



St John Ambulance Australia **sharing best practise**

Issue 11 November 2014

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The installation of our new Lord Prior

On Tuesday 5 November Dr Neil Conn AO was installed as the 17th Lord Prior by the Grand Prior His Royal Highness the Duke of Gloucester.

The Lord Prior is the third most senior individual within the Order, after our Sovereign Head, the Queen, and His Royal Highness, the Duke of Gloucester.

As Lord Prior, Dr Conn will undertake 6 primary roles:

1. to be the principle adviser to the Grand Prior, with whom he collaborates closely, and act on behalf of the Grand Prior in all aspects of the Order's affairs when the Grand Prior is not available
2. to be the representative head of the Order on any occasion on which neither the Sovereign Head nor the Grand Prior are present
3. subject to the Sovereign Head and the Grand Prior, he is the head of the Order in its aspect as an Order of Chivalry
4. to provide leadership of the Order in its charitable activities by promoting policy and presiding at meetings of the Order's worldwide governing bodies
5. to be the focus of unity for the members of the Order, its volunteers, staff and supporters
6. to maintain the ethos and traditions of the Order.

The installation took place in the Priory Church of the Order of St John in London, in the presence of representatives from the 10 Pories: England and the Islands, Scotland, Wales, South Africa, New Zealand, Canada, Australia, United States of America, Kenya, and Singapore; the 5 Commanderies: Western Australia, Ards in Northern Ireland, Jersey, Guernsey, and the Isle of Man; St John associations from around the world; and also from the St John of Jerusalem Eye Hospital Group.

On the site of the original round church built by the Knights of St John and consecrated in 1185, the Priory Church made for a fitting place for Dr Conn to begin his tenure as the 17th Lord Prior. His banner will be displayed in the Priory Church until Dr Conn completes his administration and passes the role onto a successor.



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St John www.stjohn.org.au



In his address to the congregation, Dr Conn spoke of the notion of One St John. He explained that One St John represents the international federation of groups, individuals, paid staff, members, and volunteers who work in synergy in the service of humanity and to help those in need. Dr Conn pledged to lead, protect, and build this One St John in the coming years; in order for our organisation to reach and help more people.

On behalf of all of those who work and volunteer within the St John family, we would like to wish Dr Conn many congratulations and all the very best for his tenure as Lord Prior.

Photographs, video and audio may be viewed on the [Priory website](#).

Appointment of Chief Executive Officer, St John NSW

Mr Tony Thirlwell OAM, Chairman, St John Ambulance Australia (NSW) is pleased to announce the appointment of Mr Scott Johnston as Chief Executive Officer, St John Ambulance Australia (NSW). His appointment follows a comprehensive executive search. Scott will take up the role on 1 December 2014.

Scott brings a wealth of experience as a senior executive, managing director and director in the commercial healthcare sector, and has managed his own business consultancy during his career. He has managed organisations through operational and cultural change to drive growth and profitability. Scott has a track record of expanding and transforming businesses through superior strategy and business structures with a strong customer focus.

Scott has had senior executive roles with a number of commercial organisations. He was managing director of Sectra, a medical systems company where, focusing on business development, he significantly increased sales. Scott was previously a Regional Business Director in the Asia region with Kodak Health Imaging and he has also held senior roles with 3M and Imation.

Scott's priority will be to drive sustainable profitability whilst enhancing stakeholder engagement.

The essence of St John Victoria



St John Victoria — the essence

Recently, St John Victoria asked their members how they were going, what they thought and whether they'd recommend others to join.

Here's the result: youtu.be/bsis1QPOEM0

Martin Wells, Marketing, Communications & Development Manager, St John (Vic.)

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Northern Territory 2014: Volunteer Award presentations



The Northern Territory was honoured to have National CEO, Peter LeCornu as a special guest at the 2014 Volunteer Awards Presentation night. Mr LeCornu and Commissioner, Steve Peers presented members with promotions, commendations, service medals and bars, and Cadet competition trophies. Awardees were:

12 year service medals Brian Ch'ng, Geoff Lohmeyer, Michael McKay

22 years service bar Rodney Hocking

27 years service bar Des Thornton

37 years service bar Dr Lionel Crompton, former Commissioner and current Board Member.

The highlight of the night was the presentation of the Commissioner's Awards:

Adult Division of the Year Nhulunbuy Adult Division

Cadet Division of the Year Alice Springs Cadet Division

Adult Members of the Year Angie Butler, Superintendent, Palmerston Adult Division, and Warren Oliver, Palmerston Adult Division

Cadet of the Year Bradley Pitt, Palmerston Cadet Division

Operational Support Member of the Year

Frank Dunstan, for his work producing the weekly volunteer newsletter, his publication of *Awkward Hours Awkward Jobs* and the many hours he contributes each week archiving documents in the Volunteer Office.

2014 Peter Falkland Award Arnah Holland, Youth Division.

In his speech, Commissioner Steve Peers thanked all the members for their efforts and praised them for their contribution to the community. The presentation night was Steve's last official function as he officially retired earlier this year after 37 years of service and has completed his second triennium as Commissioner. He will continue as a volunteer in Alice Springs.

Submitted by Gwyn Balch, Volunteer Coordinator, St John NT



Angie Butler, Brett Butler and Warren Oliver.



Band Division Cadet Superintendent Narelle McLaughlin with Lauren Coghill, Luke McLaughlin, Gemma Gray, Hayley McLaughlin and Sarah McLaughlin.

Event Health Services

Volunteer Leadership Program, 7–10 November 2014

The Volunteer Leadership Program (VLP) was recently conducted at the Australian Emergency Management Institute (AEMI) at Mt Macedon, Victoria. The program was conducted for volunteer organisations who are involved in emergency management. Organisations represented on the program were: Marine Rescue NSW, South Australian Ambulance Service, Anglicare NSW, Volunteer Rescue Association, Red Cross, State Emergency Service, Surf Life Saving Australia, Rural Fire Service, Country Fire Service/

Authority, Fire and Emergency Services WA, Adventist Development and Relief Agency, and St John Ambulance Australia. St John was represented by Rhys Dowell (NT), Lisa-Marie Seyfang and Jayme Moreland (SA), Tania Canidisech (VIC) and myself (NSW).

The program consisted of 26 delegates represented by each state and territory, by either one or more members of the above organisations.

The program was delivered by a group of highly professional presenters under the leadership of Jason Males from AEMI.

The aim of the four day program was to examine leadership in the volunteer sector while at the same time taking the opportunity to network with the other delegates and share



At the AEMI Wall of Plaques are (L–R): Brett Aimers (Nat.), Tania Canidisech (Vic.), Jayme Moreland (SA), David Czerkies (NSW), Lisa-Marie Seyfang (SA), Rhys Dowell (NT) and Paul Compton (Nat.).

ideas and suggestions on how we could improve our organisations. This was a very active part of the program, whether during the breaks, meal times or at the bar over a couple of cold ones.

The program was compact and full-on with lectures, workshops and discussion groups on a variety of topics covering leadership styles, traits and personalities, communicating in crisis, advocating change in the volunteer sector, recruitment and retention, and effective self-management. The program was not all work with time to do some sightseeing organised by the AEMI. There was a trip to Memorial Cross at Mt Macedon and then to Hanging Rock where we had the opportunity to investigate the mystery of *Picnic at Hanging Rock*. A good afternoon was had by all.

This course was the last VLP to be conducted at Mt Macedon so the opportunity was taken by delegates to walk the grounds and enjoy the beautiful surroundings and gardens of the campus.

Throughout the course it was evident that leadership, and recruitment and retention were the main issues for all the organisations in some way or another. Although the course had a good mix of various age groups, it highlighted the gap between the baby boomers and today's Generation Y and their expectations, initiating discussion on volunteering in the future.

The four days were enjoyable, enlightening and collegial, with long-lasting friendships established amongst the delegates. I encourage St John members who have an interest in emergency management and who wish to further their leadership skills, to nominate for the next course in 2015, that may be held in Canberra.

Submitted by David Czerkies, State Emergency Management Officer, St John (NSW)



The delegates sightseeing at the Memorial Cross at Mt Macedon.



Overcoming Indigenous Disadvantage

Overcoming Indigenous Disadvantage measures the wellbeing of Australia's Indigenous peoples. The report, shaped with the help of Indigenous people and organisations, provides information about outcomes across a range of strategic areas. The report examines whether policies and programs are achieving positive outcomes for Indigenous Australians. The full report is available via the Australian College of Nursing website at www.acn.edu.au

ANMAC launches revised *Midwife Accreditation Standards 2014*

The Australian Nursing and Midwifery Accreditation Council (ANMAC) has released the revised *Midwife Accreditation Standards 2014*. These standards help protect the health and safety of the community by promoting high quality standards for nursing and midwifery education. More information can be found at the ANMAC website at: www.anmac.org.au/midwife-accreditation-standards-2014

Dry spring sparks bushfire outlook update

Across south-eastern Australia, spring has been unseasonably dry and with the expectation of a hot and dry summer the bushfire seasonal outlook for 2014-15 has been re-examined for Victoria, South Australia and Tasmania. This has resulted in an update to the *Southern Australia Seasonal Bushfire Outlook*. More information, including the revised bushfire outlook can be found at www.bnhcrc.com.au

Guidance for use of paediatric defibrillation pads

The Australian Resuscitation Council recommends that ideally, for children between the ages of 1-8, paediatric defibrillation pads should be used. If paediatric defibrillation pads are not available, then standard adult pads should be used.

The deployment of paediatric defibrillation pads for potential use by suitably qualified Event Health Services (EHS) members should be an informed, deliberate and risk-driven process. The purchase and deployment of paediatric defibrillation pads for all defibrillators in use by EHS would be considered cost prohibitive.

Examples of where having paediatric defibrillation pads available would include:

- when a manual defibrillator operated by credentialed health professionals is available
- high risk events with a significant number of children in attendance
- when St John Ambulance is notified by an event organiser that an event will have children in attendance with existing medical conditions.

The St John Ambulance Medical Advisory Panel has recommended that:

1. paediatric defibrillation pads may be required at certain events attended by EHS members
2. credentialed health professionals operating a manual defibrillator should carry paediatric defibrillation pads.

Submitted by Assoc. Prof. Brett Aimers

10th International Spark of Life conference

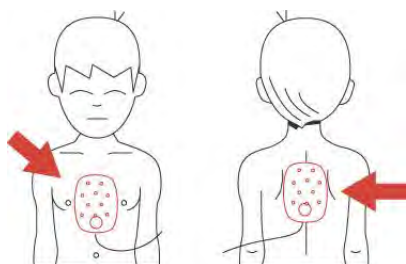
ARC conference:
Front line to recovery

Thur. 16-Sat. 18 April 2015
Hilton on the Park, Melbourne.

Further information, together with registration details, will be posted on the ARC website, www.resus.org.au



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HAZARDSCRC



Ophthalmic

Khaled Zuaiter, St John Eye Hospital, Jerusalem, Outreach Coordinator, sponsored by St John Ambulance Australia



Khaled originally comes from Sawahreh village, which is near Jerusalem. He has been married for 8 years and has 3 children: 2 daughters aged 4 and 6, and a 6-year-old son. His family is extremely supportive of Khaled's career. After he was married, Khaled moved to East Jerusalem because it was easier for his job to be located there. His village is located behind the Separation Wall which separates the West Bank from East Jerusalem, which makes the villagers' lives very difficult because the checkpoints they have to pass mean they struggle to get to work on time.

Khaled has always been interested in nursing, and he decided to become a nurse because of the humanitarian aspects of the job. He says, 'the nurse will always be on the side of the patients, helping them to overcome their diseases and expressing their feelings and worries'.

He currently manages one outreach team, which ventures into remote villages and Bedouin camps, offering free consultations and treatments for patients; 'These areas are often neglected and have scarce health care. We make sure that outreach clinic visits are planned well in advance, to allow all inhabitants to seek treatment'.

Health education sessions are another important part of what the outreach team does. On every visit, they provide health awareness sessions on various issues and distribute leaflets on eye care, cataract, glaucoma and other common diseases that affect the eye. By educating local communities, the outreach team helps to reduce the risk of eye disease in these isolated areas.

Khaled typically begins his day by preparing the outreach van with all the equipment they will need. They then drive to where they will be visiting, set up the equipment and begin screening patients. Khaled initially helps ensure that the flow of patients in the clinic is smooth and then he works as a nurse practitioner, helping the doctors to screen patients.

Khaled says that he believes his job, 'builds trust within the Palestinian community'. If St John Eye Hospital was not carrying out the vital sight-saving work it does, Khaled is certain that blindness rates would be much higher, and the number of patients facing complications as a result of eye problems would be greater too.

One case which particularly affected Khaled was a 14-year-old boy from the Hebron area. The boy attended an outreach clinic, complaining of blurred vision with a headache and redness in both eyes. He was found to have ocular hypertension, where pressure is increased in the eye. He was given tablets and anti-glaucoma drops immediately to reduce and control the pressure, and he was referred to the hospital for a follow up with the glaucoma clinic. If left untreated, ocular hypertension can lead to glaucoma, so quick and decisive treatment was needed to ensure the boy would have healthy sight.

Khaled chose to work with St John because of the hospital's charitable status. It also gave him the opportunity and support to be involved in management courses, which have been vital for his professional development.

St John made my dreams come true, and through my work in the community I was able to practice my nursing skills and knowledge to help our patients and increase their health awareness, and I was able to gain more experiences and management skills.

From the first moment I joined the hospital, I felt myself surrounded by my family and I was given all the support and training to improve my knowledge and skills. I'm proud to be a member of this hospital.

Leadership update

Provides information and tips for leaders and managers in St John.

Three questions leaders should avoid

Questions can engage and motivate people, but they can also discourage them by seeming confrontational. To engage employees (not scare them), reframe these questions:

- What's the problem? Rather than fixating on problems and weaknesses, use positive questions geared toward leveraging strengths and opportunities and achieving goals: What are we doing well, and how might we build upon that?
- Whose fault is it? This focuses on finding a scapegoat when there is likely plenty of blame to go around. To identify weak links without focusing too much on blame, ask: How can we work together to shore up any weaknesses?
- Haven't we tried this already? This is important to ask, but the wrong tone makes it sound condescending and defeatist. It doesn't recognise that failure could have been due to bad timing, not the idea itself. Ask: If we tried this now, what would be different, and how might it change the results?

How to earn—and keep—your team's trust

When employees trust their manager, they're more likely to follow through on goals and be forthcoming about challenges. That's why it's important to reinforce your trustworthiness. Here's how you build—and keep—your employees' trust:

- Make a connection. Get to know people on your team and let them get to know you.
- Encourage rather than command. Delegate tasks and grant as much autonomy as possible, but make your expectations—and performance metrics—clear.
- Take blame, but give credit. Show that everyone is working toward shared goals and not your personal agenda. Don't play favourites.
- Show competence. If you aren't good at your job, you can forget about your employees trusting you. Update your own skills and follow through on commitments. Ask questions and express an eagerness to learn.

How great leaders inspire

If you have 15 minutes, watch this video by Simon Sinek: http://www.ted.com/talks/simon_sinek_how_great_leaders_inspire_action

Recommended by Jihad Ali (St John SA)

Tell your team you're all in this together

We're hard-wired to want to work together. Research shows that the feeling of working together can lead to greater motivation, engagement, and performance. But ironically, while we have team goals and are judged by team performance, few of us actually do our work in teams. Yes, the projects we complete are done in teams, but most of the work we do today still gets done alone. But there's a powerful way of making employees feel like they're working as a team, even when they technically aren't: Simply say the word 'together'. It's a powerful social cue to the brain that signals you belong, you're connected, and there are others you can trust. Managers should make use of this word with far greater frequency. By repeating that you and your employees are working toward something together, they'll know they aren't alone, and will be motivated to do their best.

Peter LeCornu, CEO, National Office



LAST ORDERS!

9:00 am, Monday 15 December 2014

All orders for merchandise, insignia and print publications must be received by 9:00 am, Monday 15 December 2014 for processing and delivery that week. Orders for 2015 will resume Monday 19 January 2015.

Happy shopping!

Merchandise

Johnny Bear is always prepared with a St John first aid kit: walking in the bush, playing footy at the beach or rollin' at the skate park.

COLLECT ALL THREE STORIES.

New messaging and tags.

Item code: MER1013, \$6.50/pkt (2 bears in 1 packet).



JB and friends were walking in the bush when a friend tripped over a log and hurt their wrist. It was very painful and started to swell. Luckily, JB had a St John first aid kit and was able to help by making an arm sling with a triangular bandage to support the injured wrist.



St John Ambulance Australia—
130 years of saving lives.

St John Ambulance has first aid kits for home, school, work, play, sport, in the car, on the boat, for the bush, at the beach...

St John Ambulance can keep your first aid kit stocked and provide first aid training so you have the confidence and knowledge to save a life.



Priory plaque

The Australian St John Coat of Arms—beautifully presented and ready for hanging. Measure: L175mmxW150mmxD20mm.

Item code: MER1030, \$50.00/unit.

Red lanyards

Now in stock. Item code: MER1015, \$1.50 each.

(Black lanyards are no longer available.)

Event Health Services Gazette

Please note that the Officer appointment and relinquishment gazette will no longer be published at a national level. This responsibility has been passed back to jurisdictions. Similarly, the production of Warrant of Appointment certificates is now the responsibility of jurisdictions. *Spotlite* will continue to gazette Grand Prior Awards, Special Service Certificates, Divisional Registrations and Divisional Jubilees, until further notice.

Awards

Congratulations to the members listed below. Each has shown real commitment to building our community through their volunteer work and to excellence in delivering our services. The awards are a small token of our appreciation for your dedication. Thank you.

Grand Prior's Awards

Western Australia

Rockingham Cadet Division:

Aiden Hider	Jamie-Lee Spence
Georgia Hider	Katherine Thomson
Liana Manolas	Margaret Walker
Dakota Rae	