



St John Ambulance Australia **sharing best practise**

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Since 2010, St John Ambulance Australia has partnered with the Royal Australasian College of Surgeons (RACS) in support of their annual visit to improve the eye health of the Oecussi community, and more generally to improve the health outcomes in the small Timor-Leste community of Oecussi.

But why do we do it? Here's our answer:

Fast facts about Timor-Leste

- The Democratic Republic of Timor-Leste has some of the worst poverty indicators in the Asia-Pacific region, with half the population living below the poverty line.¹
- Approximately 135,00 people in Timor-Leste are blind, with up to 85% of that blindness preventable.¹
- Women of Timor-Leste experience one of the highest maternal mortality rates in the world, with 557 deaths per 100,000 live births.²
- Following conflict that followed the referendum in 1999 and subsequent destruction by militia, over 90% of buildings in Oecussi were destroyed, including approximately three quarters of Oecussi's health care facilities.

What does St John do to help?

Annually, St John provides RACS with funding to cover the travel costs of ophthalmic nurses and ophthalmic equipment. Also, a small team of St John volunteers assist RACS clinical staff when conducting ophthalmic activities by marshalling patients for eye testing, assisting with basic eye care and/or surgical procedures and basic vision testing using an eye chart. In 2014, RACS performed 38 cataract surgeries and 3 pteryguims (a wing-like growth on the surface of the eye). For many patients, the cataract surgeries undertaken were on those who were essentially blind.

The St John team of volunteers also teach basic first aid, health promotion topics and English to many community members, including the local Police, ambulatory staff and community organisations such as schools and orphanages. In a community where ambulance services are often unreliable, first aid skill are essential. We believe this initiative could save lives, decrease the severity of injury or illness and contribute to hospital avoidance, thus potentially easing the burden on the under-skilled and under-resourced health care system in the region and improving health outcomes for the community.

What's different in 2015?

For the first time, St John is exploring the need for first aid and related learning in the capital of Timor-Leste, Dili. Already, our team have booked several first aid workshops in this location, and plan to consult with community stakeholders to establish whether a gap in first aid awareness exists in the Dili community.

Got a St John story to tell that demonstrates best practise?

Share it with your fellow members through *Spotlite*. All articles for *Spotlite* are due on the 15th of each month, and will be reviewed by the National CEO and published at his discretion.



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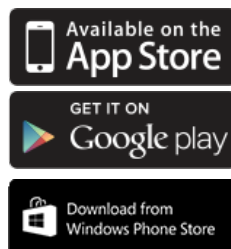
Under the leadership of Team Leader, Sarah McLaughlin of St John Northern Territory, the Team (including Nigel Bondfield of Tasmania, Nicholas Kafer from NSW and Casey McDermott of QLD) will spend 5 nights in Oecussi and 8 nights in Dili to undertake this important and beneficial work.

How can you help?

You can aid St John's ophthalmic activities (including work in Timor-Leste) with your generous, tax deductible donation. Simply visit <https://goo.gl/UTaWcd> to donate today.

We wish the 2015 Team all the very best on their endeavours in Timor-Leste!

- 1 <http://goo.gl/1qPTCY>
- 2 <http://goo.gl/QQSPGO>



Emergency+ Smartphone App

Emergency+ is Australia's national emergency app which has been endorsed by state and territory governments. The app, which is free of charge, allows callers to pinpoint their location via their smartphone's GPS functionality and verbally provide emergency operators with these details. The app can be downloaded free, and is available in English, Chinese (traditional and simplified) and Japanese.

St John Ambulance Australia encourages everyone to install **Emergency+** on their phone to ensure help can be sent as soon as possible in an emergency situation. If a Triple Zero operator doesn't know where a caller is, they can't send help.

Emergency+ in action

Emergency Services continue to report receiving Triple Zero (000) calls from people using the app, for example:

- In NSW, a trapped driver on a remote country road had his children walk 2.5km to get mobile coverage, who then used the app to call for emergency assistance.
- In WA, a quad bike rolled over in sand dunes in Lancelin, 100km north of Perth. The caller had no idea of their location, so the Emergency Services call-taker instructed them to download **Emergency+**. The caller was able to use the app to determine their coordinates and a helicopter was dispatched. A patient was taken to Royal Perth Hospital with significant injuries.
- In TAS, a woman was bitten by a snake while running on her usual track. After awakening from fainting, she called emergency services who instructed her to use the app to determine her location. Paramedics arrived and stabilised her before taking her to the Mersey Community Hospital.

Links to download the app can be found at emergencyapp.triplezero.gov.au

Ray Creen joins St John Ambulance SA as new CEO

Highly respected emergency services leader Ray Creen has been appointed as the new Chief Executive Officer of St John Ambulance SA.

Mr Creen is currently the NSW Ambulance Services Commissioner and has a long and impressive pedigree with a career beginning as a paramedic, before going on to hold the most senior of health and ambulance operational and leadership roles in the United Kingdom and Australia. Before commencing his role with NSW Ambulance Service in 2013, Mr Creen had been the CEO of the SA Ambulance Service since 2008.

'I've come full circle having joined my local Cadet Division of St John Ambulance when I was just 12 years of age. So to now be leading the organisation in South Australia is a huge honour and a thrill', said Mr Creen.

St John Ambulance SA in the media

Channel 7's 'Today Tonight' ran a 7 minute feature on young parents being first aid ready, with several references to St John Ambulance, including a reference to the St John SA Caring for kids first aid course. Watch the feature on YouTube: <https://goo.gl/FrLPuU>

Tony Gray, General Manager – Commercial,
St John Ambulance Australia SA Inc.

Completed St John research projects

Each year the St John Ambulance Australia Medical Advisory Panel and Research Ethics Committee review submitted research proposals and provide funding to successful applicants. Where completed project reports have been submitted electronically, these PDFs are made available on [Member Connect](#): Browse Resources / General / Medical and Research / Research

The current list of finished projects, include:

- Bridgewater, CPR Skills Performance
- Community Care Report 2007
- Dutch, M2006 Experience
- Dyson, Bicycle Paramedics
- Eade, Cardiac Arrest MCG Telstra Dome
- Hutton, Adelaide Schoolies
- Hutton, World Youth Day
- Martin, GHB Intoxication
- Ranse, Hospital Referrals
- Ranse, Mountain Biking Injuries
- Ranse, Resuscitation Volunteer Experience
- Tippet, Workforce Planning
- Williams, First Aiders at AFL Games
- Zeitz, Asthma Management
- Zeitz, Cardiac Arrest South Australia
- Zeitz, Injury Surveillance Adelaide Show
- Zeitz, Workloads Mass Gatherings
- Zeitz and Hasler, Women Volunteers

St John Eye Hospital, Gaza — building continues

One year on from the war in Gaza, support for the building of the St John Eye Hospital in Gaza continues. Watch this amazing footage and interview on YouTube: <https://goo.gl/3aFcU4>



NATIONAL YOUTH LEADERSHIP FUND



Are you between 8 and 25 years old? Want to be a future leader in St John?

Then why not apply for funding under the National Youth Leadership Fund? You could receive financial support to attend an external leadership course or program!

Want more info? Download the application documents at the St John Member Connect website or email policy@stjohn.org.au

www.stjohn.org.au





ST JOHN OPHTHALMIC WEEK

Ophthalmic news

We received a fantastic response to our 31 July Ophthalmic quiz, 'Test your knowledge of the St John Eye Hospital and first aid for eyes', with around 135 entries to the quiz; thanks to all who entered. The winner of the iPad Mini is ... **Jack Boessler from St John Ambulance, Victoria!** (The answers to the quiz are included below.)

Our next competition is a 'Find an Ophthalmic word' puzzle (below) and we'd like YOU to create the find-a-word. We've done most of the work for you: prepared a template, listed the words we'd like you to use, included the instructions and even put clues in to help!

Please email your completed 'Find an Ophthalmic word' puzzle to Amanda at finance@stjohn.org.au. The winning entry will be included in the next edition of *Spotlite*. The competition is open until Friday 21 August.

Ophthalmic Week will be held between 5–11 October with some states celebrating an 'Ophthalmic MONTH'. Stay tuned to Member Connect for more information.

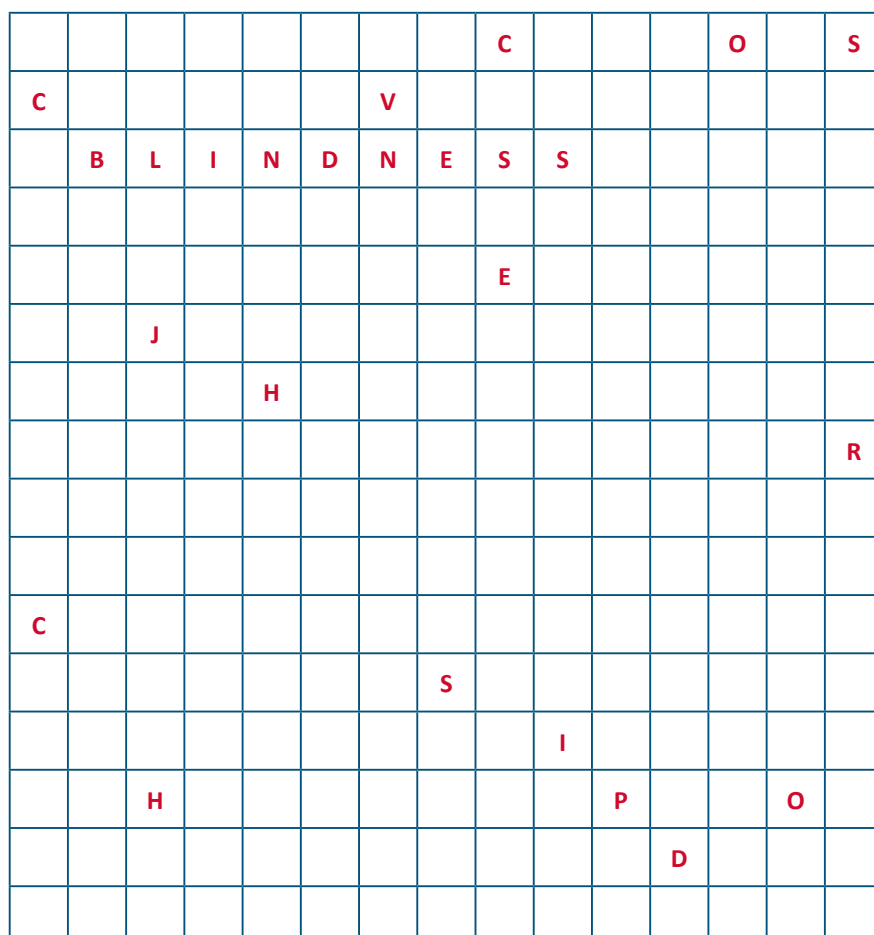
ANSWERS to the St John Ophthalmic Quiz

- Israel** (The St John Eye Hospital is located in Jerusalem. In which state is Jerusalem situated?)
- Hamas** (Which Palestinian political party rules the city of Gaza?)
- 1948** (In which year was modern Israel founded?)
- Relating to the eye** (What does 'ophthalmic' mean?)
- Ophthalmology** (What is the name of the branch of medicine that specialises in the eye and eye conditions?)
- 2** (How many eyes does a fly have: none, 2, 10, 100 or 1000?)
- 6** (How many muscles does each eye have to allow it to move around?)
- Close to you** (If you are short sighted, are you able to see objects better that are far away or close to you?)
- East Timor** (St John have been sending a team to Oecussi for many years. Where is Oecussi?)
- We received a range of responses and, due to the variety named in the literature available, have accepted: **Tetum, Baikeno (Baiqueno), Meto and Portuguese**. (What is the main language spoken in Oecussi?)

Create an Ophthalmic word search

Create your own word search using the 17 listed words and fitting them into the correct spot. The first letter from each word is in **RED**, and the first word, **BLINDNESS**, has been done for you.

blindness	Jerusalem
cataract	ophthalmic
cornea	ophthalmologist
cure	pupil
diabetes	retina
eye	sclera
hope	sight
hospital	vision
iris	



Leadership update

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

How to help someone develop emotional intelligence

If you are one of the unlucky people who must deal with a clueless colleague or a brutish boss, you're not alone. Sadly, far too many people lack basic emotional intelligence. They ruin work teams and destroy productivity, not to mention morale. They're little time bombs that go off when you least expect it—sucking up your time and draining everyone's energy.

Most of us assume that people will change their behaviour when told to do so by a person with authority. For complicated change and development, however, it is clear as day that people don't sustain change when promised incentives like good assignments or threats. They have to want to change themselves.

What does work is:

- helping people find a deep and very personal vision of their own future, and
- then helping them see how their current ways of operating might need a bit of work if that future is to be realised.

First, find the dream. If you're coaching an employee, you must first help them discover what's important in life. Then, help your employee craft a clear and compelling vision of a future that includes powerful and positive relationships with family, friends, and coworkers. Next, find out what's really going on: what's the current state of this person's emotional intelligence? Get some feedback from others using a 360 degree feedback instrument. Once you have the dream and the reality, it's time for a gap analysis and a learning plan.

Extracted from: <https://goo.gl/BXAjsC> (see this article for more details, including examples)

Show employees you're willing to hear them out

Managers are often more accustomed to speaking than listening, but there are times when you need to shift gears and really hear your employees out. When you're having a conversation, show that you are listening by silencing your phone, shutting off your computer, and getting rid of any other potential distractions. You don't want to risk sending a message that the employee and their message aren't important. Then look for nonverbal cues. In a conversation, people might say one thing while their face and body say the opposite. Don't let these cues pass by unaddressed. Acknowledge them with questions such as, 'You seem excited about this, can you tell me more?' or 'I get the sense that this upsets you, is there anything you need to share?' Finally, verify what you've heard and ask clarifying questions such as, 'Here's what I thought you said, is that correct?'

Make quick, direct feedback a part of your routine

Many managers don't give effective feedback because they're simply pressed for time. There are three ways to make this easier—for you and your employee.

- 1. Create a standard way in.** Reduce the time you spend mulling over each conversation by establishing a simple, routinised way to open feedback discussions. 'I'm going to give you some feedback' or 'Are you open to my coaching on this?' gets immediate attention and sets the right tone.
- 2. Be blunt.** If you've ever said 'maybe you could...' or asked an employee to 'think about' a performance issue, you're likely not being blunt enough. Be honest, sincere, and personal while addressing the issue head-on.
- 3. Ask your employee to play it back.** To avoid having the same conversation again and again, make sure your employee can clearly explain what they need to change or do next.

Peter LeCornu, CEO, National Office

Event Health Services Gazette

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

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

New South Wales

Phillip Brown, Blacktown City Cadet Division

Rachel Camara, Blacktown City Cadet Division

Adrian Caputo, Lower North Shore Cadet Division

Saskia Hunt, Western Suburbs Cadet Division

Brayden Keur, Blue Mountains Combined Division

Queensland

Jayden See, Gold Coast Combined Division

Western Australia

Renee Kappler, Morley Cadet Division