



St John WA

Board Communiqué

Kaya. Nidja Noongar Boodjar. This is Noongar Country. We pay our respects to the Whadjuk people of the Noongar nation, plus the near 60 First Nations language groups across Western Australia from which St John WA provides services and connection with people. The Board genuinely pays respect to First Nations Elders past and present, and for continuing the magical oral history of WA’s Dreamtime forward and forward.

This *Communique* represents a summary of a quarterly (red) meeting which drives sharply through the organisation’s performance and accountability, and risk and compliance for Q1 of FY25. 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 reinvesting and benevolent 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 October Performance and Accountability Quarterly Board Meeting

The Board of St John WA enjoyed the organisation’s recognition ceremony held early in October, celebrating new graduating paramedics in the ambulance service, team members who have served between 10 and 35 years, and Order awards of National Medals and Clasps – all under the caring support of his Excellency, the Governor of WA.





Acknowledgements

- An Acknowledgement of Country: Board Director Jeffrey Williams opened the meeting acknowledging the Traditional Owners of the land, the Turrbal people, in which he was whilst at the Australian College of Health Services Management (ACHSM).
- A Respect of St John: Board Director Amanda Healy encouraged us to stop and think of the First Nations people who represented Australia at the first World War, and were not enabled to return home, including her great uncle, who remained in France and worked through the local St John team for many years to follow.

Group CEO report

1. Quarter Four: Quarterly Operational Plan (QOR)

The Board discussed key performance progress through the following Streams within St John WA's clear and accountable, and diversified, Group Model.

- Group-wide: The Board commenced this meeting with a Group-wide Code of Conduct and Compliance check, and noted data to support this quarterly consideration. Board applauded the Lost Time Injury Frequency Rate (LTIFR), since the focus commenced in November 2022, which had halved in the two-year window. The Board considered the top three customer complaints, now being tracked thoroughly, include customer service, patient care and billing or accounts, noting customer satisfaction remains high at customer Net Promotor Score (cNPS) of 67. Consideration was given to the reported net deficit through Q1 of 2025, whilst aligning capital expenditure, including built form and technology management. The Board's positioning on the Year of the E (of ESG) checking environmental reporting being ready for release at the AGM. The Board noted clinical performance results being strong, especially Out of Hospital Cardiac Arrest (OHCA) Rates. Board checked quarterly Group-wide customer touchpoint numbers, and financial segmentation service-to-service.
- Service Stream One: The Board noted the new Learning Management System (LMS) becoming embedded in readiness for new methods of First Aid and Mental Health Training. New Tiny Tots First Aid programs, and a Teen Mental Health First Aid Training course underway. Exploration of the Bunbury region for new Preventative services, and in general, the Preventative Stream reporting a net surplus. The Board noted reporting on Shocktober, and in-residence Community First Responder Network.
- Service Stream Two: The Board heard that occupational and pre-employment medicals commenced at Osbourne Park GP, Dental and Urgent Care Centre (St John WA Health). The Board noted that, aligned to St John WA's purpose, that a partnership had been struck between the dental team and Australian Dental Association to support vulnerable patients, plus the insertion of high-end digital treatments at the Cockburn St John Health location. The Board discussed the clinical governance underway through St John WA's Industry Medical Services.
- Service Stream Three: The Board noted the efforts being placed into the growing Bunbury region, under the Ambulance Services Agreement, in people and built form, plus the work underway with WA Country Health Services in the development of the Country Ambulance Framework. Also, the ambulance enterprise agreement status, culture action plans, in particular, leadership advancement, and engagement with Dep, of Fire and Emergency Services dual clinician model. Board discussed negotiations with Department of Health, with year-end and future status of the Agreement.
- People, Development and Culture: The Board heard compliance positioning with Right to Disconnect legislation, the launching, and expectations, of the Group-wide Code of Conduct, Chief and Heads of Department Capability Framework and number and type of direct entry team members entering St John WA's workforce. The Board noted the second stage Reconciliation Action Plan; Innovate, new reporting on regrettable and non-regrettable attrition, pathway programs for team members, and new technologies in the People Stream. The Board felt a highlight being the focus on volunteer engagement, with the appointment of intentional leadership in this area.
- Business Enterprise: The Board considered items of note including procurement savings in first quarter, digital services structural advancements, Project Lighthouse progress, risk management,



including the top 10 risks and control effectiveness of the quarter, property progress across the state including the Albany project commencement, and Investment Plan in readiness for the Board's Audit and Investment Committee approvals. The Board explored the Profit and Loss Statement, Balance Sheet and Cash Flow Statement, checking financial sustainability of the company.

2. Quarterly Strategic Report (QSR)

The Board discussed the QSR, checking the delivery and tracking of the five Board-approved Strategic Focus Areas. The Board was presented with measures aligned to 10 Strategic Plan metrics. The number of connections (customer touch points) increased in the first quarter and was greater than the first reporting period in the same quarter, year before. The Board noted the main metric demonstrating variation was the percentage of revenue reinvested in charitable activities – showing an increasing rate. The Board could see that of the 15 strategic deliverables 14 were on track (green).

3. Board Committee Reports and Approvals

The Board of St John WA has four governance committees and one subject-matter committee, to cover all governance principles required by law in overseeing a company of this kind. The quarter's Committee reporting includes:

- **Audit and Investment Committee (Chaired by Craig Heatley):** The Board discussed items from the Committee's minutes, inclusive of the External Audit process underway and key learnings, the next year's insurance plan, and advancements in procurement planning. The Board further explored and approved the second version of the Group's GCEO Delegation of Authority.
- **Clinical Performance Committee (Chaired by Jeffrey Williams):** The Board discussed items from the Committee's minutes, including work being carried through the new Medical Directorate of St John WA. The Board noted the advancement underway in clinical standards across Event Health Services, and Industry Medical Services, and readied itself for the second loop of the Board's annual clinical standards check across 10 service lines at the December Board meeting.
- **Health, Safety and Culture Committee (Chaired by Elisa Fear):** The Board heard of the Committee's face-to-face visit to the St John WA State Control Centre and discussed findings from the visit, including the shifting of the Centre to modernised facilities. The Board noted succession planning and talent management work underway, and the inclusion of investment in diversification and inclusion initiatives (including WGEA reporting).
- **Risk, Compliance and ESG Committee (Chaired by Andrea LeGuier):** Although the Committee hadn't reported in the last quarter it discussed methodology to advance the Board's Risk Appetite Statement, and the reporting of benchmark scores for the Year of the E (Environment, of ESG).
- **Nominations and Remuneration Committee (Chaired by Sally Carbon):** The Board discussed items from the Committee's minutes, including the Group-wide remuneration mapping both inclusive of enterprise agreements and those not on agreements. The Board's Committee closed the annual GCEO and Company Secretariat performance reviews, and opened Board Succession Planning and Board Performance Review.

Focus Topic: Psychosocial Wellbeing Program

The Board placed psychosocial health and safety on the Board's workplan, thus agenda, setting the tone of strong culture (as required in good governance) and responsibilities of Officers of the Company. The Board checked, and endorsed, managements new attention, resourcing and leadership to ensure St John WA fosters an environment well controlled to check psychosocial hazards, action-oriented reporting, and risk management. The Board heard of investment of the process of external checks of psychosocial safety in the current environment and the pathway to advance the standards over the next three-year period. The Board encouraged management to ensure the checks were for the full Group, for all team members, including volunteers of which management had already considered. The Board's Health, Safety and Culture Committee is the mechanism, now, to provide oversight and continual growth on this topic.



By Circular Resolution post meeting

- The Board approved
 - Annual General Meeting Notice
 - Annual Report, inclusive of Directors' Report, External Auditor's Report and Financial Report
 - Management Representation letter
 - GCEO and CFO Declaration

Next meeting

- Board's Annual Planning Day in November.
 - Board Performance results and feedback sessions
 - Annual Check of Strategic Direction and alignment of Strategic Plan
 - Focus Area 1 and 2 from Strategic Plan
 - Automation and AI investigation (for-the-future)
 - Long-term threats and opportunities (for-the-future)
 - Annual Board Workplan

Closing remarks

The Board of St John WA sends warm wishes to family and friends of Esperance team member Anna Allan. Though Anna is no longer with us, her spirit and the impact was celebrated during the month, in the family's receipt of a St John Posthumous Award in recognition of Anna's tireless dedication and the deep compassion she showed as a St John WA Volunteer Ambulance Officer.

Regards, St John WA Board



Sally Carbon
she/her

Board Chair OAM, OLY, CSTJ, FAICD

Attendance October 2024

Present:

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

Absent:

- Nil absent.