

Awards, Honours,
and Recognition
at St John
Ambulance
Western Australia



St John Ambulance Western Australia recognises the service provided by its staff and volunteers in a number of ways, foremost among these being through formal medals and awards.

This brochure provides a definitive guide on the formal awards and medals available as well as details about who is eligible, what the eligibility criteria is, and how nominations should be completed.

This brochure, and the information in it, supersedes all previous information and advice as at February 2016.

St John Ambulance awards

THE SERVICE MEDAL OF THE ORDER OF ST JOHN

The Service Medal is available only to volunteers who have completed 12 years of 'efficient service', with bars awarded for every five years of efficient service thereafter. Efficient service is achieved if a volunteer has:

- ▶ Provided at least 60 hours of annual service to the community through their St John volunteering, per calendar year. Hours spent on stand-by accrue at 50% (i.e. 30 minutes is counted for every 60 minutes on standby); and
- ▶ Maintained any skills required to perform their role/s at St John; and
- ▶ Ensured their service is of a satisfactory quality

A simple way of thinking about the Service Medal is that a volunteer needs to complete efficient service, within each calendar year, for twelve years. Those years do not have to be consecutive.

The Service Medal recognises only length of service and as such provides a different form of recognition to that given through admission to or promotion within the Order of St John, where an emphasis is placed on an individual's achievements and the impact his/her service has had on the community. Consequently, the nomination processes are separate.



The Service Medal of the Order is a recognised honour within the Australian Honours System.

NOMINATION PROCESS

A circular calling for nominations is distributed each year in September, with a December deadline for submitting completed nominations. Nomination forms for country ambulance volunteers are attached to the circular and need to be submitted to Volunteer Member Services (VMS) by the due date. Event Health Services (EHS) tends to identify eligible EHS volunteers through its Annual Returns, with Divisional Managers responsible for compiling all the necessary supporting documentation (usually just a print out of a volunteer's service hours per year) and sending this to VMS.

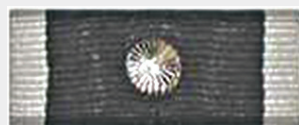
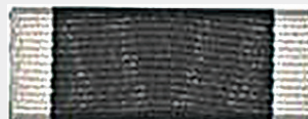
Once nominations are processed by St John WA, they are then sent to the Priory in Canberra for final approval. Presentation of medals and bars occurs each year at the State Conference.

Three, six and nine year service recognition ribbon (EHS)

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Service Recognition Ribbons are awarded to volunteers who have completed 3, 6 and 9 years of efficient service. 'Efficient service' is defined in the same way as for the Service Medal of the Order. After 12 years' service and a volunteer has been awarded the Service Medal, the Service Recognition ribbons are no longer worn.

Divisional Managers will identify eligible volunteers but those who think they may be eligible should also contact EHS. The Chief Executive Officer approves the awarding of ribbons, which are presented by EHS at the EHS Awards Ceremony.



Three, six and nine year service recognition pins (country ambulance)

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These pins are awarded to country ambulance volunteers who have performed 3, 6 or 9 years' efficient service. Volunteer Member Services (together with Regional Managers) will identify eligible recipients, based on service records and through the VIP system, and then notify them but volunteers who think they may be eligible should contact VMS at any time. Ribbons are awarded at the relevant volunteer's sub-centre.

It is intended that, over time, pins will be replaced by the ribbons which EHS volunteers currently receive.



Admission to or promotion within the Order of St John

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Being admitted to the Order of St John is the highest honour within St John's awards and honours system a volunteer or employee can be given. Service needs to be recognised as 'outstanding'. Outstanding service is measured by the quality of an individual's service, identifiable achievements during that service, and the level of impact on the organisation and community because of that service. Length of service is an important consideration in determining the merits of an individual's nomination, although is recognised in its own right through the Service Medal.



Promotion within the Order is determined not only on the basis of the outstanding service given by an individual since his/her last promotion, but also on the ability of that individual to demonstrate how his or her leadership has influenced St John Ambulance for the better. Promotion within the Order is not normally considered before five years has passed since admission/the last promotion, although there have been exceptions. Being admitted to the Order of St John is a recognised honour within the Australian Honours System.

NOMINATION PROCESS

A Regional Nominations Committee is established in each region to identify individuals whose service is deserving of the recognition given through membership of the Order of St John. The Committee identifies these individuals either through the nominations it receives through an open process, or through its own knowledge, and is then responsible for ensuring that a nomination for each individual is of a high standard and contains enough information to support/justify the case for admission or promotion.

A similar process exists for EHS personnel, with EHS Management with Divisional Managers overseeing the nomination process for EHS, calling for nominations to be received, writing nominations, and ensuring that in all cases nominations which are forwarded to the CEO's Office are of a high standard and well written.

Nominations are sent to the CEO's Office for forwarding to the Commandery Honours & Awards Committee (CHAC), which assesses the merits of each nomination before forwarding successful nominations to the Priory Honours & Awards Committee (PHAC) in Canberra.

Quotas limit the number of individuals who may be admitted to or promoted one level after admittance to the Order. Western Australia's quota is a combined total of 40.

Individuals are not able to nominate themselves for admission or promotion, and those nominating others must keep that fact confidential.

Individuals whose nominations are successful are invested into the Order during the Annual Investiture (usually at the investiture service in the second year after the nomination is submitted).

What is the Order of St John?

The Order of St John is sometimes defined as a 'royal order of chivalry' but this is not a useful way of understanding what it actually is. An 'order' is typically a society or group of people who abide by the same religious and/or moral codes and who act in furtherance of a similar purpose. Orders exist as a means of recognising exceptional and long-standing service to a nation – for example, the Order of Australia, or the Order of the British Empire – but some may also exist not just to recognise valued service, but to serve humanitarian and charitable ends. The Order of St John is one such dual-purpose order: it recognises service, and it operates across the globe to alleviate sickness, distress, suffering and danger. It is a 'royal order' because HM the Queen is the head of the Order, and it is an 'order of chivalry' in recognition of the code of behaviour expected of its members.

What does it mean to be a member of the Order of St John?

Under the constitution of St John Ambulance WA, members of the Order of St John are simultaneously members of the Commandery in Western Australia of the Order of St John. This entitles members to attend and, depending on the grade of membership (Officer and above), vote at the Commandery Chapter meeting (the Annual General Meeting), as well as receive the Annual and Financial Reports of the organisation, and receive invitations to Commandery/Order specific events. Beyond this, however, members of the Order are part of a unique body whose members – with their collective experience, knowledge and understanding of the pillars and fabric of St John – help guide the organisation forward. Members are the current custodians of the traditions and history of an Order which has existed in its modern sense for well over a century but whose origins go back a thousand years.

What information should I put in a nomination?

Nomination forms contain two sections: a service statement and a 'reason for nomination' statement. When filling out the first section, ensure that enough details are provided about how long the nominee has served St John – and in what positions, at what locations – and that short descriptions are also provided about what those positions have entailed (i.e. what are the responsibilities of the position?). When filling out the 'reason for nomination' section, ensure there are enough details so that it's obvious to the Honours & Awards committee why the nominee should be admitted or promoted in the Order. For example, it's useful to talk specifically about

the nominee's achievements and what difference these have made to the organisation, and to the local community. It is also useful to back statements up with examples, evidence and numbers (hours of service, ambulance cases attended, first aid students trained etc.). Think of the overall nomination as equivalent to a job application – claims have to be substantiated and backed up with good examples!

Commandery Commendation

A Commandery Commendation is awarded to a volunteer or employee who is considered deserving of some recognition but not at the level given by membership of the Order of St John. The nomination process and forms are the same, however, as for admission to/promotion within the Order (i.e. it is handled through the Regional Nominations Committee).



Lifetime Association Certificates

Lifetime Association Certificates are presented to current staff, former staff, current volunteers, and former volunteers if they have an association with St John of 50 years (Gold), 55 years (Emerald), 60 years (Diamond), 65 years (Sapphire) and 70 years (Platinum). Certificates are awarded on the basis of having maintained a connection to St John for the relevant qualifying period. That connection can be maintained through active ambulance service, service on a sub-centre committee, other service at or involvement with a sub-centre, membership of the Order of St John, volunteering at the Heritage Centre, or through many other forms of involvement.

NOMINATION PROCESS

Eligible individuals are identified and then notified. Notwithstanding, those who think they may be eligible are encouraged to contact the Executive Administration Officer in Belmont and advise of that fact.



(Paid) Service Recognition Awards

Service Recognition Awards are internal St John WA awards and are awarded to all paid staff members for every five years' service (up to 45 years) they have completed. There is no nomination process; eligible staff are identified and then notified by Human Resources/Corporate Events and then are presented their awards at an opportune time (for 5 year service recipients) or at the State Conference (for 10 year and above service recipients).



EHS Volunteer Contribution Pins

EHS volunteers who perform 250, 500, 750, and 1000 hours of service in a calendar year are eligible for EHS Contribution pins corresponding to that service. There is no nomination process – EHS volunteers who believe they are eligible (based on a cumulative total of the number of hours' service performed) should inform their Divisional Manager.



The National Medal

Paid staff who have provided 15 years of service for an eligible organisation can nominate for the National Medal, with clasps for every 10 years of service thereafter. St John Ambulance WA is an eligible organisation. Service can be wholly at St John or partly at St John with the balance made up through service at another eligible organisation (typically what may be referred to as a 'service organisation': for example, the Defence Force, Corrective Services, Protective Services, and Police).

The National Medal is a recognised award within the Australian Honours System.

Service needs to be 'eligible', which means:

- ▶ It is service to fulfil the primary function of an organisation. For St John Ambulance, the National Medal Regulations stipulate our primary function to be "ambulance operations", so paramedics, transport officers, communications officers, and other front-line staff who support ambulance operations, as well as managers in these roles, are eligible.
- ▶ Throughout the service period, the employee needs to have maintained a level of training sufficient to fulfil the primary function;
- ▶ The employee has served the organisation diligently.

There is a strict burden of proof on nominees to provide evidence of service in another organisation which they want counted towards the 15 year service requirement. That evidence normally comes in the form of official certification from that other organisation of start dates (day, month and year), end dates (day, month, and year), and any breaks in service.

NOMINATION PROCESS

A circular is published in April each year calling on paid staff who consider they may be eligible to contact the Executive Administration Officer and to make themselves known. In parallel, the Executive Administration Officer is able to access the organisation's service records and identify individuals who would appear to qualify. Individuals who are identified through the latter process have the option of not continuing with the nomination. Once all nominations have been received, and checks completed on service periods, a list of staff considered eligible is sent to the CEO for final approval, before being sent to Government House in Canberra for consideration by the Honours & Awards Secretariat.



National Awards

AMBULANCE SERVICE MEDAL

The Ambulance Service Medal is awarded for 'distinguished service' to a state or territory ambulance service. While there are no strict definitions on what constitutes distinguished service, it is usually taken to mean service marked by significant achievements (many over and above that which would normally be expected of an employee/volunteer of an ambulance organisation and over a significant period of time).

NOMINATION PROCESS

Each year, the Chief Executive Officer of St John WA nominates one paramedic, one volunteer ambulance officer, and one administrator/manager who support the organisation's ambulance operations.

Nominations are sent to the Minister for Health for consideration; the Minister then forwards those nominations to the Premier's Department, from where they are then sent to Government House in Canberra. The Governor-General awards the Ambulance Service Medal on the recommendation of the Premier, and awards are announced as part of the Australia Day Honours. While there is no circular or other communication advising of the nomination process for the Ambulance Service Medal, individuals are free to suggest nominees, and to present a supporting case, which the CEO's Office keeps on file.

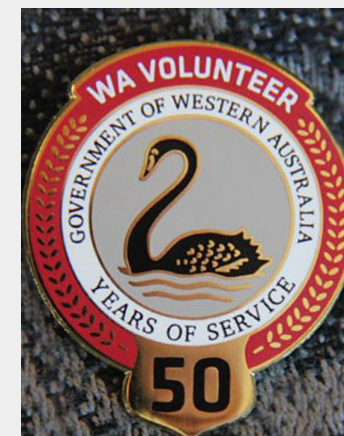


State award

DEPARTMENT OF COMMUNITIES WA: VOLUNTEER SERVICE AWARDS

The Department of Communities 25 & 50 Year Volunteer Service Badges are State awards which any resident who meets the criteria is eligible to receive. Nominations are made by the organisation with whom the resident has volunteered and authorised by that organisation's Chief Executive Officer. Volunteers must have made a 25 or 50 year contribution to the mission or functioning of the organisation. The candidate can nominate how he/she would like the badge conferred.

Volunteers are able to complete the nomination form themselves via <https://www.dlhc.wa.gov.au/CommunityInitiatives/Pages/Volunteer-Service-Awards.aspx> and then submit these to the Executive Administration Officer for further processing.



Ineligible
Eligible

	Service Medal (12 years) Service Recognition Ribbon or Badge (3,6,9 years Department of Communities: Volunteer Service Awards	Order of St John Commandery Commendation Lifetime Association Certificates	(Paid) Service Recognition Awards	National Medal	Ambulance Service Medal	EHS Volunteer Contribution Pins
Paid paramedics	Ineligible	Eligible	Eligible	Eligible	Eligible	Ineligible
Paid transport staff	Ineligible	Eligible	Eligible	Eligible	Eligible	Ineligible
Paid communications staff	Ineligible	Eligible	Eligible	Eligible	Eligible	Ineligible
Paid administrative/ support/Executive staff	Ineligible	Eligible	Ineligible	Ineligible	Eligible	Ineligible
Paid first aid services and training staff	Ineligible	Eligible	Ineligible	Ineligible	Ineligible	Ineligible
Volunteer ambulance officers	Eligible	Ineligible	Ineligible	Ineligible	Eligible	Ineligible
Volunteer EHS members	Eligible	Ineligible	Ineligible	Ineligible	Ineligible	Eligible
Other volunteers	Eligible	Ineligible	Ineligible	Ineligible	Ineligible	Ineligible

Attending award presentations

St John believes that those who are receiving awards should not in some cases have to pay for the privilege of having the award conferred. As such, the following guidelines are in place and should be adhered to in the absence of compelling reasons:

1. Sub-Centres are strongly encouraged to pay flights (or equivalent) and accommodation for volunteers who receive the Service Medal and any Bars to attend event at which the medal/bars are awarded.
2. Sub-Centres are strongly encouraged to pay flights (or equivalent) and accommodation for those volunteers who are being admitted to the Order of St John, or promoted within it, to attend the Annual Investiture.
3. It is at a sub-centre's absolute discretion whether to fund flights and accommodation, in part or in full, for those awarded with a Commandery Commendation to attend the Annual Investiture.
4. Sub-Centres are strongly encouraged to fund flights and accommodation for those awarded a Lifetime Association Certificate to attend the event at which the certificate is presented, especially if those persons still serve in some capacity at, or is a life member of, a sub-centre.
5. Paid staff are given the time off to attend the ceremony at which they are given their National Medal, and any clasps, and the organisation will also pay for flights (or equivalent) and accommodation.
6. Staff living outside the metropolitan area who are receiving Service Recognition Awards for 20 years' service or longer are able to receive funding from the organisation for flights to and accommodation in Perth to allow attendance at the event at which the award is given. Time off will also be given.
7. In those cases where the awarding of the National Medal and/or clasps will also coincide with the awarding of Service Recognition Awards (at 15, 25, 35, or 45 years), award recipients are not entitled to 'double dip' and must nominate one event (the awarding of the National Medal/clasps OR the awarding of Service Recognition Awards) for the organisation to fund their attendance at.
8. St John will pay flights and accommodation for those paid staff who are being admitted to the Order of St John, or promoted within it, to attend the Annual Investiture at Government House. The organisation will also grant time off.
9. It is at St John's absolute discretion whether to fund (flights and accommodation), in part or in full, those paid staff members awarded with a Commandery Commendation to attend the Annual Investiture. The organisation will, however, grant time off.
10. It is at St John's discretion whether to fund (flights and accommodation) those paid staff members who are receiving a Lifetime Association Certificate to attend the event at which the certificate is presented. The organisation will, however, grant time off.
11. In all cases where a paid staff member has been given time off, they must attend the award ceremony for which time off has been given.
12. In all cases where funding is provided for volunteers, it is done so only as a reimbursement. Award recipients are under an obligation to keep flight costs at a minimum (for example, through booking the cheapest flight 'on the day') and accommodation costs under the accommodation limit (currently \$220 in Perth). Receipts must be provided and/or mileage records kept. Volunteers should confirm with their sub-centre prior to making arrangements

whether or not reimbursement will be given.

13. A sub-centre cannot approve reimbursement for one volunteer and deny it to another (if it is asked for) from the same sub-centre for attendance at the same investiture/ceremony/presentation.

14. Funding does not extend to spouses, family members, or friends.

NOTE: in all cases, should flights not be available, the organisation will instead pay mileage if the award recipient lives outside the Perth metropolitan area.

Awards in the context of the Australian honours system

As indicated throughout this booklet, some awards/medals which St John paid staff and volunteers are eligible to receive are recognised in the Australian Honours System – these are the Service Medal, National Medal, and Ambulance Service Medal. Being admitted to the Order of St John, or promoted within the Order, is also a recognised honour within the Australian Honours System. In 2007, the Official Secretary to the Governor-General gazetted the Order of Wearing for Australian Honours – this lists the precedence of each award in the system. For example, the highest honour in the Australian system is the Victoria Cross, followed by the Cross of Valour, Knight/Dame of the Order of Australia, and so on. The full list is available on the It's an Honour website (www.itsanhonour.gov.au).

Formal and less formal recognition

This guide provides an overview of the formal award and recognition processes at St John but sub-centres, ambulance depots, and EHS divisions are encouraged to adopt other forms of recognition for length of service not covered by formal honours and awards or for specific achievements. For example, a sub-centre or EHS division may like a volunteer to be recognised for 10, 20, 30, or 40 years' service – there being no formal award for such length of service (with the Service Medal and Bars recognising 12, 17, 22, 27, 32, 37, and 42 years' service). For each decade of service, the CEO's Office is, on request, able to arrange a letter and certificate signed by the CEO. Sub-centres and divisions are also free to arrange themselves any appropriate celebrations of service, or any other forms of recognition, so long as relevant St John policies and guidelines are adhered to. It is important, however, for recognition falling within these categories not to overshadow or take away from the more formal awards outlined in this guide.

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