregation of the financial statements of all Western Australian country sub centres and the metropolitan operations (“the Company”).

The Board declares that:

(a) In the opinion of the Board, the attached financial statements are in compliance with International Financial Reporting Standards, as stated in Note 3 to the financial statements.

(b) In the opinion of the Board, the attached financial statements and notes thereto are in accordance with the Corporations Act 2001, including compliance with accounting standards and giving a true and fair view of the financial position and performance of the Company; and

(c) In the opinion of the Board, there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.

Signed on behalf of the Board:

GERARD KING
CHAIRMAN
Date: 22 September 2015
# Statement of Profit or Loss and Other Comprehensive Income

For the Financial Year Ended 30 June 2015

<table>
<thead>
<tr>
<th>Item</th>
<th>Note</th>
<th>2015 $</th>
<th>2014 $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td>5</td>
<td>251,460,724</td>
<td>240,981,047</td>
</tr>
<tr>
<td>Administration Expense</td>
<td></td>
<td>6,872,459</td>
<td>6,479,182</td>
</tr>
<tr>
<td>Ambulance Operating Expense</td>
<td></td>
<td>5,476,187</td>
<td>5,278,559</td>
</tr>
<tr>
<td>Bad and Doubtful Debts</td>
<td></td>
<td>20,699,146</td>
<td>18,761,291</td>
</tr>
<tr>
<td>Depreciation</td>
<td></td>
<td>13,573,578</td>
<td>13,215,519</td>
</tr>
<tr>
<td>Amortisation</td>
<td></td>
<td>758,597</td>
<td>758,597</td>
</tr>
<tr>
<td>Financial Charges</td>
<td></td>
<td>1,003,874</td>
<td>1,014,255</td>
</tr>
<tr>
<td>Marketing Expense</td>
<td></td>
<td>4,426,463</td>
<td>3,260,325</td>
</tr>
<tr>
<td>Professional Fees</td>
<td></td>
<td>1,953,478</td>
<td>3,150,938</td>
</tr>
<tr>
<td>Property and Equipment Expense</td>
<td></td>
<td>11,679,825</td>
<td>11,723,049</td>
</tr>
<tr>
<td>Staff Expense</td>
<td></td>
<td>161,263,891</td>
<td>156,301,906</td>
</tr>
<tr>
<td>Training Materials</td>
<td></td>
<td>2,247,911</td>
<td>2,400,941</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>2015 $</th>
<th>2014 $</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Surplus for the year</strong></td>
<td>6</td>
<td>21,505,315</td>
<td>18,636,485</td>
</tr>
</tbody>
</table>

**Other Comprehensive Income**
- -

**Total Comprehensive Income for the Year**
- 21,505,315 18,636,485

Notes to the financial statements are included on pages 86-107.
## STATEMENT OF FINANCIAL POSITION
### AS AT 30 JUNE 2015

<table>
<thead>
<tr>
<th>Note</th>
<th>2015 $</th>
<th>2014 $</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and Cash Equivalents</td>
<td>17</td>
<td>81,482,510</td>
</tr>
<tr>
<td>Restricted Cash</td>
<td>7, 17</td>
<td>2,566,772</td>
</tr>
<tr>
<td>Inventories</td>
<td>8</td>
<td>1,149,824</td>
</tr>
<tr>
<td>Trade and Other Receivables</td>
<td>9</td>
<td>14,716,825</td>
</tr>
<tr>
<td>Other Current Assets</td>
<td>10</td>
<td>5,309,331</td>
</tr>
<tr>
<td><strong>Total Current Assets</strong></td>
<td></td>
<td>105,225,262</td>
</tr>
<tr>
<td><strong>Non Current Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Property, Plant and Equipment</td>
<td>11</td>
<td>144,077,017</td>
</tr>
<tr>
<td>Intangibles</td>
<td>12</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total Non Current Assets</strong></td>
<td></td>
<td>144,077,017</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td></td>
<td>249,302,279</td>
</tr>
<tr>
<td><strong>Current Liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trade and Other Payables</td>
<td>13</td>
<td>2,491,673</td>
</tr>
<tr>
<td>Provisions</td>
<td>14</td>
<td>28,192,594</td>
</tr>
<tr>
<td>Other Current Liabilities</td>
<td>15</td>
<td>12,864,939</td>
</tr>
<tr>
<td><strong>Total Current Liabilities</strong></td>
<td></td>
<td>43,549,206</td>
</tr>
<tr>
<td><strong>Non Current Liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provisions</td>
<td>14</td>
<td>8,162,196</td>
</tr>
<tr>
<td><strong>Total Non Current Liabilities</strong></td>
<td></td>
<td>8,162,196</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td></td>
<td>51,711,402</td>
</tr>
<tr>
<td><strong>Net Assets</strong></td>
<td></td>
<td>197,590,877</td>
</tr>
<tr>
<td><strong>Equity</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Retained Surpluses</td>
<td></td>
<td>197,590,877</td>
</tr>
<tr>
<td><strong>Total Equity</strong></td>
<td></td>
<td>197,590,877</td>
</tr>
</tbody>
</table>

Notes to the financial statements are included on pages 86-107.
ST JOHNN AMBULANCE WESTERN AUSTRALIA LIMITED

STATEMENT OF CHANGES IN EQUITY
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2015

<table>
<thead>
<tr>
<th>Note</th>
<th>2015 $</th>
<th>2014 $</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>RETAINED SURPLUSES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Retained Surpluses</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Balance at start of year</td>
<td>176,085,562</td>
<td>157,449,077</td>
</tr>
<tr>
<td>Surplus for the year</td>
<td>21,505,315</td>
<td>18,636,485</td>
</tr>
<tr>
<td>Other comprehensive income for the year</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total comprehensive income for the year</strong></td>
<td>21,505,315</td>
<td>18,636,485</td>
</tr>
<tr>
<td>Balance at the end of year</td>
<td>197,590,877</td>
<td>176,085,562</td>
</tr>
<tr>
<td><strong>Total Retained Surpluses</strong></td>
<td>197,590,877</td>
<td>176,085,562</td>
</tr>
<tr>
<td><strong>Total Equity</strong></td>
<td>197,590,877</td>
<td>176,085,562</td>
</tr>
</tbody>
</table>

Notes to the financial statements are included on pages 86-107.
## STATEMENT OF CASH FLOWS
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2015

<table>
<thead>
<tr>
<th>Note</th>
<th>2015 $</th>
<th>2014 $</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cash Flows From Operating Activities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Receipts from Operating Activities</td>
<td>144,152,791</td>
<td>137,672,802</td>
</tr>
<tr>
<td>Health Department Contract for Services</td>
<td>88,458,649</td>
<td>83,798,798</td>
</tr>
<tr>
<td>Payments for Operating Activities</td>
<td>(194,518,854)</td>
<td>(193,725,148)</td>
</tr>
<tr>
<td><strong>Net cash provided by operating activities</strong></td>
<td>17b</td>
<td>38,092,586</td>
</tr>
<tr>
<td><strong>Cash Flows From Investing Activities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Proceeds from the Sale of Property, Plant and Equipment</td>
<td>976,172</td>
<td>1,063,295</td>
</tr>
<tr>
<td>Payments for Property, Plant and Equipment</td>
<td>(29,091,187)</td>
<td>(23,590,437)</td>
</tr>
<tr>
<td>Interest Income</td>
<td>2,536,267</td>
<td>2,324,150</td>
</tr>
<tr>
<td><strong>Net cash used in investing activities</strong></td>
<td>(25,578,748)</td>
<td>(20,202,992)</td>
</tr>
<tr>
<td><strong>Net Movement in Cash and Cash Equivalents</strong></td>
<td>12,513,838</td>
<td>7,543,460</td>
</tr>
<tr>
<td><strong>Cash and Cash Equivalents at the Beginning of the Financial Year</strong></td>
<td>71,535,444</td>
<td>63,991,984</td>
</tr>
<tr>
<td><strong>Cash and Cash Equivalents at the End of the Financial Year</strong></td>
<td>17a</td>
<td>84,049,282</td>
</tr>
</tbody>
</table>

Notes to the financial statements are included on pages 86-107.
<table>
<thead>
<tr>
<th>Note</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>General information</td>
</tr>
<tr>
<td>2</td>
<td>Application of new and revised Accounting Standards</td>
</tr>
<tr>
<td>3</td>
<td>Significant accounting policies</td>
</tr>
<tr>
<td>4</td>
<td>Critical accounting judgements and key sources of estimation uncertainty</td>
</tr>
<tr>
<td>5</td>
<td>Revenue</td>
</tr>
<tr>
<td>6</td>
<td>Surplus for the year</td>
</tr>
<tr>
<td>7</td>
<td>Restricted cash</td>
</tr>
<tr>
<td>8</td>
<td>Inventory</td>
</tr>
<tr>
<td>9</td>
<td>Trade and other receivables</td>
</tr>
<tr>
<td>10</td>
<td>Other current assets</td>
</tr>
<tr>
<td>11</td>
<td>Property, plant and equipment</td>
</tr>
<tr>
<td>12</td>
<td>Intangibles</td>
</tr>
<tr>
<td>13</td>
<td>Trade and other payables</td>
</tr>
<tr>
<td>14</td>
<td>Provisions</td>
</tr>
<tr>
<td>15</td>
<td>Other current liabilities</td>
</tr>
<tr>
<td>16</td>
<td>Commitments for expenditure</td>
</tr>
<tr>
<td>17</td>
<td>Notes to the statement of cash flows</td>
</tr>
<tr>
<td>18</td>
<td>Financial instruments</td>
</tr>
<tr>
<td>19</td>
<td>Key management personnel</td>
</tr>
<tr>
<td>20</td>
<td>Remuneration of auditors</td>
</tr>
<tr>
<td>21</td>
<td>Related party transactions</td>
</tr>
<tr>
<td>22</td>
<td>Subsequent events</td>
</tr>
<tr>
<td>23</td>
<td>Contingent liabilities</td>
</tr>
<tr>
<td>24</td>
<td>Country sub centres</td>
</tr>
</tbody>
</table>
1. General information

St John Ambulance Western Australia Limited (the Company) is a company limited by guarantee incorporated in Australia. The address of its registered office and principal place of business is as follows:

209 Great Eastern Highway, Belmont, Western Australia, 6104
Phone: (08) 9334 1222
Web Site: www.stjohnambulance.com.au

The Company’s principal activities are the provision of first aid and ambulance services within the State of Western Australia.

2. Application of new and revised Accounting Standards

(a) New Standards and Interpretations adopted

The Company has adopted all of the new and revised Standards and Interpretations issued by the Australian Accounting Standards Board that are relevant to their operations and are effective for the current financial reporting period beginning 1 July 2014. The adoption of these standards and interpretations did not have a material impact on the Company.
2. Application of new and revised Accounting Standards (continued)

(b) Accounting Standards and Interpretations issued but not yet effective

The following Australian Accounting Standards and Interpretations have recently been issued or amended but are not yet effective and have not been adopted by the Company for the year ended 30 June 2015:

<table>
<thead>
<tr>
<th>Standard / Interpretation</th>
<th>Effective for annual reporting periods beginning/ending on or after</th>
<th>Expected to be applied by the Company</th>
</tr>
</thead>
<tbody>
<tr>
<td>AASB 9 ‘Financial Instruments’, and the relevant amending standards</td>
<td>1 January 2018</td>
<td>30 June 2019</td>
</tr>
<tr>
<td>AASB 2014-4 ‘Amendments to Australian Accounting Standards – Clarification of Acceptable Methods of Depreciation and Amortisation’</td>
<td>1 January 2016</td>
<td>30 June 2017</td>
</tr>
<tr>
<td>AASB 15 ‘Revenue from Contracts with Customers’ and AASB 2014-5 ‘Amendments to Australian Accounting Standards arising from AASB 15’</td>
<td>1 January 2017</td>
<td>30 June 2018</td>
</tr>
<tr>
<td>AASB 2015-1 ‘Amendments to Australian Accounting Standards – Annual Improvements to Australian Accounting Standards 2012-2014 Cycle’</td>
<td>1 January 2016</td>
<td>30 June 2017</td>
</tr>
<tr>
<td>AASB 2015-3 ‘Amendments to Australian Accounting Standards arising from the Withdrawal of AASB 103: Materiality’</td>
<td>1 July 2015</td>
<td>30 June 2017</td>
</tr>
<tr>
<td>AASB 2015-6 ‘Amendments to Australian Accounting Standards – Extending Related Party Disclosures to Non-for-Profit Public Sector Entities’</td>
<td>1 July 2016</td>
<td>30 June 2018</td>
</tr>
<tr>
<td>AASB 2014-1 ‘Amendments to Australian Accounting Standards’</td>
<td>1 July 2014</td>
<td>30 June 2016</td>
</tr>
<tr>
<td>- Part B: ‘Defined Benefit Plans: Employee Contributions (Amendments to AASB 119)’</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Part C: ‘Materiality’</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The impact of these recently issued or amended Standards and Interpretation is still being assessed by the Company.
NOTES TO THE FINANCIAL STATEMENTS

3. Significant accounting policies

Statement of compliance

These financial statements are general purpose financial statements which have been prepared in accordance with the Corporations Act 2001, Accounting Standards and Interpretations, and comply with other requirements of the law. Accounting Standards include Australian Accounting Standards. Compliance with the Australian Accounting Standards ensures that the financial statements and notes of the Company comply with International Financial Reporting Standards (IFRS).

These financial statements reflect the financial position of the Company. The combined financial position of Metropolitan and Country operations constitutes the financial position of the Company. Country operations include the amalgamated financial position of 100 country sub centres staffed by volunteers, 15 country sub centres predominantly staffed by a mixture of volunteers and paid staff and two regional support funds (refer note 24).

For the purposes of preparing the financial statements, the Company is a not-for-profit entity.

The financial statements were authorised for issue by the Directors on 22 September 2015.

Basis of preparation

The financial statements have been prepared on the basis of historical cost. Cost is based on the fair values of the consideration given in exchange for assets. All amounts are presented in Australian dollars.

The following significant accounting policies have been adopted in the preparation and presentation of the financial statements:

(a) Acquisition of assets
Assets acquired are recorded at the cost of acquisition, being the purchase consideration determined as at the date of acquisition plus costs incidental to the acquisition.

(b) Cash and cash equivalents
Cash comprises of cash on hand and demand deposits. Cash equivalents are short-term, highly liquid investments that are readily convertible to known amounts of cash which are subject to an insignificant risk of changes in value.

(c) Employee benefits
Provision is made for benefits accruing to employees in respect of salaries and wages, annual leave and long service leave when it is probable that settlement will be required and they are capable of being measured reliably.

Provisions made in respect of salaries and wages, annual leave and long service leave expected to be settled within 12 months, are measured at their nominal values using the remuneration rate expected to apply at the time of settlement.

Provisions made in respect of long service leave which is not expected to be settled within 12 months is measured as the present value of the estimated future cash outflows to be made in respect of services provided by employees up to reporting date.

Defined contribution plans
Contributions to defined contribution superannuation plans are expensed when incurred.

(d) Financial assets
Investments are recognised and derecognised on trade date where the purchase or sale of an investment is under a contract whose terms require delivery of the investment within the timeframe established by the market concerned, and are initially measured at fair value, net of transaction costs except for those financial assets classified as at fair value through profit or loss which are initially measured at fair value.

Other financial assets are classified into the following specified categories: financial assets ‘at fair value through profit or loss’, ‘held-to-maturity investments’, ‘available-for-sale’ financial assets, and ‘loans and receivables’. The classification depends on the nature and purpose of the financial assets and is determined at the time of initial recognition.

Effective interest method

The effective interest method is a method of calculating the amortised cost of a financial asset and of allocating interest income over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash receipts (including all fees on points paid or received that form an integral part of the effective interest rate, transaction costs and other premiums or discounts) through the expected life of the financial asset, or, where appropriate, a shorter period. Income is recognised on an effective interest rate basis for debt instruments other than those financial assets ‘at fair value through profit or loss’.

ST JOHN AMBULANCE WESTERN AUSTRALIA LIMITED
3. Significant accounting policies (continued)

(d) Financial assets (continued)

Financial assets at fair value through profit or loss

Financial assets are classified as financial assets at fair value through profit or loss where the financial asset:

(i) has been acquired principally for the purpose of selling in the near future;
(ii) is a part of an identified portfolio of financial instruments that the Group manages together and has a recent actual pattern of short-term profit-taking; or
(iii) is a derivative that is not designated and effective as a hedging instrument.

Financial assets at fair value through profit or loss are stated at fair value, with any resultant gain or loss recognised in profit or loss. The net gain or loss recognised in profit or loss incorporates any dividend or interest earned on the financial asset. Fair value is determined in the manner described in note 18.

Loans and receivables

Trade receivables, loans, and other receivables that have fixed or determinable payments that are not quoted in an active market are classified as ‘loans and receivables’. Loans and receivables are measured at amortised cost using the effective interest method less impairment.

Interest is recognised by applying the effective interest rate, except for short term receivables when the recognition of interest would be immaterial.

Impairment of financial assets

Financial assets are assessed for indicators of impairment at the end of each reporting period. Financial assets are impaired where there is objective evidence that as a result of one or more events that occurred after the initial recognition of the financial asset the estimated future cash flows of the investment have been impacted. For financial assets carried at amortised cost, the amount of the impairment is the difference between the asset’s carrying amount and the present value of estimated future cash flows, discounted at the original effective interest rate.

The carrying amount of the financial asset is reduced by the impairment loss directly for all financial assets with the exception of trade receivables where the carrying amount is reduced through the use of an allowance account. When a trade receivable is uncollectible, it is written off against the allowance account. Subsequent recoveries of amounts previously written off are credited against the allowance account. Changes in the carrying amount of the allowance account are recognised in profit or loss.

(e) Grants

Government and Other Grants:

Grants are recognised as income over the periods necessary to match them with the related costs which they are intended to compensate, on a systematic basis. Grants that are receivable as compensation for expenses or losses already incurred or for the purpose of giving immediate financial support to the Company with no future related costs are recognised as income of the period in which it becomes receivable.

Grants whose primary condition is that the Company should purchase, construct or otherwise acquire long-term assets are recognised as revenue in the period in which the funds are received.

(f) Impairment of tangible and intangible assets

At the end of each reporting period, the Company reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any). When it is not possible to estimate the recoverable amount of an individual asset, the Company estimates the recoverable amount of the cash-generating unit to which the asset belongs. When a reasonable and consistent basis of allocation can be identified, Company assets are also allocated to individual cash-generating units, or otherwise they are allocated to the smallest group of cash-generating units for which a reasonable and consistent allocation basis can be identified.

Recoverable amount is the higher of fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

If the recoverable amount of an asset (or cash-generating unit) is estimated to be less than its carrying amount, the carrying amount of the asset (or cash-generating unit) is reduced to its recoverable amount.
NOTES TO THE FINANCIAL STATEMENTS

3. Significant accounting policies (continued)

f) Impairment of tangible and intangible assets (continued)

An impairment loss is recognised immediately in profit or loss, unless the relevant asset is carried at a revalued amount, in which case the impairment loss is treated as a revaluation decrease.

When an impairment loss subsequently reverses, the carrying amount of the asset (or cash-generating unit) is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset (or cash-generating unit) in prior years. A reversal of an impairment loss is recognised immediately in profit or loss, unless the relevant asset is carried at a revalued amount, in which case the reversal of the impairment loss is treated as a revaluation increase.

(g) Income tax

The Company is a public benevolent institution, and is exempt from income tax from 1 July 2000 under Subdivision 50-B of the Income Tax Assessment Act 1997.

(h) Inventories

Inventories are valued at the lower of cost and net realisable value. Net realisable value represents the estimated selling price less estimated costs of completion and costs necessary to make the sale.

(i) Leased assets

Leases are classified as finance leases when the terms of the lease transfer substantially all the risks and rewards incidental to ownership of the leased asset to the lessee. All other leases are classified as operating leases.

Company as lessee

Operating lease payments are recognised as an expense on a straight-line basis over the lease term, except where another systematic basis is more representative of the time pattern in which economic benefits from the leased asset are consumed. Contingent rentals arising under operating leases are recognised as an expense in the period in which they are incurred.

(j) Property, plant and equipment

Land is measured at cost.

Plant and equipment, buildings and leasehold improvements are stated at cost less accumulated depreciation and impairment. Cost includes expenditure that is directly attributable to the acquisition of the item. In the event that settlement of all or part of the purchase consideration is deferred, cost is determined by discounting the amounts payable in the future to their present value as at the date of acquisition.

Depreciation is provided on property, plant and equipment, including freehold buildings but excluding land. Depreciation is provided so as to write off the net cost of each asset over its estimated useful life. Depreciation is calculated using the following basis:

Buildings and Leasehold Improvements - 2.5% straight-line method

Plant and Equipment - Between 10% to 33% straight-line method

Ambulances and Other Vehicles - Between 12.5% and 25% straight-line method

Land is not depreciated

The estimated useful lives, residual values and depreciation method are reviewed at the end of each annual reporting period, with the effect of any changes recognised on a prospective basis.

(k) Intangibles

Intangible assets with finite lives that are acquired separately are carried at cost less accumulated amortisation and accumulated impairment losses. Amortisation is recognised on a straight-line basis over their estimated useful lives. The estimated useful life and amortisation method are reviewed at the end of each reporting period, with the effect of any changes in estimate being accounted for on a prospective basis.

(l) Provisions

Provisions are recognised when the Company has a present obligation (legal or constructive) as a result of a past event, it is probable that the Company will be required to settle the obligation, and a reliable estimate can be made of the amount of the obligation.

The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at reporting date, taking into account the risks and uncertainties surrounding the obligation. Where a provision is measured using the cash flows estimated to settle the present obligation, its carrying amount is the present value of those cash flows.

When some or all of the economic benefits required to settle a provision are expected to be recovered from a third party, the receivable is recognised as an asset if it is virtually certain that reimbursement will be received and the amount of the receivable can be measured reliably.
(m) Revenue
Revenue is measured at the fair value of the consideration received or receivable. Revenue is reduced for estimated customer returns, rebates and other similar allowances.

Sale of Goods and Disposal of Assets:
Revenue from the sale of goods and disposal of other assets is recognised when the company has passed control of the goods or other assets to the buyer.

Rendering of Services:
Ambulance Transport revenue is recognised when the service is provided and when the fee is receivable.

Other Revenue is recognised as services are provided to customers.

Services to the Health Department of Western Australia:
Revenue is recognised as services are provided to the Health Department of Western Australia.

Government revenue whose primary condition is that the Company should purchase, construct or otherwise acquire long-term assets are recognised as revenue in the period in which the funds are received.

Interest:
Interest revenue is accrued on a time basis, by reference to the principal outstanding and at the effective interest rate applicable, which is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset to that asset's net carrying amount.

(n) Goods and Services Tax
Revenues, expenses and assets are recognised net of the amount of goods and services tax (GST), except:

(i) where the amount of GST incurred is not recoverable from the taxation authority, it is recognised as part of the cost of acquisition of an asset or as part of an item of expense; or

(ii) for receivables and payables which are recognised inclusive of GST.

The net amount of GST recoverable from, or payable to, the taxation authority is included as part of receivables or payables.

Cash flows are included in the Statement of Cash Flows on a net basis. The GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

(o) Pensioner Concessions
Pensioner Concessions are recorded as discounted revenue rather than as expenditure. Pensioners are entitled to a 50% concession on ambulance transport if they hold a valid Pensioner Concession Card.

(p) Trade and Other Payables
Trade payables and other accounts payable are recognised when the Company becomes obliged to make future payments resulting from the purchase of goods and services.

4. Critical accounting judgements and key sources of estimation uncertainty
In the application of the Company’s accounting policies, which are described in note 3, management is required to make judgements, estimates and assumptions about carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstance, the results of which form the basis of making the judgments. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period or in the period of the revision and future periods if the revision affects both current and future periods.
NOTES TO THE FINANCIAL STATEMENTS

4. Critical accounting judgements and key sources of estimation uncertainty (continued)

Key sources of estimation uncertainty

The following are the key assumptions concerning the future, and other key sources of estimation uncertainty at the end of the reporting period, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year:

*Impairment of Receivables*

Ambulance transport receivables have been provided for based on history. The exact adjustment to the amount receivable can not be ascertained with any certainty and thus assumptions/estimates have been made about the demographics and the location in which the service was provided.

*Useful lives of property, plant and equipment*

The Company reviews the estimated useful lives of property, plant and equipment at the end of each annual reporting period.

*Annual Leave and Long Service Leave Provisions*

In determining the liability to the Company for employee leave entitlements the following factors have been based on estimates:

(i) On-costs – superannuation and workers compensation

(ii) Probability of employee turnover

(iii) Future pay and allowance increases
## 5. Revenue

<table>
<thead>
<tr>
<th>Description</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulance Transport Fees(i)</td>
<td>132,741,626</td>
<td>119,574,742</td>
</tr>
<tr>
<td>DFES Helicopter Fees</td>
<td>1,383,568</td>
<td>1,698,948</td>
</tr>
<tr>
<td>Other Income</td>
<td>1,240,826</td>
<td>4,205,512</td>
</tr>
<tr>
<td>Donations &amp; Bequests(ii)</td>
<td>793,961</td>
<td>1,033,968</td>
</tr>
<tr>
<td>First Aid Training and Services Income</td>
<td>12,356,903</td>
<td>11,925,818</td>
</tr>
<tr>
<td>Gain on Sales of Property, Plant &amp; Equipment</td>
<td>222,875</td>
<td>485,298</td>
</tr>
<tr>
<td>Industrial Paramedical Services</td>
<td>8,976,699</td>
<td>12,831,918</td>
</tr>
<tr>
<td>Interest Income</td>
<td>2,536,267</td>
<td>2,324,150</td>
</tr>
<tr>
<td>Health Department Contract for Services</td>
<td>88,458,649</td>
<td>83,798,798</td>
</tr>
<tr>
<td>Lotterywest Grants</td>
<td>893,988</td>
<td>1,274,706</td>
</tr>
<tr>
<td>Volunteer First Aid Service</td>
<td>1,855,372</td>
<td>1,827,189</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>251,460,724</strong></td>
<td><strong>240,981,047</strong></td>
</tr>
</tbody>
</table>

(i) An amount of $32,303,118 was paid to the Company in 2015 by the Health Department of Western Australia (2014: $28,903,472) to fund transports for patients aged over 65 years of age.

(ii) Donations received are utilised in general operating activities and there are no expenses arising from fundraising activities.
NOTES TO THE FINANCIAL STATEMENTS

6. Surplus for the Year

The surplus from ordinary activities includes the following items of expenditure:

<table>
<thead>
<tr>
<th>Item</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marketing</td>
<td>4,426,463</td>
<td>3,260,325</td>
</tr>
<tr>
<td>Lease expense</td>
<td>646,913</td>
<td>825,101</td>
</tr>
<tr>
<td>Personnel salaries and wages</td>
<td>135,175,792</td>
<td>128,755,928</td>
</tr>
<tr>
<td>Defined contribution plan</td>
<td>12,470,300</td>
<td>11,588,134</td>
</tr>
<tr>
<td><strong>Total employee benefit expense</strong></td>
<td><strong>147,646,092</strong></td>
<td><strong>140,344,062</strong></td>
</tr>
</tbody>
</table>

7. Restricted Cash

<table>
<thead>
<tr>
<th>Item</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Fees Received in Advance</td>
<td>595,000</td>
<td>595,000</td>
</tr>
<tr>
<td>Property Retention</td>
<td>38,422</td>
<td>114,892</td>
</tr>
<tr>
<td>The Bertie &amp; Olga Cohen Charitable Trust</td>
<td>1,933,350</td>
<td>1,919,303</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2,566,772</strong></td>
<td><strong>2,629,195</strong></td>
</tr>
</tbody>
</table>

The Company is the Trustee of the Bertie & Olga Cohen Charitable Trust and the St John Ambulance Australia (Western Australia) Inc. Training Trust No 1. The funds contained within the Trusts have been brought to account as restricted cash to be distributed according to the terms of each respective Trust. The property retention account holds funds that will be disbursed to the developers of the Company’s Broome sub centre and Nedlands depot upon satisfactory completion of the projects.

8. Inventory

<table>
<thead>
<tr>
<th>Item</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inventories at Cost</td>
<td>1,149,824</td>
<td>1,288,261</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1,149,824</strong></td>
<td><strong>1,288,261</strong></td>
</tr>
</tbody>
</table>
9. Trade and other receivables

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulance Transport Receivables (i)</td>
<td>17,158,452</td>
<td>15,497,089</td>
</tr>
<tr>
<td>Allowance for Doubtful Debts</td>
<td>(5,727,629)</td>
<td>(5,486,792)</td>
</tr>
<tr>
<td></td>
<td>11,430,823</td>
<td>10,010,297</td>
</tr>
<tr>
<td>Sundry Receivables (i)</td>
<td>3,507,351</td>
<td>4,201,487</td>
</tr>
<tr>
<td>Allowance for Doubtful Debts</td>
<td>(461,380)</td>
<td>(115,867)</td>
</tr>
<tr>
<td></td>
<td>3,045,971</td>
<td>4,085,620</td>
</tr>
<tr>
<td>Net Goods and Services Tax</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>240,031</td>
<td>148,032</td>
</tr>
<tr>
<td><strong>Total Current Receivables</strong></td>
<td><strong>14,716,825</strong></td>
<td><strong>14,243,949</strong></td>
</tr>
</tbody>
</table>

(i) The average credit period is 14 days for all receivables. Ambulance transport accounts are written off 75 days from the date of invoicing and are sent to collection agencies. An allowance has been made for estimated irrecoverable trade receivable amounts arising from ambulance transport accounts and the rendering of services.

Movement in the allowance for doubtful debts

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance at the start of the year</td>
<td>5,602,659</td>
<td>4,091,303</td>
</tr>
<tr>
<td>Impairment losses provided for / (released)</td>
<td>586,350</td>
<td>1,511,356</td>
</tr>
<tr>
<td><strong>Balance at the end of the year</strong></td>
<td><strong>6,189,009</strong></td>
<td><strong>5,602,659</strong></td>
</tr>
</tbody>
</table>

10. Other current assets

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepayments</td>
<td>2,633,127</td>
<td>1,457,083</td>
</tr>
<tr>
<td>Accrued Income</td>
<td>2,676,204</td>
<td>2,509,960</td>
</tr>
<tr>
<td><strong>Total Other Current Assets</strong></td>
<td><strong>5,309,331</strong></td>
<td><strong>3,967,033</strong></td>
</tr>
</tbody>
</table>
### 11. Property, plant and equipment

<table>
<thead>
<tr>
<th>Gross Carrying Amount</th>
<th>Leasehold and Freehold Land at cost $</th>
<th>Buildings and Leasehold Improvements at cost $</th>
<th>Plant and Equipment at cost $</th>
<th>Ambulance and Vehicles at cost $</th>
<th>Assets Under Construction $</th>
<th>Total $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance at 01 July 2013</td>
<td>17,350,057</td>
<td>60,222,785</td>
<td>40,463,604</td>
<td>81,206,130</td>
<td>8,985,176</td>
<td>208,227,752</td>
</tr>
<tr>
<td>Additions</td>
<td>1,872,693</td>
<td>11,738,743</td>
<td>4,613,128</td>
<td>11,132,088</td>
<td>(5,766,215)</td>
<td>23,590,437</td>
</tr>
<tr>
<td>Disposal</td>
<td>-</td>
<td>(487,326)</td>
<td>(453,130)</td>
<td>(7,944,939)</td>
<td>-</td>
<td>(8,885,395)</td>
</tr>
<tr>
<td><strong>Balance at 30 June 2014</strong></td>
<td><strong>19,222,750</strong></td>
<td><strong>71,474,202</strong></td>
<td><strong>44,623,602</strong></td>
<td><strong>84,393,279</strong></td>
<td><strong>3,218,961</strong></td>
<td><strong>222,932,794</strong></td>
</tr>
<tr>
<td>Additions</td>
<td>7,345,727</td>
<td>7,375,884</td>
<td>2,727,810</td>
<td>10,006,793</td>
<td>2,594,024</td>
<td>30,050,238</td>
</tr>
<tr>
<td>Disposal</td>
<td>-</td>
<td>(3,439,083)</td>
<td>(14,335,138)</td>
<td>-</td>
<td>(17,774,221)</td>
<td></td>
</tr>
<tr>
<td><strong>Balance at 30 June 2015</strong></td>
<td><strong>26,568,477</strong></td>
<td><strong>78,850,086</strong></td>
<td><strong>43,912,329</strong></td>
<td><strong>80,064,934</strong></td>
<td><strong>5,812,985</strong></td>
<td><strong>235,208,811</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Accumulated Depreciation</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance at 01 July 2013</td>
<td>-</td>
<td>12,205,044</td>
<td>21,855,787</td>
<td>55,610,188</td>
<td>-</td>
</tr>
<tr>
<td>Disposal</td>
<td>-</td>
<td>(460,041)</td>
<td>(434,697)</td>
<td>(7,412,660)</td>
<td>-</td>
</tr>
<tr>
<td>Depreciation Expense</td>
<td>-</td>
<td>2,584,039</td>
<td>4,671,803</td>
<td>5,959,677</td>
<td>-</td>
</tr>
<tr>
<td><strong>Balance at 30 June 2014</strong></td>
<td><strong>-</strong></td>
<td><strong>14,329,042</strong></td>
<td><strong>26,092,893</strong></td>
<td><strong>54,157,205</strong></td>
<td><strong>-</strong></td>
</tr>
<tr>
<td>Disposal</td>
<td>-</td>
<td>-</td>
<td>(3,434,154)</td>
<td>(13,586,770)</td>
<td>-</td>
</tr>
<tr>
<td>Depreciation Expense</td>
<td>-</td>
<td>2,503,514</td>
<td>4,152,136</td>
<td>6,917,928</td>
<td>-</td>
</tr>
<tr>
<td><strong>Balance at 30 June 2015</strong></td>
<td><strong>-</strong></td>
<td><strong>16,832,556</strong></td>
<td><strong>26,810,875</strong></td>
<td><strong>47,488,363</strong></td>
<td><strong>-</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Net Book Value</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>as at 30 June 2014</td>
<td>19,222,750</td>
<td>57,145,160</td>
<td>18,530,709</td>
<td>30,236,074</td>
<td>3,218,961</td>
</tr>
<tr>
<td>as at 30 June 2015</td>
<td>26,568,477</td>
<td>62,017,530</td>
<td>17,101,454</td>
<td>32,576,571</td>
<td>5,812,985</td>
</tr>
</tbody>
</table>

The following useful lives are used in the calculation of depreciation:
- Buildings and Leasehold Improvements: 40 years
- Plant and equipment: 3 - 10 years
- Ambulances and Other Vehicles: 4 - 8 years
### 12. Intangibles

<table>
<thead>
<tr>
<th>Description</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Licences – Cost</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Balance at 01 July 2014</td>
<td>2,275,791</td>
<td>2,275,791</td>
</tr>
<tr>
<td>Additions</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Balance at 30 June 2015</strong></td>
<td>2,275,791</td>
<td>2,275,791</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Description</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Licences – Accumulated Amortisation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Balance at 01 July 2014</td>
<td>(1,517,194)</td>
<td>(758,597)</td>
</tr>
<tr>
<td>Amortisation Expense</td>
<td>(758,597)</td>
<td>(758,597)</td>
</tr>
<tr>
<td><strong>Balance at 30 June 2015</strong></td>
<td>(2,275,791)</td>
<td>(1,517,194)</td>
</tr>
<tr>
<td><strong>Written Down Value at 30 June 2015</strong></td>
<td>-</td>
<td>758,597</td>
</tr>
</tbody>
</table>

Licences are amortised over 3 years.

### 13. Trade and other payables

<table>
<thead>
<tr>
<th>Description</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trade Payables</td>
<td>2,485,351</td>
<td>394,720</td>
</tr>
<tr>
<td>Other Payables</td>
<td>6,322</td>
<td>326,998</td>
</tr>
<tr>
<td><strong>Total Current Payables</strong></td>
<td>2,491,673</td>
<td>721,718</td>
</tr>
</tbody>
</table>

The average credit term offered to the Company is 30 days interest free from date of invoice. Metropolitan operations pay all accounts by the due date but normally within 14 days from the receipt of invoices.
## Notes to the Financial Statements


<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Current</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provision for Annual Leave</td>
<td>19,313,791</td>
<td>19,549,410</td>
</tr>
<tr>
<td>Provision for Long Service Leave</td>
<td>8,878,803</td>
<td>8,197,597</td>
</tr>
<tr>
<td><strong>Total Current Provisions</strong></td>
<td><strong>28,192,594</strong></td>
<td><strong>27,747,007</strong></td>
</tr>
<tr>
<td>Non Current</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provision for Long Service Leave</td>
<td>8,162,196</td>
<td>6,798,481</td>
</tr>
<tr>
<td><strong>Total Non-Current Provisions</strong></td>
<td><strong>8,162,196</strong></td>
<td><strong>6,798,481</strong></td>
</tr>
</tbody>
</table>

The current provision for annual leave and vested long service leave entitlements represent employee benefits that are expected to be taken within 12 months.

### 15. Other current liabilities

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Accrued Expenses - Property, Plant and Equipment</td>
<td>959,051</td>
<td>-</td>
</tr>
<tr>
<td>Accrued Expenses</td>
<td>7,278,658</td>
<td>5,839,031</td>
</tr>
<tr>
<td>Unearned Revenue - First Aid Training</td>
<td>739,862</td>
<td>544,047</td>
</tr>
<tr>
<td>Unearned Revenue - Health Department Grant</td>
<td>1,654,721</td>
<td>846,400</td>
</tr>
<tr>
<td>Unearned Revenue - Benefit Fund</td>
<td>1,340,217</td>
<td>1,182,149</td>
</tr>
<tr>
<td>Unearned Revenue - Other</td>
<td>892,430</td>
<td>382,543</td>
</tr>
<tr>
<td><strong>Total Other Current Liabilities</strong></td>
<td><strong>12,864,939</strong></td>
<td><strong>8,794,170</strong></td>
</tr>
</tbody>
</table>
## 16. Commitments for expenditure

### Capital expenditure commitments

**Plant and equipment**

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not longer than 1 year</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Longer than 1 year and not longer than 5 years</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Longer than 5 years</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>11,754,694</td>
<td>10,045,885</td>
</tr>
</tbody>
</table>

**Vehicles**

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not longer than 1 year</td>
<td>11,754,694</td>
<td>10,045,885</td>
</tr>
<tr>
<td>Longer than 1 year and not longer than 5 years</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Longer than 5 years</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>11,754,694</td>
<td>10,045,885</td>
</tr>
</tbody>
</table>

### Land and buildings

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not longer than 1 year</td>
<td>2,965,714</td>
<td>1,502,186</td>
</tr>
<tr>
<td>Longer than 1 year and not longer than 5 years</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Longer than 5 years</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>2,965,714</td>
<td>1,502,186</td>
</tr>
</tbody>
</table>

### Total Commitments for Capital Expenditure

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>14,720,408</td>
<td>11,548,071</td>
</tr>
</tbody>
</table>
### 16. Commitments for expenditure (continued)

<table>
<thead>
<tr>
<th></th>
<th>2015 $</th>
<th>2014 $</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating lease commitments</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Radio sites</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not longer than 1 year</td>
<td>160,000</td>
<td>157,917</td>
</tr>
<tr>
<td>Longer than 1 year and not longer than 5 years</td>
<td>169,007</td>
<td>167,936</td>
</tr>
<tr>
<td>Longer than 5 years</td>
<td>17,644</td>
<td>17,383</td>
</tr>
<tr>
<td></td>
<td>346,651</td>
<td>343,236</td>
</tr>
<tr>
<td><strong>Residential properties</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not longer than 1 year</td>
<td>129,783</td>
<td>107,615</td>
</tr>
<tr>
<td>Longer than 1 year and not longer than 5 years</td>
<td>73,903</td>
<td>-</td>
</tr>
<tr>
<td>Longer than 5 years</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>203,686</td>
<td>107,615</td>
</tr>
<tr>
<td><strong>Commercial properties</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not longer than 1 year</td>
<td>500,622</td>
<td>484,869</td>
</tr>
<tr>
<td>Longer than 1 year and not longer than 5 years</td>
<td>414,038</td>
<td>555,726</td>
</tr>
<tr>
<td>Longer than 5 years</td>
<td>93,023</td>
<td>1,508</td>
</tr>
<tr>
<td></td>
<td>1,007,683</td>
<td>1,042,123</td>
</tr>
<tr>
<td><strong>Total Commitments for Operating Lease Expenditure</strong></td>
<td>1,558,020</td>
<td>1,492,974</td>
</tr>
</tbody>
</table>
NOTES TO THE FINANCIAL STATEMENTS

17. Notes to the Statement Of Cash Flows

For the purpose of the Statement of Cash Flows, cash includes cash on hand and in banks and investments in short term deposits, net of outstanding bank overdrafts. Cash at the end of the financial year as shown in the Statement of Cash Flows is reconciled to the related items in the Statement of Financial Position as follows:

<table>
<thead>
<tr>
<th>Description</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>a) Reconciliation of Cash and Cash Equivalents -</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash</td>
<td>23,672,173</td>
<td>17,813,672</td>
</tr>
<tr>
<td>Term Deposit Investments (Short Term)</td>
<td>57,810,337</td>
<td>51,092,577</td>
</tr>
<tr>
<td>Restricted Cash</td>
<td>2,566,772</td>
<td>2,629,195</td>
</tr>
<tr>
<td><strong>Total Cash and Cash Equivalents</strong></td>
<td>84,049,282</td>
<td>71,535,444</td>
</tr>
<tr>
<td><strong>b) Reconciliation of Surplus to Net Cash Flow -</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Surplus</td>
<td>21,505,315</td>
<td>18,636,485</td>
</tr>
<tr>
<td>Depreciation Expense</td>
<td>13,573,578</td>
<td>13,215,519</td>
</tr>
<tr>
<td>Amortisation Expense</td>
<td>758,597</td>
<td>758,597</td>
</tr>
<tr>
<td>Gain on Sale of Property, Plant and Equipment</td>
<td>(222,875)</td>
<td>(485,298)</td>
</tr>
<tr>
<td>Interest Received</td>
<td>(2,536,267)</td>
<td>(2,324,150)</td>
</tr>
<tr>
<td><strong>Decrease/(Increase) in Assets:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inventories</td>
<td>138,437</td>
<td>318,952</td>
</tr>
<tr>
<td>Accrued Income</td>
<td>(166,254)</td>
<td>266,837</td>
</tr>
<tr>
<td>Receivables</td>
<td>(472,876)</td>
<td>(2,138,727)</td>
</tr>
<tr>
<td>Prepaid Expenses</td>
<td>(1,176,044)</td>
<td>(487,788)</td>
</tr>
<tr>
<td><strong>Increase/(Decrease) in Liabilities:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Leave Provisions</td>
<td>1,809,302</td>
<td>4,600,440</td>
</tr>
<tr>
<td>Unearned Revenue</td>
<td>1,672,091</td>
<td>547,726</td>
</tr>
<tr>
<td>Payables</td>
<td>1,769,965</td>
<td>(2,912,735)</td>
</tr>
<tr>
<td>Accrued Expenses</td>
<td>1,439,627</td>
<td>(2,249,406)</td>
</tr>
<tr>
<td><strong>Net Cash from Operating Activities</strong></td>
<td>38,092,586</td>
<td>27,746,452</td>
</tr>
<tr>
<td><strong>c) Financing facilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>There were no financing facilities available at the end of the financial year.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
18. Financial instruments

(a) Financial risk management
The Company has a policy of being conservative in financial risk management. The Company does not enter into or trade financial instruments, including derivative securities. Excess funds are placed in term deposits with banks in order to achieve a modest rate of return.

Standard trade reference checks are undertaken to assess counterparty risk prior to extending trade credits.

Trade debtors and trade creditors are monitored on an ongoing basis to mitigate risk exposures.

(b) Capital risk management
The Company manages its capital to ensure that the Company will be able to continue as a going concern while fulfilling its objective of providing first aid and ambulance services within the State of Western Australia.

The Company’s overall strategy remains unchanged from 2014. The capital structure of the Company consists of cash and cash equivalents and retained surpluses.

The Company is not subject to externally imposed capital requirements.

Operating cash flows are used to maintain and expand the Company’s capital requirements.

(c) Significant accounting policies
Details of the significant accounting policies and methods adopted, including the criteria for recognition, the basis of measurement and the basis on which income and expenses are recognised, in respect of each class of financial asset, financial liability and equity instrument are disclosed in note 3 to the financial statements.

(d) Interest rate risk management
The Company operates with no external debt funding and therefore is not exposed to interest rate risks on borrowings. The Company’s exposure to interest rate movements relates to amounts of interest income derived from bank deposits. Any reduction in interest rates will result in a fall in interest income for the Company.

(e) Liquidity risk management
Ultimate responsibility for liquidity risk management rests with the senior management team, who has built an appropriate liquidity risk management framework for the management of the Company’s short, medium and long-term funding and liquidity management requirements. The Company manages liquidity risk by maintaining adequate cash reserves and banking facilities by continuously monitoring forecast and actual cash flows and matching the maturity profiles of financial assets and liabilities.

(f) Credit risk management
Credit risk refers to the risk that a counterparty will default on its contractual obligations resulting in financial loss to the Company. The Company has credit approval processes in place to scrutinise applications for credit prior to providing services on credit terms.

Trade receivables relating to ambulance transport consist of a large number of customers. These receivables are written off 75 days from the date of invoicing and are sent to debt collection agencies for recovery.

The credit risk on liquid funds is limited because the counterparties are banks with high credit ratings assigned by international credit rating agencies.
18. Financial Instruments (continued)

(g) Maturity profile of financial instruments

The maturity profile of financial assets and financial liabilities held by the Company are detailed on the following pages.

The following table details the Company’s exposure to interest rate and liquidity risk as at 30 June 2015:

<table>
<thead>
<tr>
<th>Fixed Maturity Dates</th>
<th>2015</th>
<th>Interest Rate</th>
<th>Variable Interest Rates (at call) $</th>
<th>Less than 1 Year $</th>
<th>1-2 Years $</th>
<th>Total $</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Financial Assets</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-Interest Bearing</td>
<td>-</td>
<td>-</td>
<td>20,026,156</td>
<td>-</td>
<td>20,026,156</td>
<td></td>
</tr>
<tr>
<td>Cash and Cash Equivalents</td>
<td>2.18%</td>
<td>23,672,173</td>
<td>60,377,109</td>
<td>-</td>
<td>84,049,282</td>
<td></td>
</tr>
<tr>
<td>-</td>
<td>23,672,173</td>
<td>80,403,265</td>
<td>-</td>
<td>104,075,438</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Financial Liabilities</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-Interest Bearing</td>
<td>-</td>
<td>-</td>
<td>2,491,673</td>
<td>-</td>
<td>2,491,673</td>
<td></td>
</tr>
<tr>
<td>-</td>
<td>2,491,673</td>
<td>-</td>
<td></td>
<td></td>
<td>2,491,673</td>
<td></td>
</tr>
</tbody>
</table>

The following table details the Company’s exposure to interest rate and liquidity risk as at 30 June 2014:

<table>
<thead>
<tr>
<th>Fixed Maturity Dates</th>
<th>2014</th>
<th>Interest Rate</th>
<th>Variable Interest Rates (at call) $</th>
<th>Less than 1 Year $</th>
<th>1-2 Years $</th>
<th>Total $</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Financial Assets</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-Interest Bearing</td>
<td>-</td>
<td>-</td>
<td>18,210,982</td>
<td>-</td>
<td>18,210,982</td>
<td></td>
</tr>
<tr>
<td>Cash and Cash Equivalents</td>
<td>2.90%</td>
<td>17,813,672</td>
<td>53,721,772</td>
<td>-</td>
<td>71,535,444</td>
<td></td>
</tr>
<tr>
<td>-</td>
<td>17,813,672</td>
<td>71,932,754</td>
<td>-</td>
<td>89,746,426</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Financial Liabilities</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-Interest Bearing</td>
<td>-</td>
<td>-</td>
<td>721,718</td>
<td>-</td>
<td>721,718</td>
<td></td>
</tr>
<tr>
<td>-</td>
<td>721,718</td>
<td>-</td>
<td></td>
<td></td>
<td>721,718</td>
<td></td>
</tr>
</tbody>
</table>
18. Financial Instruments (continued)

(h) Fair value of financial instruments

This note provides information about how the Company determines fair values of various financial assets and financial liabilities.

The Board considers that the carrying amounts of financial assets and financial liabilities recognised in the financial statements approximate their fair values.

<table>
<thead>
<tr>
<th>2015</th>
<th>Carrying Amount $</th>
<th>Fair Value $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Assets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-Interest Bearing</td>
<td>20,026,156</td>
<td>20,026,156</td>
</tr>
<tr>
<td>Cash and Cash Equivalents</td>
<td>84,049,282</td>
<td>84,049,282</td>
</tr>
<tr>
<td>Total Financial Assets</td>
<td>104,075,438</td>
<td>104,075,438</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2014</th>
<th>Carrying Amount $</th>
<th>Fair Value $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Assets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-Interest Bearing</td>
<td>18,210,982</td>
<td>18,210,982</td>
</tr>
<tr>
<td>Cash and Cash Equivalents</td>
<td>71,535,444</td>
<td>71,535,444</td>
</tr>
<tr>
<td>Total Financial Assets</td>
<td>89,746,426</td>
<td>89,746,426</td>
</tr>
</tbody>
</table>

The fair value of financial assets and financial liabilities with standard terms and conditions are determined with reference to quoted market prices or nominal values (which approximates fair value) with relevant adjustments that reflects the credit risk of counterparties.

The fair value hierarchy of the Company’s financial assets and financial liabilities that are measured at fair value on a recurring basis is set out below:

<table>
<thead>
<tr>
<th>Fair Value Hierarchy as at 30 June 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1 $</td>
</tr>
<tr>
<td>-----------</td>
</tr>
<tr>
<td>Financial Assets</td>
</tr>
<tr>
<td>Non-Interest Bearing</td>
</tr>
<tr>
<td>Cash and Cash Equivalents</td>
</tr>
<tr>
<td>Total Financial Assets</td>
</tr>
</tbody>
</table>

| Financial Liabilities |                   |           |
| Non-Interest Bearing | - | 2,491,673 | - | 2,491,673 |
| Total Financial Liabilities | - | 2,492,673 | - | 2,492,673 |
19. Key Management Personnel

The aggregate compensation made to Board members and other members of key management personnel of the Company is set out below:

<table>
<thead>
<tr>
<th></th>
<th>2015 $</th>
<th>2014 $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Short-term employee benefits</td>
<td>2,695,186</td>
<td>2,179,860</td>
</tr>
<tr>
<td>Post-employment benefits</td>
<td>234,891</td>
<td>213,999</td>
</tr>
<tr>
<td>Other long-term benefits</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Termination benefits</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>2,930,077</td>
<td>2,393,859</td>
</tr>
</tbody>
</table>

20. Remuneration of Auditors

<table>
<thead>
<tr>
<th></th>
<th>2015 $</th>
<th>2014 $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audit of the financial report</td>
<td>112,875</td>
<td>110,116</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>112,875</td>
<td>110,116</td>
</tr>
</tbody>
</table>

The auditors for the Company are Deloitte Touche Tohmatsu.

21. Related party transactions

During the financial year:

The Company obtained legal services to the value of $85,366 (2014: $27,837) from Wilson and Atkinson, a firm in which a Board Member is a Principal.

Other than stated above there are no related party transactions for the Company.

22. Subsequent events

There has not been any matter or circumstance occurring subsequent to the end of the financial year that has significantly affected, or may significantly affect, the operations of the Company, the results of those operations, or the state of affairs of the Company in future financial years.

23. Contingent liability

The service agreement for the period 1 July 2010 to 30 June 2015 with the State of Western Australia for the provision of the State-wide emergency road ambulance service includes funding for certain real property and other capital acquisitions. The terms of the contract specify that if the Company ceases providing the State-wide emergency road ambulance service prior to 30 June 2020 that the real property funding received since 1 July 2010 plus interest (Federal Treasury bond rate) would become immediately repayable. The amount of the repayment for other capital funding received since 1 July 2010 will be reduced by one third for each subsequent completed year after the funding is provided.

During the financial year the Company has received $7.0m (Life to Date 2015: $35.0m) in real property and other capital funding. This amount has been recognised as income. The Company continues to provide the State-wide emergency road ambulance service.
NOTES TO THE FINANCIAL STATEMENTS

24. Country sub centres

The following sub centre locations and support funds have been aggregated with the metropolitan operations in the aggregated financial statements:

Sub centres with volunteers:
- Augusta
- Beverley
- Boddington
- Boyup Brook
- Bridgetown
- Brookton
- Bruce Rock
- Brunswick
- Bullbrook
- Capel
- Carnarvon
- Chapman Valley
- Chittering
- Christmas Island
- Coolgardie
- Corrigin
- Cranbrook
- Cue
- Cunderdin
- Dalwallinu
- Dandaragan
- Darkan
- Denmark
- Donnybrook
- Dowerin
- Dumbleyung
- Dunsborough
- Esperance
- Exmouth
- Gnowangerup
- Goomalling
- Harvey
- Irwin Districts
- Jerramungup
- Jurien Bay
- Kalbarri
- Kambalda
- Katanning
- Kellerberrin
- Kojonup
- Kondinin
- Kulnara
- Kununurra
- Lake Grace
- Lake King
- Lancelin
- Leinster
- Leonora
- Manjimup
- Margaret River
- Meekatharra
- Menzies
- Merredin
- Mocra
- Morawa
- Mt Barker
- Mt Magnet
- Mullewa
- Nannup
- Narembeen
- Narrogin
- Newdegate
- Newman
- Northampton
- Northcliffe
- North Midlands
- Nyabing
- Onslow
- Pemberton
- Perenjori
- Pingelly
- Pingrup
- Port Gregory
- Quairading
- Ravensthorpe
- Rocky Gully
- Roebourne
- Sandstone
- Shark Bay
- Southern Cross
- Tambellup
- Tom Price
- Toodyay
- Varley
- Victoria Plains
- Wagin
- Walpole
- Waroona
- Wickepin
- Wickham
- Williams
- Wiluna
- Wongan Hills
- Wundowie
- Wyalkatchem
- Wyndham
- Yalgoo
- York
- Great Southern Support Fund
- Mid West Support Fund

Sub centres with paid staff:
- Albany
- Australind
- Broome
- Bunbury
- Busselton
- Collie
- Dawesville
- Geraldton
- Hedland
- Kalgoorlie
- Karratha
- Kununurra
- Norseman
- Northam
- Pinjarra
### ANNUAL RETURN SUMMARY 2014/2015

<table>
<thead>
<tr>
<th>Location</th>
<th>Ambulances</th>
<th>Patient Cases</th>
<th>Transport Staff Paid (FTE)</th>
<th>Volunteer (Head Count)</th>
<th>First Aid Students</th>
<th>Benefit Fund Members</th>
<th>Income</th>
<th>Expenditure</th>
<th>Net Assets</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>METRO TOTAL</strong></td>
<td>134</td>
<td>212,502</td>
<td>5,343,671</td>
<td>1,161.0</td>
<td>100</td>
<td>177,386</td>
<td>0</td>
<td>204,809,748</td>
<td>186,744,596</td>
</tr>
</tbody>
</table>

#### VOLUNTEER SUB CENTRES

<table>
<thead>
<tr>
<th>Location</th>
<th>Cases</th>
<th>Distance</th>
<th>FTE</th>
<th>Count</th>
<th>Head Count</th>
<th>Students</th>
<th>Benefit Fund</th>
<th>Income</th>
<th>Expenditure</th>
<th>Net Assets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Augusta</td>
<td>247</td>
<td>15,477</td>
<td>0.0</td>
<td>26</td>
<td>353</td>
<td>213</td>
<td>247,743</td>
<td>123,469</td>
<td>1,231,665</td>
<td></td>
</tr>
<tr>
<td>Beverley</td>
<td>189</td>
<td>17,375</td>
<td>0.0</td>
<td>24</td>
<td>15</td>
<td>267</td>
<td>155,299</td>
<td>101,344</td>
<td>828,854</td>
<td></td>
</tr>
<tr>
<td>Boddington</td>
<td>139</td>
<td>11,445</td>
<td>0.0</td>
<td>27</td>
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**ANNUAL RETURN SUMMARY 2014/2015**
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<th>Volunteer (Head Count)</th>
<th>First Aid Students</th>
<th>Benefit Fund Members</th>
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<th>Volunteer (Head Count)</th>
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**NOTE**

Financial and statistical returns

The sub centre annual return summary is compiled from returns submitted by sub centres following the close of the financial year and information from the internet based accounting system used by the sub centres.

The audited financial statements include elimination entries between metro and country sub-centres, the information above excludes elimination entries.

* The financials for Australind, Collie and Dawesville are included in Bunbury.
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F 08 9277 6662
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