



St John WA

Board Communiqué

Nyinda Barndi from Yamatji land. This *Communique* comes from a three-day Board immersion in the Geraldton region. The Board and Group CEO are most grateful for welcoming us to your Country and enjoyed visiting the region during *Jandangga*, the cold season.

The St John WA Group Board *Communique* is released after each of the eight formalised Board meetings. This *Communique* represents a summary of a mid-quarterly meeting. The St John WA Board provides governance to the organisation which delivers on its charitable purpose, plus the oversight of its wholly-owned subsidiary Apollo Health Limited. St John WA's purpose is:

'To serve humanity and build resilient communities, through the relief of sickness, distress, suffering and danger.'

Role of the St John WA Board

The Group Board's role is in keeping with St John WA's need to pursue its charitable purpose (and the purpose of Apollo Health) effectively and meet its obligations under the law, and has four roles aligned to Australian Institute of Company Directors (AICD) parameters, being:

Role 1. Group CEO oversight and resourcing

Role 2. Group performance and accountability

Role 3. Group compliance and risk

Role 4. Group strategic direction and sustainability

St John WA Board Directors govern the organisation sustainably, and create value (such as social, economic, data, human capital) completely aligned to the St John WA purpose.

St John WA organisation-wide values are:



Lead with Heart



Think Team



Make it Better



Walk the Talk

Highlights of the June Mid-Quarter Board Meeting

The Board of St John WA would like to commence this *Communique* with its gratefulness towards the St John WA team members from across the Mid West and those who we met at Geraldton Station, Irwin Districts Sub Centre at the Dongara site, and Northampton Sub Centre. The Board was also inspired by meeting the supporting partners of St John WA.

At this immersion, we all celebrated the Geraldton region, with the Geraldton Station being the organisation's first regional location, opening 96 years ago, as well as being the location of the organisation's first-publicly accessible regional AED. This first AED was organised by Nic Chadbourne, Community Paramedic, who the Board met on this visit.

Since the last *Communique*, Kevin Brown (Group CEO) and myself have also engaged with St John Australia colleagues for further learnings.

The Board also completed a Professional Development Board meeting in May. The topics covered in the May Board meeting included; St John WA's alignment with Work Health and Safety Act – the Director needs, and St John WA's alignment with Australian Charities and Not for Profit Commission – the Director needs.



Acknowledgements at the Board meeting

An Acknowledgement of Country: Board Director Matt Mueller provided much care in acknowledging the Yamatji Peoples being the Traditional Owners and First People of the land on which we met. He noted their enduring connection to Country and community and recounted the experience of Boorloo, travelling from Wadjuk Noongar Country into Yamatji Country – which traversed a changing landscape which particularly when seen from above was beautiful, and the strong connection to Country is throughout the coastline. He recalled how St John WA, having been established in the region for "a long time", was in reality a small fraction of the time First Nations People had been custodians of the land and supporting each other. He paid respect to the Elders past, present and future for they hold the memories, the traditions, the culture and hopes of the Yamatji Peoples. He also extended that respect to all Aboriginal and Torres Strait Islander peoples.

A Recognition of St John: Board Director Monish Paul acknowledged the volunteers that the Board had pleasure of meeting, and reinforced how the purpose and values of St John were so very evident in amongst those we had visited during the visit. He recounted meeting a longstanding Kalbarri volunteer and Order Member who would spend hours volunteering from Kalbarri to Geraldton often with three round trips per day at times.

Agenda items

1. Board's Annual Regional Immersion: Geraldton and Stakeholder Engagement.

Day 1, June 26

- The Board split into two, with one half visiting the Irwin District Sub Centre in Dongara and the other travelling to the Northampton Sub Centre to hear of experiences that were positive and those being opportunities of improvement. The Board noted the standard of facilities, the volunteer and paid co-ordination, the training and governance requirements, partnerships in the area, and donations from the local community, plus many more items of feedback collected. The team members demonstrated strong care of each other, and Board Directors left feeling in awe of the work these members do for their local community. The hospitality was in true-country style – just brilliant.
- The Board visited St John WA Geraldton's new training facility, within Lotteries House, which was in action with two full First Aid and Mental Health First Aid training sessions, and a third session was about to start shortly after. Trainer assessment was also underway. The Board noted the fullness of these classes and commitment and skill by the St John WA trainers.
- The Board visited the St John WA Geraldton Station, and noted the standard of facility, the adjoining housing facilities, the new facility coming online and the standard of fleet. A Triple Zero (000), Priority One call occurred during the visit and Board Directors watched the professional response process in front of them. Team members shared their desires in a group setting and also in small clusters with each of the seven Board Directors, plus the GCEO, during this visit.
- The afternoon featured a one-hour Order Engagement session in a face-to-face setting, attracting a further 40 Order Members online. Order Members heard from each of the Board members in a Q and A with myself, and then were provided with an update from the GCEO. Order Members further explored the themes by asking questions of their own, with the most commonly asked questions from Order Members included progress of the Reconciliation Action Plan, Diversity and Inclusion initiatives and St John WA's new 'Year of the E' (Environment).
- The evening included a three-hour face-to-face Stakeholder Engagement Sundowner. Board Director Amanda Healy gently Acknowledged Country by inspiring us with the Dreamtime story of the seven sisters of Pleiades. Amongst a full house, it was pleasing to address and mingle with these partners, being Local Government Members of Parliament, Mayors and Councillors, service partners, Order Members, and St John WA leaders. Board Directors heard of partners' needs and plans, such as St John of God's hospital plans unfolding, Royal Flying Doctor processes in the area, and population growth and social needs in the Midwest. Board Directors collected stories of Order Member volunteers in the hours of work they have put in for fellow West Australians for many years.

Day 2, June 26

During the Board meeting, through Board Director Amanda Healy, the Board collated all feedback and discussed it with GCEO Kevin Brown. Areas that were currently under improvement were confirmed, and strategic matters requiring Board consideration were actioned in the Board's



workplan. The most regularly noted themes from St John WA team members were volunteering growth or decline, financial imperatives, fleet management, leadership and wellbeing. The most regularly noted themes from partners were population changes, and a strong-positive sentiment for further and ongoing collaboration. The Board determined that the 'on-the-ground feedback' experienced matched the feedback gathered from the strong feedback systems in place, and that management was exercising actioning of this feedback with its improvement plans. The Board truly appreciated the effort team members and partners went to, to express their views through direct Board engagement, at this deep immersion experience.



Left: Directors Amanda Healey, Andrea LeGuier, Monish Paul and Chair Sally Carbon with team members from Irwin Districts Sub Centre in Dongara.

Centre: A Q&A session underway at Geraldton Station.

Right: Chair Sally Carbon in conversation with Community Paramedic Catherine McCartney. During the visit, the Dongara team secured support from St John WA to instal a plaque commemorating Order Member and long-time volunteer Carol Ann Hope ASM MStJ, and naming the training room in her honour.

Below: Directors Craig Heatley, Elisa Fear and Matt Mueller joined Group CEO Kevin Brown for a tour of Northampton Sub Centre



2. 2024 to 2025 budget and long-range forecast discussion

- The Board's Audit and Investment Committee Chair, Craig Heatley, introduced the Committee's recommendation of approving the 2024 to 2025 Group budget. The 24/25 budget represents a strong commitment of investment in St John WA's people, current needs and long-term future.

3. New Service – St John Academy, WA

- The Board made its first analysis of the St John Academy, WA, covering the Board's roles and responsibilities position, walking through Role 2 (performance and accountability), Role 3 (risk and compliance) and Role 4 (long term Strategic Direction and corporate sustainability).
- The Board heard through the introduction of this 12-17 year old targeted-service (being St John WA's 18th service, and sitting within the Preventative Service Stream) there'd be a determined advancement to the Board's 2030 Strategic Direction, therefore alignment with the previously approved Strategic Plan.
- In performing its duties, the Board asked for further clarity of matters (financial sustainability, risk and compliance) to enable the approval after this Board meeting. The GCEO will complete these matters as Actions Arising from this meeting for an approval pending.



4. St John WA 2030 to 2040 Threats and Opportunities

- The Board collected deep pre-read about global and local long-range forces, internal and external to St John WA, in advance of this Board meeting. Using this material, the Board and GCEO formed a list of threats and opportunities for St John WA for the years beyond 2030. This conversation had a longer time frame to the 2023 Board-created 2030 Strategic Direction. The process enabled the Board to check their satisfaction with the 2030 Strategic Direction, and the subsequent GCEO-Strategic Plan, as well as plan for the long-term future.
- Board Director Monish Paul led the Board and GCEO through clusters of trends that the Board had gathered, and highlighted key themes. The themes will be further investigated at the Board's Planning Day in November, with GCEO and Chiefs adding value to such long-term thinking and planning.

5. Time-dependant Actions and Committee Approvals

- The Board heard progress of Service Stream 3 - Emergency, regarding its progress into a high performing Stream with strong 'felt leadership'. Chief Brendon Brodie-Hall updated Board on key trends gathered through team member engagement. Brendon also updated the Board, with Chief Financial Operator Martyn Jenkins, on the continual partnership negotiations with Department of Health through major ambulance contract, the Ambulance Service Agreement (ASA).
- The Board approved the following Group approvals and updates through Health, Safety and Culture Committee Chair, Elisa Fear, and considered learnings or impact from the policy formation or update.
 - Whistleblower Policy
 - Diversity and Inclusion Policy
 - Work Health and Safety Policy
 - Code of Conduct, Policy update, training and Implementation.

Board Director changes

- Since the last meeting, Board Director Jeffrey Williams changed his Executive role requiring 'independence checking', as per good governance practices. Independence was considered and accepted via an external advisor.

Next meeting

- The Board's next meeting is the quarterly and end-of-financial-year July Board meeting, to be held at Belmont office July 25th 2024. The Board will work through the fourth Quarterly Operational Report (QOR) and Quarterly Strategic Report (QSR) of the year. The Board has a special topic on the Board's Workplan, being the June 2026 Strategic Plan, Focus Area 3 - Volunteering Reimagined.

Celebration diversity through St John Day 2024

- To celebrate June 23rd – the global St John Day, the Board enjoyed the community celebration of Lights and Sirens at Optus Stadium. This was a special and fun build up and event – and provided the community a full week to celebrate the wonderful work all First Responders do to help the State of WA.
- Also celebrating St John Day, and to diversely support 'Everyone' (as the St John WA 2030 Strategic Direction commences with), I, as Commandery Lieutenant, along with the Governor and Knight Commander, His Excellency Chris Dawson, and Order's Director of Ceremonies Jeffrey Williams, attended St Georges Cathedral to participate in a moment of reflection for Order members and St John WA team members.



Above: The SJWA team in action during the Lights and Sirens – Thank our First Responders game when the Fremantle Dockers took on – and were victorious over – the Gold Coast Suns.

Below: St John WA Order members and the Governor, His Excellency the Honourable Chris Dawson AC APM, Celebrated St John's Day at St George's Cathedral in Perth.



The Group Board *Communique* is released after each Board meeting (six weeks apart) and includes reporting on Committee meetings held during the quarter in this *Communique*. The Board truly appreciated its second regional Board meeting, with June 2023 being a visit to the Bunbury region. Both immersions have been hugely beneficial in the Board completing its roles and responsibilities. St John WA members' generosity of spirit was on full show, and we felt most grateful for being part of this organisation. We trust the local team members and partners also enjoyed the visit.

Regards, St John WA Board



Sally Carbon
she/her

Board Chair OAM, OLY, CSTJ, FAICD

Attendance June 2024

- Present in person:
 - Sally Carbon, Elisa Fear, Andrea LeGuier, Craig Heatley, Amanda Healy, Monish Paul, Matt Mueller (Board Directors)
 - Kevin Brown (Group CEO)
 - Gauri Potdar (Company Secretary)
- Present online:
 - Megan O'Donnell (Chief Preventative Officer)
 - Brendon Brodie-Hall (Chief Emergency Officer)
 - Martyn Jenkins (Chief Financial Officer)
- Absent: Jeffrey Williams (Board Director)