St John Ambulance NSW

Reflect Reconciliation Action Plan

February 2025 – August 2026

St John

RECONCILIATION ACTION PLAN

REFLECT

Acknowledgement of Country

We acknowledge the Traditional Owners of the lands where we work and live. We pay our respects to Elders past, present and emerging. We recognise the Aboriginal and Torres Strait Islander peoples who, as part of the longest living culture, cared for each other using traditional knowledge and healing practices. We pay respect to their long history of teaching, healing and gathering.

Readers should be advised that this document may contain images and names of deceased people.

About the artwork: *Spirit of Service*

St John Ambulance NSW (St John NSW) is built on a strong tradition of serving the community through volunteering, knowledge building, first aid skills and responding during times of crisis.

The centre of the artwork depicts a vibrant concentric circle in the colours of Country, comprised of smaller ochre dots. This circle represents the heart of St John NSW and the many staff and volunteer members who devote their time and knowledge to serving communities. The four large U-symbols surrounding the central circle represent our people. They are gathered together sharing knowledge and skills in the spirit of serving the community. Smaller circles in ochre and white represent the many different training and community programs offered by St John NSW, giving people the knowledge and skills to save lives. Green eucalyptus leaves and seedlings reference the sacred knowledge and traditional ways of the original healers. With an expansive urban, regional and remote footprint throughout NSW, the background of the artwork depicts a tapestry of rivers and walking tracks where St John NSW delivers its vital services.

White parallel U-symbols represent the broader community, while the small white u-symbols represent younger cadets that come from the community to join St John NSW.

Six standalone artwork elements below represent St John NSW key areas of impact and ways of working.

About the artist

Charmaine Mumbulla is a Kaurna and Narungga woman from South Australia, with family ties to the Gumbaynggirr people of the New South Wales Mid-North Coast. Charmaine works closely with organisations to tell their stories through her art. Together with her partner Jason, she runs a Sydney-based Aboriginal creative agency called Mumbulla Creative.

Areas of Impact

A connected web of care in communities

Empowering with skills and knowledge

Saving lives

How we work

Better together

Excellence in care

Respect for all

Message from Reconciliation Australia

Reconciliation Australia welcomes St John NSW to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

St John NSW joins a network of more than 3,000 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program's potential for impact is greater than ever, with close to 3 million people now working or studying in an organisation with a RAP.

The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP will lay the foundations, priming the workplace for future RAPs and reconciliation initiatives.

The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically et its reconciliation commitments in line with its own business objectives, for the most effective outcomes.

These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance.

It is critical to not only uphold all five dimensions of reconciliation, but also increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables St John NSW to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions.

Getting these first steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations St John NSW, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

Karen Mundine
Chief Executive Officer
Reconciliation Australia

A message of support from the Chair of the St John NSW Board

The St John NSW Board is committed to meaningful action within our organisation to advance reconciliation. Having a Reconciliation Action Plan (RAP) is important for us to guide and drive that action.

The RAP lays the foundations for genuine and ongoing relationships with First Nations people and organisations. As a Board we are commited to supporting these relationships as a critical part to our reconciliation journey. We recognise they are at the heart of genuinely understanding reconciliation and our role, have the potential to provide direct social, economic and health related benefits, and are opportunities to innovate together for the benefit of both Aboriginal and Torres Strait Islander people and the wider community.

We have a proud humanitarian history of caring for all, and we remain committed to providing an inclusive and welcoming environment for our people and the community we serve. Our RAP is also an important part of ensuring we fully extend this welcome to First Nations peoples, through culturally appropriate ways of working and equitable opportunities.

Sean McGuiness
Board Chair

A message from our Chief Executive Officer Dominic Teakle

St John NSW aknowledges and pays respect to the past, present and future Traditional Custodians and Elders across the lands now known as Australia, and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples.

We recognise and pay our respects to First Nations people's deep connection to the land, their stories, traditions and living cultures. St John NSW serves communities on the many lands that extend from our headquarters in Wallumedegal Country to Bundjalung in the north, to Yuin in the south and Wiradjuri in the west.

We have proudly served the NSW community for 140 years, providing medical and first aid care. Our mission of saving lives through healthcare and first aid drives our organisation.

Today our products and services create safer workplaces, homes and public spaces. We recognise that we can play an important role in health care and other outcomes for Aboriginal and Torres Strait Islander peoples.

As a volunteer-driven charity with a commercial business that helps fund our work in communities, we have many areas where we can advance reconciliation. The practical goals set out in our Reconciliation Action Plan are an important first step in ensuring reconciliation is embedded in what we do every day.

Dominic Teakle
Chief Executive Officer

Our organisation

St John NSW is a self-funded, profit for purpose organisation which has been there for the community for more than 140 years.

From first aid services on the sidelines of sporting matches or major events, to frontline emergency and crisis support through bushfires, floods and pandemics, St John has been saving lives and empowering others with the confidence, knowledge and skills they need to help others in need.

We employ approximately 150 staff and have around 3,000 volunteers, including youth members, in over 70 teams across NSW metropolitan and regional areas. We know we have members who identify as Aboriginal and/or Torres Strait Islander people. We don't currently have mechanisms to capture this information, and will work within this RAP to determine culturally appropriate ways to understand this.

As a profit-for-purpose every dollar of profit made from our commercial activities goes towards our mission, funding our volunteers and community programs.

Much more than a service provider, St John NSW is a leader in health and safety advocating for public access defibrillators and greater levels of first aid training in the community.

We worked alongside NSW Health providing support to the community during the COVID-19 pandemic. We are with the RFS during bushfires, providing medical attention to firefighters, and in evacuation centres assisting residents during fires and floods. We are the medical reserve.

We believe in positive change, and we are committed to building resilient, confident communities that will ultimately save lives. Our services provide positive social change by giving both adults and children life-saving knowledge of first aid.

We provide accredited first aid and mental health first aid courses, essential first aid equipment, event medical services and other workplace services. Each year we train around 50,000 people in first aid.

Our RAP - Our journey so far

St John NSW has committed to sharing our skills and knowledge in first aid and providing health services in communities across NSW.

Pius X St John Eye Clinic Moree

In March 2006, St John NSW was approached by the Pius X Aboriginal Corporation who worked together to set up the Pius X St John Eye Clinic, a partnership between Pius X Aboriginal Corporation, St John NSW, Aboriginal and Torres Strait Islander Health (ATSIH), NSW Health Service and Moree District Hospital, Sydney Eye Hospital and Department of Ophthalmology, University of Sydney, Prince of Wales Hospital and Department of Ophthalmology and the University of New South Wales.

Aboriginal people in the Moree district were suffering from very high levels of eye pathology. Unless they could afford private care and were prepared to travel long distances, they were unable to access adequate medical support.

St John NSW raised the funds needed for the purchase of sophisticated equipment for the Clinic to permit the establishment of the eye service and a further $350,000 for the purchase of diagnostic and laser treatment equipment. Other donations and support helped fund other specialist equipment to ensure the ongoing treatment of the Aboriginal community in Northern NSW.

The Pius X St John Eye Care Clinic continues to provide much needed eye care in regional NSW and is worthy recognition of the already pioneering and innovative achievements of the Pius X Aboriginal Corporation in caring for the needs of Aboriginal people and the wider community in Northern NSW through an Outreach Eye Screening program.

The Pius X St John Eye Clinic has recently entered a new phase with a much closer relationship with Sydney Eye Hospital. The Clinic continues to operate out of well-equipped dedicated space. St John NSW continues to support the Clinic through regular supervision and oversight, this includes regular clinical audits and consumer satisfaction assessment, noting zero complaints in almost 20 years. Supervision is carried out by Conjoint Professor, Michael Campion, who visits the clinic every month, consulting with Professor Gerard Sutton from the Sydney Eye Hospital.

Acknowledge this....

St John recognises the importance of leaders driving the change we want to see. We have provided Acknowledgement of Country training to our Volunteer Leaders and Managers. The workshop included a deeper understanding of what an Acknowledgement of Country is, the purpose of each part and a greater understanding of the cultural sensitivities and Aboriginal languages.

Training is being offered on a regular basis to new staff and volunteers.

The training has helped us achieve our goal of ensuring every formal meeting, every training session and every group event starts with an Acknowledgement of Country.

New St John Headquarters – welcomed to Wallumedegal Country

We celebrated the opening of our new St John NSW headquarters in Macquarie Park, Sydney on 28 November 2024. The site is located on the traditional lands of the Wallumedegal people, and we recognised their connection to the land and traditional practices with a smoking ceremony and Welcome to Country. We were grateful to be joined on the day by Uncle Raymond, representing the Metropolitan Local Aboriginal Land Council.

First Aid Training for Aboriginal and Torres Strait Islander Community

In 2021/22, St John launched a specialised First Aid Program in parternship with Marathon Health for the Aboriginal and Torres Strait Islander community.

Marathon Health's vision is to enable communities across Western NSW to thrive through improved health and wellbeing by providing sustained health services and support.

This project aims to empower the community with the confidence and capability to act when emergencies occur, or if community members are reluctant to seek professional health care. The training, delivered to school children, young parents and the elderly, also provides communities with knowledge on how to deal with other health and wellbeing issues.

St John NSW worked collaboratively with Marathon Health and the program evolved to have an interactive and practical delivery with a 'yarning circle' approach, which resonated well with First Nations communities.

The training is culturally sensitive and designed to meet the unique needs of the community. Specific contextualisations include working with diverse mannikins, 1 or 2-day programs (depending on the need and timings), sensitively adjusted resources and verbal assessments using an intensive ratio of trainers to students.

From this project has come the use of diverse skin tone mannikins now used throughout St John NSW. Participants earn and receive a nationally recognised First Aid Certificate, which is valuable for employment and professional development.
The First Aid Training has continued to roll out in high schools in 2023/24.

“

It was more connected, not all theory based. I like the way the teacher delivered it – sharing practical examples and practical components...it was a really good way for all of us to learn.

Kellie

“

I absolutely loved it and I enjoyed myself. I am so proud of myself. I always wanted to do a first aid course.

Carol

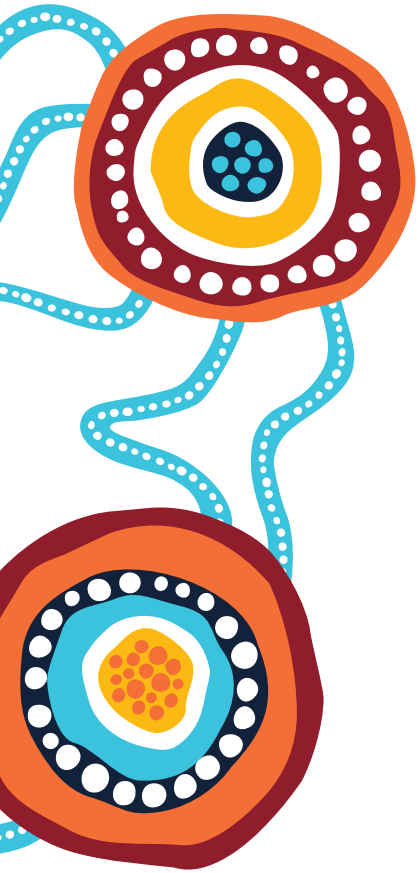
“

It was a lot more enjoyable than the last first aid course I did, and I learnt more.

Sharnie

Our RAP Working Group

St John NSW has always embraced diversity with our members and a positive workplace culture. The establishment of a strong and focused RAP Working Group demonstrates our commitment to ensuring a meaningful RAP journey and outcome.



Our RAP Working Group members include:

Anita Truninger

General Manager, Engagement | RAP Champion

Anita is responsible for St John NSW community impact programs and building partnerships that strengthen relationships with and across the NSW community. She is passionate about the possibilities for education the potential educating state-wide relations between First Nations peoples and St John staff and volunteers. connections through inspiration and education.

Helen Banu Lawrence OAM CStJ

Investigation Team and Child Safety Working Group member | RAP Chair

Helen joined St John NSW in 1976 as a Cadet and has held many positions over her 42 years of volunteer service including Chief Officer for Cadets, State Council member and Investigation Officer. Helen has contributed 11,500 hours of volunteer service to her communities and to St John.

Helen has been an advocate for youth, not only in her role at St John but also in the wider community. These include as Chairperson of Headspace Chatswood Consortium, Executive Committee member of the Avalon Youth Hub and Executive Management Committee Member of the Northern Beaches Youth Interagency. She was awarded the Medal of the Order of Australia in 2023 for service to youth and to community health.

Name	Position
Dominic Teakle	Chief Executive Officer
Harry Delaney OAM KStJ	Member of State Council and Head of Retired Members Network
Jennifer Joseph MStJ	Learning and Support Services Manager, People Performance and Culture
Leanne Markovic	Fairfield Division Member and proud Darug woman
Louise Eckersley	Relationship Manager, Sales and Service
Matthew Griffiths OStJ	Youth Camps & Activities Leader, State Youth Team
Paul Barber MStJ	Retired Members Network
Penny Farries	Sutherland Division Member and proud Dharawal woman

St John NSW Reconciliation Action Plan (RAP) Working Group will commence reviewing the Reflect RAP, scoping out our capacity for reconciliation, developing relationships with Aboriginal and Torres Strait Islander stakeholders and determining our vision for reconciliation.

It will also be an opportunity for us to build partnerships and support better health outcomes for all communities.

The project is being led by our General Manager, Engagement and the Working Group's roles and responsibilities will be to:

- Provide ideas on RAP deliverables and how to achieve these
- Represent and communicate St John's RAP commitment and development of the RAP to relevant stakeholders including participation in key events such as NAIDOC Week, and
- Assist in the implementation of the RAP deliverables.

Relationships

Actions	Deliverable	Responsibility	Timeframe
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations	• Identify Aboriginal and Torres Strait Islander stakeholders and relevant organisations within our operational footprint and sphere of influence.	General Manager Engagement	March 2025
	• Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations and share these with St John Members.	General Manager Engagement	March 2025
	• Review existing St John NSW initiatives to support Aboriginal and Torres Strait Islander communities ensuring they are fit for purpose across clinical and other community support. Where possible enhance and build on these.	General Manager Engagement	April 2025
2. Build relationships through celebrating National Reconciliation Week (NRW)	• Circulate Reconciliation Australia's NRW resources and reconciliation materials to SJNSW Members.	Communications and Engagement Manager	March 2025, March 2026
	• RAP Working Group members to participate in an external NRW event.	General Manager Engagement	27 May - 3 June 2025 and 2026
	• Encourage and support staff, senior leaders and volunteers to participate in at least one external event to recognise and celebrate NRW.	General Manager Engagement	March 2025 and 2026 (for 27 May - 3 June)

Relationships cont.

Actions	Deliverable	Responsibility	Timeframe
3. Promote reconciliation through our sphere of influence.	• Communicate our commitment to reconciliation to all St John NSW relevant stakeholders.	Communications and Engagement Manager	January 2025
	• Identify external stakeholders that St John NSW can engage with on our reconciliation journey.	General Manager Engagement + Deputy Commissioners	February 2025
	• Identify RAP and other like-minded organisations (in health, emergency services, youth, volunteering, charitable and for purpose sector) that we could approach to collaborate with on our reconciliation journey.	General Manager Engagement + Deputy Commissioners	February 2025
4. Promote positive race relations through anti-discrimination strategies.	• Research best practices and policies in areas of race relations and anti-discrimination.	Deputy Commissioner – Youth, Volunteering, Clinical representative(s)	June 2025
	• Review St John NSW policies and procedures to identify existing anti-discrimination and/or inclusive practices, provisions and future needs.	General Manager People Performance and Culture + Deputy Commissioner – Youth, Volunteering, Clinical representative(s)	September 2025
	• Consider other St John documentation including training programs - and how to ensure consistent language and positive intent.		
5. Build relationships with Aboriginal and Torres Strait Islander health services and other health services working in this space.	• Reach out to current health partners to understand opportunities for collaboration.	GM Engagement + Deputy Commissioner, Clinical Systems	December 2025
	• Research Aboriginal and Torres Strait Islander health services that we may be able to support through training or resources.	GM Engagement	March 2025

Respect

Actions	Deliverable	Responsibility	Timeframe
6. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	• Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within St John NSW.	GM People, Performance and Culture	September 2025
	• Conduct a review of cultural learning needs within our organisation.	GM People, Performance and Culture	September 2025
7. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	• Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within St John NSW's operational area.	GM Engagement, Deputy Commissioner Youth, Deputy Commissioner Volunteering	March 2025
	• Increase staff and volunteers understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols. • Develop tools, resources, template/s and processes to help staff and volunteers implement cultural protocols.	Communications Specialist	March 2025
	• Investigate other ways St John can demonstrate respect to First Nations people through our assets, collateral and more broadly through our volunteer network and events.	Marketing Manager	March 2025
	• Collate and publish a list of dates of significance for Aboriginal and Torres Strait Islander peoples to SJNSW Members e.g Sorry Day.	Communications Co-ordinator	March 2025

Respect cont.

Actions	Deliverable	Responsibility	Timeframe
8. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	• Raise awareness and share information amongst SJNSW Members about the meaning of NAIDOC Week.	Communications and Engagement Manager	May 2025
	• Introduce our staff and volunteers to NAIDOC Week by promoting external events in our local area.	Communications and Engagement Manager	June 2025
	• RAP Working Group to participate in an external NAIDOC Week event.	RAP Working Group	First week in July 2025
9. Demonstrate respect to Aboriginal and Torres Strait Islander peoples.	• Add an Acknowledgement of Country on email signatures, Members website and SJNSW website.	Marketing Manager	February 2025
	• Ensure places of meeting (Board room, training rooms and ceremonial events) display the Aboriginal flag and the Torres Strait Islander flag or reflect their culture in an appropriate way.	General Manager Engagement St John NSW State Council – Ceremonial Working Group Lead	February 2025
	• Invite local Aboriginal community members and members of the RAP Working Group to significant events.	General Manager Engagement	February 2025

Opportunities

Actions	Deliverable	Responsibility	Timeline
10. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	• Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	General Manager, People Performance and Culture	December 2025
	• Develop the business plan for Aboriginal and Torres Strait Islander employment within our organisation.	General Manager, People Performance and Culture	March 2025
11. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	• Develop the plan for increasing procurement from Aboriginal and Torres Strait Islander owned businesses.	General Manager, Sales & Service	June 2025
	• Investigate Supply Nation membership.	Business Relationship Manager	February 2025
12. Increase opportunities to provide first aid training and first aid supplies in regional, rural and remote communities.	• Reach out to contacts in Aboriginal Health to collaborate and provide training and first aid resources.	General Manager, Engagement	December 2025
	• Train staff and volunteers on protocols and expectations while visiting indigenous communities.	Learning & Support Services Manager	August 2026
	• Identify indigenous organisations in sphere of influence that would benefit from provision of First Aid supplies.	General Manager, Sales & Service	December 2025

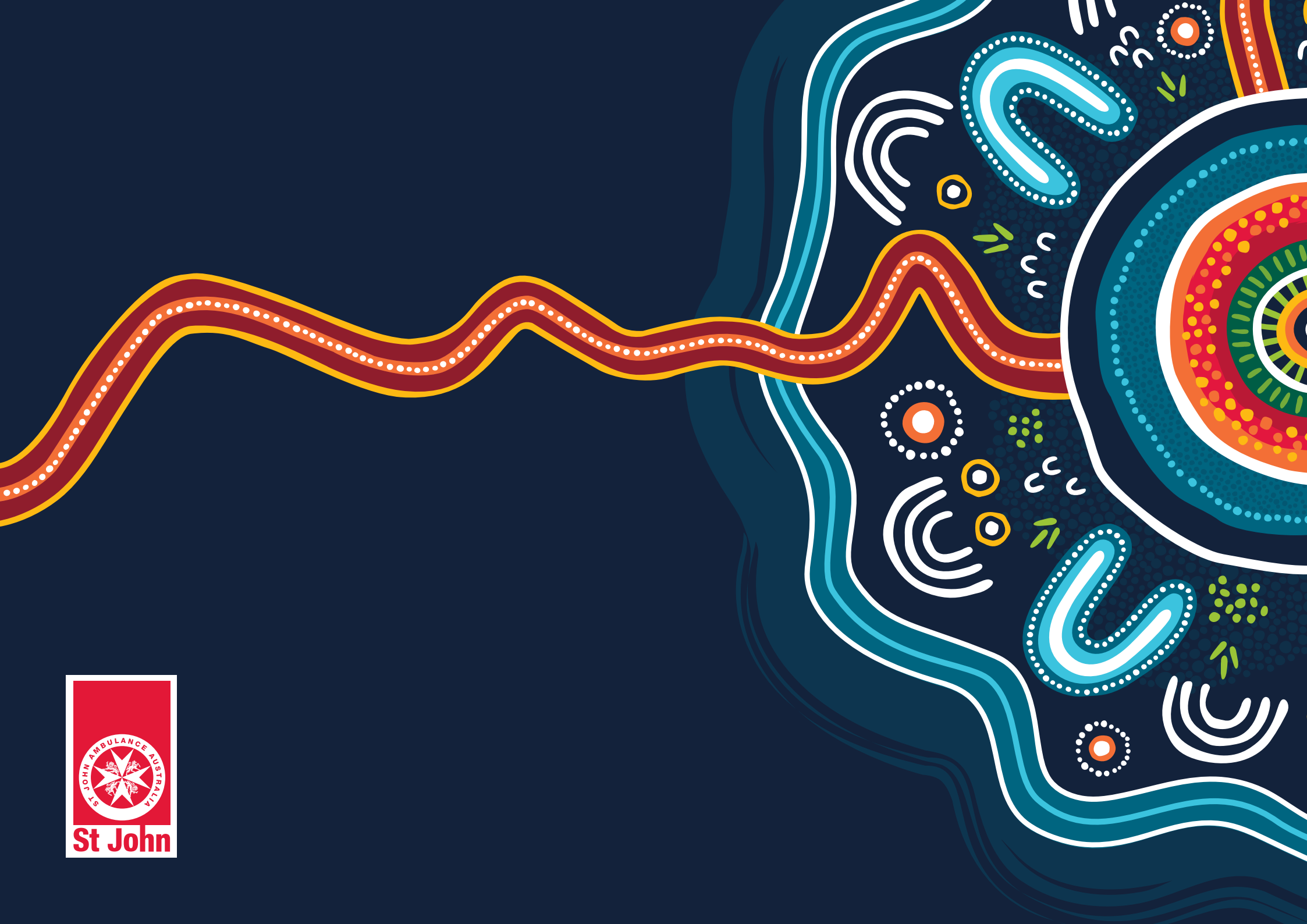
Governance

Actions	Deliverable	Responsibility	Timeline
13. Establish and maintain an effective RWG to drive governance of the RAP.	• Maintain a RWG to govern RAP implementation.	General Manager Engagement	February 2025
	• Draft a Terms of Reference for the RWG.	General Manager Engagement	February 2025
	• Maintain Aboriginal and Torres Strait Islander representation on the RWG. • Maximize opportunities for the engagement and participation of Aboriginal and Torres Strait Islander staff into the RWG.	RAP Working Group Chair	February 2025
14. Provide appropriate support for effective implementation of RAP commitments.	• Define resource needs for RAP implementation.	General Manager Engagement	February 2025
	• Engage senior leaders including Board, State Council, Commissioner, and Deputy Commissioners in the delivery of RAP commitments.	General Manager Engagement	June 2025
	• Maintain a senior leader to champion our RAP internally.	RAP Working Group Chair	February 2025
	• Define appropriate systems and capability to track, measure and report on RAP commitments.	General Manager Engagement	January 2025
15. Build accountability and transparency through reporting RAP achievements, challenges and insights both internally and externally.	• Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence.	General Manager Engagement	Annually in June of each calender year
	• Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey.	General Manager Engagement	Annually on 1 August of each calender year
	• Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	General Manager Engagement	Annually by 30 September of each calender year
16. Continue our reconciliation journey by developing our next RAP.	• Register via Reconciliation Australia's website to begin developing our next RAP.	General Manager Engagement	April 2026

Contact

Anita Truninger
General Manager, Engagement

P 02 9745 8879
E communications@stjohnnsw.com.au


ST JOHN AMBULANCE AUSTRALIA
St John