



St John WA

# Board Communiqué

Kaya. Hello. Wandjoo. Welcome from Whadjuk Noonga Boodja land. The St John WA Group Board *Communique* is released after each of the eight formalised Board meetings. This *Communique* represents a summary of a quarterly (red) meeting and in this case, an end of financial year 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 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**

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. In performing its duties, the Board follows the *Corporations Act 2001 (Cth)*, St John WA Constitution, the AICD Governance Principles, the Australian Charities and Not-for-Profits Commission's Governance Standards and the appropriate ASX Corporate Governance Principles and Recommendations.

St John WA organisation-wide values are:



**Lead with Heart**



**Think Team**



**Make it Better**



**Walk the Talk**

## Highlights of the July P&A, Risk and Compliance Quarterly Board Meeting

The Board of St John WA would like to commence this *Communique* by paying gratitude to all 8600 St John WA team members for their end-of-year performance – strongly noting their effort in transforming the company into one befitting the needs of the community for the years 2024 and beyond. At year end, the team has reached 1.22 million 'customers' from end-users to patients, achieved a Group-wide customer Net Promotor Score of plus 77, an employee Net Promotor Score of plus 16, and has new Group-wide values created by the team. Across the Group, the team decreased the Lost Time Injury Frequency Rate from 42.35 to 25.26 hours (since January 2023) and is committed to further improvements in safety. At year end, the company has a governance score of 83 per cent (from a 40 per cent January 2023) and is tracking environmental impact for the first time. St John WA is now fully strategically-driven, has scored its first stakeholder engagement score of 92 per cent (with complaints and feedback backlog now eradicated), is financially-planned for three years, is investing strongly in people, built form and technology and has made strong progress towards high truthfulness in data collection and use.

## Acknowledgements

- An Acknowledgement of Country: Board member Elisa Fear acknowledged the Whadjuk people for today's meeting place, plus all Traditional Owners and First Peoples of the land on which St John WA serves across all of WA. She highlighted the care of the land for 60,000 plus years, and how much Traditional Owners have taught us all with a bond, respect and connection to Country.



- A Respect of St John: Myself, as the conduit through to St John global family, shared learnings from this year's Grand Council – the connection with all 44 St John Establishments around the world. The theme of this Council meeting was volunteering, hearing views from St John Cymru (Wales), from locals, St John's International Youth Advisory Network (IYAN), St John's global profile from a number of voices and views, reward and recognition for 2024 going forward, updates from the three new St John global regions, update on St John of Jerusalem Eye Hospital, a new fundraising initiative and St John global succession planning aligned to modern governance.

## Group CEO report

### 1. Quarter Four: Quarterly Operational Plan (QOR)

The Board discussed with management progress being made with the St John WA Group Model. To track this performance and accountability (Board Role 2) the Board was presented with a Quarterly Operational Report (QOR). Highlights of this Report include:

- *Service Stream One:* The development of new bespoke First Aid training programs such as First Aid for Tradies and Stars Foundation First Aid Focus for First Nations program (aligned to Board's 2030 Strategic Direction of Everyone). New statistics such as First Responders reaching 50,000 and defibrillator network reaching 10,000 impressed the Board.
- *Service Stream Two:* The Board heard the Rio Tinto contract now fully embedded within the Industrial Medical Health service, and that the organisation's dental service partnering with Dental Foundation to support vulnerable communities. Via the organisation's Strategic Plan, the Board heard of strong dedication to the Event Health team, with strong engagement rates coming back.
- *Service Stream Three:* The Board heard progress unfolding on SJWA initiated WAVED, VEM, miniSHOC and mental health co-response with Department of Health and that there has been elevated paramedic and volunteer recruitment. Chief Emergency Officer Brendon Brodie-Hall talked through the heavy SS3 transformation underway to enable stronger performance, safety and culture and felt leadership. Special mention was made of the driving safety initiatives delivered for single responder drivers.
- *People, Development and Culture:* The Board heard that the employee brand is elevated at the moment, that the organisation is improving its workplace gender equity position and the unfolding of that the Learning Management System is progressing. Discussions took place on status of Enterprise Agreements, Mercer Remuneration, Leadership Academy and Reconciliation Action Plan submission. The Board noted that the second Culture Survey (under the Peakon system) took place and Board became privy to all culture results to all parts of the business, from paid to volunteer team members.
- *Business Enterprise<sup>1</sup>:* The Board heard of development activities underway to reinforce appropriate workplace conditions, that cybersecurity mapping, with crisis exercise learnings and results of phishing penetration. The Board talked through the Top 10 risks outside Risk Appetite. The Board noted that SJWA has over 400 contracts in place, some lasting years, with SS1 and SS3 holding the most contracts. The Board tracked Q4 and EOFY Profit and Loss, Balance Sheet and Cash Flow.

### 2. Quarterly Strategic Report (QSR)

The Board discussed with management progress being made towards the 2030 Strategic Direction, via the June 2026 Strategic Plan. To track this progress, the Board is presented with a Quarterly Strategic Report (QSR) containing nine Key Performance Indicators. During this quarter five indicators increased, two decreased, one KP was tracked for the first time, and one remained unchanged.

### 3. Board Committee Reports and Approvals

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<sup>1</sup> Business Enterprise consists of: Finance, Supply Chain, Digital Services, Legal, Risk and Governance, Property and Business Intelligence.



The Board of St John WA works deeply through its five governance committees consisting 16 formal meetings per year, and many informal meetings, all to keep Committee charters 'sweated'. See SJWA Board Committee charters [here](#).

- **Audit and Investment Committee (Chaired by Craig Heatley):** The Board discussed items from the Committee's minutes, including use of the new FY25 budget and three-year forecast, procurement, and external audit work, and discussed governance around the use of operating reserves. The Committee recommended, and the Board approved, St John WA's Group Property Plan covering 296 locations across WA.
- **Clinical Performance Committee (Chaired by Andrea LeGuier, in lieu of Jeffrey Williams):** The Board discussed items from the Committee's minutes, including clinical related enterprise risks (such as pharmacy management), National Safety and Quality Health Service accreditation, oversight of clinical structures within the organisation, and the focus on clinical performance within SJWA's Event Health Services and Industry Medical Services.
- **Health, Safety and Culture Committee (Chaired by Elisa Fear):** The Board discussed items from the Committee's minutes, including heightened emphasis on diversity and inclusion, National Redress Scheme, Code of Conduct training, and GCEO policies such as Whistleblower Policy, Work Health and Safety Policy, Diversity and Inclusion Policy. Committee Chair provided extra focus for the Board on the organisation's drive for next level physical and psychological safety standards.
- **Risk, Compliance and ESG Committee (Chaired by Andrea LeGuier):** The Board discussed items from the Committee's minutes, including internal audit update, assurance mapping, risk management report, related risks of new services unfolding, compliance report and framework, information management and cyber security posture, and ESG progress. The Board highlighted the Board's role in forming version two of its Risk Appetite Statement, with Committee Chair setting dates for this approval at Board level.
- **Nominations and Remuneration Committee (Chaired by Sally Carbon):** The Board discussed items from the Committee's minutes, including the new Group-wide Remuneration Policy under the oversight of the GCEO. The Committee recommended and the Board approved:
  - Election and re-election of Directors in readiness for Order Member approval at the AGM
  - NED, GCEO and Chief's Remuneration Policy (from external review), including:
    - NED FY25 remuneration
    - GCEO FY25 Total Fixed Remuneration and Tranche A Long Term Incentive Plan from Accountability Framework (including activating Board survey collecting annual GCEO feedback for Tranche B)

## Focus Topic: St John Academy WA

The Board made an approval of a Service Stream 1: Preventative, service – being the new St John Academy WA, subject to all residual risks to within appetite and sign-off by external Child Safety consultant. The approval of this service takes St John WA's service count to 18<sup>2</sup>.

## Focus Topic: Volunteering Reminagined

The Board was provided with a deep dive into the third Focus Area of the St John WA June 2026 Strategic Plan. There are five Focus Areas which were set by the Board in June 2023. Consequence of the presentation, the Board appreciates the elevated focus on volunteering as demonstrated through facts below:

- **Accountability:** Through GCEO, Chief Darren Webb was appointed as the Chief accountable for delivering on this Strategic Plan Focus Area. Darren has subsequently appointed responsible persons to support this Focus Area.

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<sup>2</sup> Services include: Service Stream 1, Preventative – First Aid training, Mental Health First Aid Training, First Aid Focus, First Aid Products, State Defibrillator Network, First Responder, St John Safe, St John Academy. Service Stream 2, Community – Urgent Care, General Practice, Dental, Event Health Services, Industry Medical Services. Service Stream 3, Emergency – Emergency Ambulance, State Operations Centre, Special Services, Patient Transport Services, Community Transport Services.



- Services: Across the Group, current volunteering can be found through SS1: Preventative (First Responder App and First Aid Focus), SS2: Community (Event Health Services), SS3: Emergency (Ambulance - country) and through Corporate Stream support (Heritage). The Board heard of future plans for volunteering through St John WA.
- Data: Board noted that St John WA volunteers contribute to more than \$10 million in hours to the people of WA, noting that volunteering in Australia contributes \$390 billion, and WA likely of contributing \$63 billion. Through this Volunteering Reimagined Focus Area, SJWA wishes to get better at tracking volunteering impact.
- Safety and Wellbeing: As important members of the St John WA team, volunteers have training resources on fatigue management, asbestos awareness and driver fatigue, as well as upcoming regional wellbeing coordinators who have undertaken mental health training to support their peers.
- Learning, Training and Impact: The Board heard of increased attention through the Volunteer Management System, Voluntourism, and Volunteer Passport and volunteering value proposition and experience, as well as making it easier for volunteers to keep up their training.

### Extra Board Topics

- The Board:
  - approved calling of the Annual Commandery Chapter meeting and Annual General Meeting.
  - discussed the FY24 Yearbook.
  - checked the Governance Advancement Plan progress.
  - checked the FY 25 and FY 26 Board and Committee Calendar and Board members were asked to commence consideration on Workplan topics.

### Next meeting

- To be held 19 September, 2024, covering:
  - St John WA Urgent Care Centre impact
  - Corporate Sustainability
  - External Audit progress

### Closing remarks

At year-end, the Board wishes to highlight the work of Group CEO Kevin Brown in running a business of high integrity and performance since his arrival January 2023, and again, paying gratitude to all team members for their commitment through this transformational period. The team members' efforts are truly present in these year-end results.

Regards, St John WA Board



*Sally Carbon*  
she/her  
Board Chair OAM, OLY, CSTJ, FAICD

### Attendance

#### July 2024

#### Present:

- Directors: Sally Carbon (Chair), Andrea LeGuier, Matt Mueller, Monish Paul, Jeffrey Williams, Elisa Fear, Amanda Healy, Craig Heatley.
- Group CEO: Kevin Brown.
- Chiefs: Megan O'Donnell, Darren Webb, Brendon Brodie-Hall, Rene Anderson (Acting), Martyn Jenkins.
- Strategic Lead: Stephen Cummins
- Company Secretary: Gauri Potdar

#### Absent:

- Nil absent.