

spotlite

National news from the Australian Office of St John Ambulance Australia

BEST PRACTICE | SHARED SERVICES

#7 2018



OPHTHALMIC WEEK

HOW WILL YOU HELP?



Be a part of World Sight Day, 12 October 2018

Ophthalmic Week is an important date in the calendar of St John—it is the most significant annual ophthalmic advocacy event within the family of St John.

It is also the time when the world focuses on blindness and vision impairment.



MAKING FIRST AID A PART OF EVERYBODY'S LIFE.

St John Ambulance Australia Inc. PO Box 292, Deakin West ACT 2600 www.stjohn.org.au

FROM THE PRIORY SECRETARY



New Priory Constitution

Members will recall the work of the National Board of Directors Governance Sub-Committee to investigate preferred options for strengthening the governance structure of the Australian Priory. The Chancellor at a meeting of Chapter in May 2016 reported on the work of the Sub-Committee and flagged a new Priory Constitution.

That work is now complete, and a Special Meeting of the Priory Chapter will be held on **Saturday 24 November 2018** in Melbourne to consider and if thought fit, approve the recommendation from the National Board of Directors to change the incorporated status of SJAA (Inc.) to a Company Limited by Guarantee.

Please pencil in the date; more details to follow soon!



Director of Ceremonies

I am pleased to announce the appointment of Mr Kieran Brown KStJ as the next Director of Ceremonies (Designate). Kieran will assume the role on St John's Day 2020 when Dr Franklin Bridgewater will complete his tenure.

Please join me in congratulating Kieran!



FIRST ON SCENE

Between 6–27 September a commercial promoting the First on scene campaign will be shown on all TV stations in NSW and the ACT.

Watch the commercial here: <https://youtu.be/VCgDILKhrtI>

The First on Scene training campaign aims to educate and encourage drivers to learn first aid and, should they ever find themselves being the person in the car behind an accident, how to implement three lifesaving skills: control bleeding, keep airways clear and perform CPR.

While there have been many initiatives that have a focus on crash prevention (drink driving, texting etc.) there has been a lack of initiatives around preventing loss of life and serious injury. St John is helping prepare drivers to learn what to do as a first aider as the first on the scene of a vehicle emergency.

Visit www.firstonscene.org.au for details.

RESTART A HEART DAY

OCTOBER 16



St John Ambulance Australia will again support this very important initiative which seeks to inform the public of the importance of CPR and defibrillation in the treatment of Sudden Cardiac Arrest.

There will be a range of activities through out the day linked to the following messages.

- Every year in Australia 23,000 people suffer a cardiac arrest.
- Only 1 in ten survives.
- If you believe someone has suffered a cardiac arrest:
 1. In Australia—Call 000 — follow the instructions
 2. Push — link hands, push hard and fast
 3. Shock— use an AED to shock the person's heart beat back to life (from restartaheart.net, Council of Ambulance Authorities)
- A cardiac arrest is not a heart attack.
 - Signs of a heart attack: the person is awake, in pain and feels sick
 - Signs of a cardiac arrest: the person has collapsed, is not breathing properly and is unresponsive
- Anyone can save the life of someone who has experienced a cardiac arrest by acting quickly to restore the heart beat with CPR and defibrillation
- Anyone can use an AED — you do not need medical training
- Anyone can perform CPR — see the video on this website or visit your local ambulance service website
- Encourage your community group, school, organisation to support the installation of AEDs, get them registered.
- Get involved in a Restart A Heart Day event near you. Visit www.restartaheart.net
- Share the Restart A Heart Day messages on your social media networks using [#restartaheart](https://twitter.com/restartaheart)

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OFF TO THE ST JOHN EYE HOSPITAL IN JERUSALEM

Liz Coffey RN MSTJ

Volunteering at the St John of Jerusalem Eye Hospital for three weeks is something I have always wanted to do. I hope to increase the Eye Hospital's profile during my visit as I'll be there on World Sight Day which is on 11 October.



Scrubs for the Eye Hospital!

I am passionate about St John and the work we do internationally, and I have personally sought this opportunity to share my passion beyond Queensland and Australia. I will also be adding to my professional development as a Registered Nurse as I have been invited to attend ophthalmic surgeries, and assist the wonderful work of the nurses and surgeons at the Hospital.

This trip will cap off my twentieth year with St John, and I can't think of a higher honour than to be hosted by the Hospital and the city of Jerusalem.

EVERY BIT HELPS TO SAVE SIGHT AND CHANGE LIFE

St John Ophthalmic Week Resources and Trainer Guides available for downloading on [MEMBER CONNECT](#) (search 'ophthalmic'): ● 8-12 years ● 13-15 years ● 16-17 years

ORDER A SWEET SJEHG TEE FROM REDBUBBLE

Designed by our very own Charlie Bartak—St John Inc. Elearning Projects Officer and Graphic Designer

Sweet tees and other hot merchandise now available to support the **St John of Jerusalem Eye Hospital Group**.

100% of the profit from your purchase goes towards this amazing cause. Help St John save sight and change lives.

REDBUBBLE



St John
International

@STJOHNINTL

St John Malawi and Zambia welcome the Prelate and Chancellor of St John Ambulance Australia.

Read this inspiring article [here](#).



PRIORY OFFICER SAVES A LIFE

In early September, St John Priory Officer, Sally Hasler DStJ performed compression-only CPR on an unconscious man on a Melbourne CBD street. She has since been nominated for a Pride of Australia medal. Sally has been with St John since she was nine, and is on the National Board. We are all very proud of Sally (who was 37 weeks pregnant at the time she assisted with emergency first aid). Read the full story here: [@Tamsin Rose, Herald Sun 2 Sept. 2018](#)

A GREAT SAVE FROM NSW CADET

Jake Clark, a Cadet from the Orange Division in NSW, and Lauren Mullins performed CPR on a woman who collapse and was unconscious at Centrelink. Read the full story [here](#). Image © Jude Keogh 0531jklife1 for the *Central Western Daily News*.



NEWS FROM THE NORTH

ST JOHN'S DAY IN DARWIN

The Darwin Division celebrated St John's Day in June with a Church service, drill and parade and a presentation of awards. It was also the 65th anniversary of the formation of the Division. The event was attended by the Honourable Vicki O'Halloran AM, Administrator of the Northern Territory, the Chancellor, Professor Mark Compton and National CEO, Len Fiori. View the excellent photographs, [here](#).



ST JOHN PAPUA NEW GUINEA'S WEBSITE


The PNG Association has updated their website. Check it out [here](#), and read about our neighbour's support of their community.




FIVE GOALS

At the meeting of the National Board in March, these five goals were approved for action, with the aim to achieve them by 2025.

With the support, dedication and passion of all who work within the St John family, we will continue to improve our practices and work for our community.

 THROUGH THE SUPPORT OF COMMUNITY VOLUNTEERS, FIRST AIDERS, LEADERS AND MEMBERS, ST JOHN AMBULANCE AUSTRALIA WILL ACHIEVE THESE FIVE GOALS BY 2025.

- 1** To make first aid a part of everyone's life.
This will be achieved by engaging in first aid training and awareness activities, with at least one-third of the Australian population, each year.
- 2** To ensure that 50% of out-of-hospital cardiac arrest patients receive defibrillation with public access defibrillators (PADs) before the arrival of an ambulance. And that 90% of cardiac arrest patients receive CPR before the arrival of an ambulance.
- 3** To provide professional medical services at events that maximises public safety.
This will be achieved with the community's volunteers and public participation, in a way that only St John Event Health Services can achieve.
- 4** To provide easy and equitable access to health services.
This will be achieved with a range of coordinated and integrated patient transport options that maximises the use of community volunteers.
- 5** To be seen as the leader in the community that maximises volunteer participation in the relief of sickness, distress, suffering and danger.

 **2025**

ST JOHN TRAINERS BULLETIN

This bulletin aims to provide current information to St John trainers who deliver accredited training (i.e. leads to a Statement of Attainment or Certificate).

Education and Care First Aid

As a result of a complaint, the Australian Skills Quality Authority (ASQA) undertook an audit of the St John Education and Care First Aid course. The result of the audit was that the resources needed to be updated quickly. The updated resources have been distributed to States and Territories for immediate implementation.

During the audit, ASQA noted that the marking of some student assessment papers did not align with the marking guide. It is important that all trainers mark according to the marking guide to ensure consistency in assessment. If you disagree with the marking guide, provide feedback to the Australian Office on the marking guide.

Provide First Aid Learner Guide

One of the great challenges in delivering the one day Provide First Aid course is the student who has not completed the online learning. In response to this challenge, a *Provide First Aid Learner Guide* has been developed for use in conjunction with the *Emergency First Aid* book. The *Learner Guide* is available as a PDF document and can be emailed to participants who don't have good internet access.

CPR Online

Did you know there was a separate website for the CPR pre-learning resources?

The websites for online learning materials for the existing courses with online pre-learning are:

- CPR cpr.stjohn.org.au
- Provide First Aid pfa.stjohn.org.au
- Occupational First Aid ofa.stjohn.org.au
- Education and Care First Aid cfa.stjohn.org.au
- Mental Health Emergency First Aid mhefa.stjohn.org.au

RTO activities

In July and August, Assessment Validation workshops were conducted with the focus on the Certificate II in Medical Service First Response, Certificate III in Non-Emergency Patient Transport and the Certificate III in Basic Health Care. Most state and territory offices conducted local assessment validation workshops, and these were followed by a national workshop in late August. Assessment validation is an important process of ensuring that the assessment systems we use align with the Standards for Registered Training Organisations and the requirements of the Training Package.

From August to October, the internal training audits will be undertaken in all States and Territories. The annual audit process is a requirement of being a Registered Training Organisation. The annual audits provide an opportunity to check that all States and Territories are complying with the Standards for Registered Training Organisations, as well as identifying areas for continuous improvement.

Trainers and assessors credential requirements

To work as a trainer or assessor for any Registered Training Organisations, including St John Ambulance Australia, from 1 April 2019 you must hold either:

- TAELLN411 Address adult language, literacy and numeracy skills
- TAELLN401A Address adult language, literacy and numeracy skills

plus one of the following:

- TAEASS502 Design and develop assessment tools
- TAEASS502A Design and develop assessment tools
- TAEASS502B Design and develop assessment tools.

Trainers and assessors may use this training to contribute towards meeting professional development requirements outlined in the [Standards for RTOs 2015](https://www.education.gov.au/trainer-and-assessor-credential-requirements). For further information and FAQs please refer to: <https://www.education.gov.au/trainer-and-assessor-credential-requirements>

Annual resources review

Every year, all St John training and assessment resources are reviewed between July and December. These reviews typically result in changes that may only be minor but sometimes can be substantial.

If you have identified any errors in the facilitator guide, the competency achievement forms, or any of the other resources used when delivering your courses please contact the Australian Office. Feedback must be received by the Office by 14 September 2018; all feedback will be considered in the 2018 annual review process.

To assist you in contributing your feedback on the existing training and assessment resources, the form on the next page has been developed. One form should be completed for each training/assessment resource. Send the completed form to training@stjohn.org.au.

NATIONAL PRODUCT SOURCING UNIT

Our new premises!

Continuing our service to the State and Territories effectively with product sourcing and supply as well as catering to the rapid growth of the National online shop (3.5M sales forecast 2018), the NPSU relocated in August to slightly larger premises in Smithfield, Sydney.

The NPSU/Online shop is a small team of 5 and whilst the facilities are modest, it caters for future growth.

The benefits of the new site are:



- additional warehouse pallet racking and a staging area for overseas shipment processing.



- production and assembly room to TGA standards for emergency kit production locally.
- additional capacity to cater for online shop growth.
- product display and design room.

RUNNING A CARING FOR KIDS FIRST AID COURSE?

The NPSU is holding 1000 units of the *Caring for kids* DL flyer (also included in the Tiny Tots first aid kit). To order units (freight cost only), please contact Amanda Farrugia on (02) 9725 4117 or email Team2@stjohn.org.au. For press-ready artwork, contact Gab Lhuedeon (02) 6239 9209 or publications@stjohn.org.au



NEW MERCHANDISE — NOW IN STOCK



Magnet DRSABCD action plan.

Item code: MER 1031

Number of items per unit: 20

Cost per unit: \$20.00 (for 1 unit of 20)

Description: 170 (L) x 107 (H) mm.

Lens cloth DRSABCD action plan.

Item code: MER 1032

Number of items per unit: 20

Cost per unit: \$40.00 (for 1 unit of 20)

Description: 150 x 150 mm, 230gsm/95 denier microfibre cloth. Excellent for oil and moisture absorption. Suitable for sun and eye glasses, phones, tablets, monitors, camera lens, etc. Supplied in individual cellophane bag.



MEDICAL ADVISORY PANEL



FAQs have been provided by the National Medical Advisory Panel to assist trainers and experienced Event Health Service personnel to answer questions that may arise during training or when delivering a service.

If you have any questions to which you would like the National Medical Advisory Panel to provide a definitive answer, please send your questions to publications@stjohn.org.au

MEMBER CONNECT LOGIN

Username **onestjohn**

Password **member**

2018 KNOWLEDGE OF THE ORDER PRIZE



THE 2017–2018 MARK COMPTON PRIZE HAS BEEN PRESENTED TO **WODONGA YOUTH DIVISION IN VICTORIA.**

This prize acknowledges excellence in work undertaken for the Knowledge of the Order (KOTO) proficiency course. Studies for the KOTO Proficiency Course focus on the history and heritage of St John Ambulance and the Most Venerable Order of the Hospital of St John of Jerusalem.

Wodonga Youth produced a fantastic and engaging video titled 'A Brief History of the Order of St John'. The crew at Wodonga Youth were recognised with a framed certificate and gift card which was generously supplied by the St John Ambulance Australia Historical Society.

Congratulations to Wodonga Youth!

EHS GAZETTE

THE GRAND PRIOR AWARD

Congratulations Brooke Thomas of the Maryborough Division in Queensland, on achieving your Grand Prior Award.

You have shown real commitment to building your community through your volunteer work, and to excellence in delivering St John services. This award recognises your dedication and our appreciation. Thank you.

Spotlite gazettes Grand Prior Awards only. Special Service Certificates, Divisional Registrations and Divisional Jubilees, Officer appointments and relinquishments are published by State/Territory jurisdictions, as is the production of certificates for Warrants of Appointment.

MALAYSIAN YOUTH EXCHANGE 2018

August saw a group of over 30 youth members from St John Ambulance Malaysia visit Sydney for the 2018 Youth Exchange.



Our guests travelled all the way from Kuantan in the Pahang State to exchange experiences with youth members in St John (NSW). Staying in the beautiful Lower Blue Mountains, our visitors were able to experience a number of Sydney's iconic attractions during their ten day stay, whilst also visiting a number of Youth Divisions and taking part in several activities.

After a long flight and taking some time to settle into their accommodation, Team Malaysia made a trip to Western Suburbs Cadet Division. During the evening, they had a fantastic

lecture on oral health from a budding St John Dentist, had the chance to meet some of our youth members, as well as put on a fantastic display of foot drill and even meet a Cadet Member from Hong Kong who was also visiting. John Gough-Fuller (NSW Manager State Youth Programs) commented that 'It was fantastic to see Cadets from different countries instantly bonding. For some it was an opportunity to catch up with friends from ICC, and for others it was an opportunity to make new friends from around the globe, a great experience for all'.

The following day it was an early morning start to get to Katoomba to see the incredible Three Sisters rock formation, and visit Scenic World. This was considered a trip highlight by many of our guests, though the weather proved to be one of the biggest adjustments for our new friends who much prefer the sub-tropical offerings of Malaysia, to the early morning 4°C that our winter mornings offered up through the week.



Day three included a visit to the St John NSW Headquarters to meet key staff including the CEO. Our guests were given a full tour of the facility and took part in some interactive fun with the First Aid Force First Aid Challenge. In the evening, our guests visited Australia's oldest Youth Division, Glebe Cadets where they were well and truly made welcome!

Saturday was the highlight of the visit, with a Friendly Youth Competition—our Malaysian guests pitted their first aid skills against our Australian competitors. All competitors gave it their best shot and represented their respective countries very well.

Overall it was a successful day for both countries, with the Malaysian contingent even taking a clean sweep in the Youth Leader category (full results are available [here](#)). The Gala Dinner in the evening was a great opportunity to spend more quality social time together, and make good friends — by the end of the night all those present had at least 30 new friends on Facebook!



Sunday was equally exciting, with the opportunity to witness St John deliver Event Health Services at the Sydney City2Surf, one of the largest events in the St John NSW calendar. Although it was an early start, it was a great opportunity for the Malaysian Youth members to see how St John NSW work in an operational capacity, as well as experience Sydney's most iconic beachfront, Bondi.

The following days saw visits to two more Cadet Divisions. The visit to Bankstown Cadet Division was another opportunity to network with Cadets and leaders from Australia. The members at Bankstown Cadets were treated to a fantastic presentation by representatives of the Malaysian youth program, who recounted some of the differences between their program and ours, and some of the other countries they have visited with St John.

Blacktown City Cadet Division also made our visitors feel very welcome, hosting them as a part of their meeting night. Our Malaysian friends made another fantastic foot drill presentation and had a fantastic night meeting more Cadets from Australia.

While in Sydney our guests also had the opportunity to visit some of our iconic attractions, Luna Park, Taronga Zoo, and the Manly Ferry to name a few. Overall the trip was a fantastic success for both St John Ambulance Malaysia, and St John (NSW). It was a fantastic opportunity to share the passion that our young people have for our international organisation.

There are a few people whose hard work must be recognised. Ryan Chong from St John Ambulance Malaysia, Emma Compton and Damian Kaushik from St John (NSW) and the Superintendents of each Division who hosted the group during their stay.

A big thanks also to Ms Sarah Lance, CEO St John NSW, Mr Len Fiori, CEO St John Ambulance Australia, Mr James Chandler, Chief Cadet Officer, and Ms Belinda Ding for their support and valuable contribution to making the exchange such a success.

More photos of the trip are available [here](#), and two short videos of the trip can be viewed [here](#).

St John's Australian Youth Advisory Network is hosting another Boundless youth summit in Sydney, 22–23 September 2018.



[HOME](#) [ABOUT](#) [PROGRAM](#) [PRESENTERS](#) [UPDATES](#) [CONTACT](#)

[APPLY TO ATTEND](#)

The aim of Boundless is to create a sense of belonging for young members of St John Ambulance Australia aged 18–26 by expanding their networks and inspiring them in finding a purpose in their volunteering roles. Boundless will see members growing their skill set through a variety of professional development and knowledge sharing activities, while having their input heard on key issues within the organisation through consultation.

CHECK OUT THE

- [Boundless website](#)
- [Facebook page](#)

ST JOHN VEHICLES FEATURING IN AUSTRALIA POST'S LATEST STAMP PACK

The St John vehicles that feature in the collection are a 1964 EH Holden St John Ambulance from Tasmania, and a 1966 HR Holden St John Ambulance from Victoria.



Holden 'workhorses' are those vehicles that have been used in various important vocations and applications across Australia, from farming to the police force and even the postal service. This pack celebrates these transport revolutionaries, from the 1951 Holden Utility to the VF11 Commodore, and the role they have played in helping the nation. As well as 48 x \$1 Map of Australia stamps from the Love the Celebrate stamp issue, the pack contains fantastic historical and colour imagery, together with some iconic models in the stamp tabs. RRP \$54.00.

Available to purchase for \$54.00 from [Australia Post](#).

[Click here for more information about the 1964 EH Holden](#)

Thanks to Lyndall Underwood, Licensing Manager, [TPF Sports](#) for giving permissions, images, links and text for this article.





LEADERSHIP UPDATE

Provides information and tips for leaders and managers in St John

Peter LeCornu

Take notes in your meeting to be a better listener

Nothing derails a meeting faster than people speaking just to be heard, interrupting each other, and failing to integrate each other's points. Being a good listener can help you be sure you aren't adding to the chaos.

Use a simple note-taking method called 'margin notes' to help you separate key points of discussion from your questions and concerns, allowing you to truly listen to what's being said. In the main body of your notes, write down only what the other person is saying, and then write your ideas and judgments to the side, allowing you to set aside your own voice, and giving you space to listen to others. If you take the time to write down your observations and make connections between key ideas, you can thoughtfully craft your contributions to the discussion and set an example for others to do the same.

Leaders, don't let your ideas overpower your team's

It's your job as a leader to create a safe space where your team can share ideas without fear of judgment. But it can be tough to know how to give input without squashing others' suggestions. Should you jump in with your own ideas during brainstorming sessions, or step back and take on more of a coaching role? Deadlines and performance targets can increase the pressure to impose your own opinions, but doing so will increase your team's self-doubt and perpetuate the perception of the leader always having the answer.

The key is to find the right balance. So take your leader hat off and, as convincingly as you can, tell your team not to treat your ideas any differently than their own. However, if you notice that your contributions mute their participation, return to coaching. Your team won't be creative if they are waiting for you to tell them what to do.

Managers, tell your employees how you like to work

There's typically an adjustment period when managers take over a team, as they learn how best to work together. Accelerate this learning process—and keep your team from having to guess your management style—by creating and sharing a work-style table.

In the left column, add your characteristics and behaviours. For example, 'I raise tough issues up front and directly' or 'I'm not a morning person'. In the right column, add suggestions for how others can work with your preferences. For example, alongside 'I raise tough issues', you could write 'If you feel my response is blunt or direct, realise that it's about the issue, not about you personally'. And next to the 'morning person' entry, you could write, 'Avoid scheduling meetings where I have to make a big decision before 10:00 am'.

Being open about your management-style preferences can mitigate misunderstandings and help your team work together more productively.

Before a difficult conversation, prepare for multiple scenarios

When you need to have a tense conversation, don't try to wing it. You can't know how the discussion will go, so think through a few possible scenarios ahead of time. What if your counterpart gets upset and cries? What if they get angry? What if you get interrupted, or need to finish the conversation quickly?

Of course, you can't write a script for every eventuality, but considering as many of them as possible will help make sure you don't get blindsided and lose your cool. You might also want to find a trusted colleague with whom you can role-play some scenarios. Try different approaches, and test out phrases you might use for various possibilities. Then ask your role-play partner to give you feedback.