



St John Ambulance  
Australia (NT) Inc.

# Reflect Reconciliation Action Plan

December 2021 – December 2022



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## Acknowledgement of Country

St John NT acknowledges the Traditional Custodians of the lands and seas on which we live and work and pay our respect to their Elders past, present and emerging. We pay respect to their continuing connection to land, and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples.



# Message from Reconciliation Australia

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

St John NT joins a network of more than 1,100 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 set 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 NT 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 NT, 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





# Community & Connection

*By Sarrita King – Gurindji Waanyi  
– living in Darwin NT*

“This artwork brings together all the values, goals and ethos behind the St John NT philosophy. I have created this piece to depict the wonderful work that they do in the community as an organisation, to depict their commitment and dedication to the communities in which they serve, both remote and inner city.

The footprint of the artwork is based on my art series, Language of the Earth, this creates an ongoing circle, symbolic of community. Through the various bands expanding I used imagery of people, connection, health and growth. With these elements spread across the artwork, you get a sense of coming together in the combined hope of ongoing health and healing. St John NT is an integral part of our community and with this artwork I hope that people can feel the connection they are delivering daily to our most vulnerable and those in need across our vast Territory.”





# Message from the Chair & CEO

*With over 70 years' experience in the Northern Territory, St John NT understands the challenges in delivering services across the Territory. Our vast distances, tropical and desert environments as well as high levels of social disadvantage present a unique set of conditions which require a unique response.*

It is an honour to present our Reflect Reconciliation Action Plan (RAP) as the first steps in St John NT's reconciliation journey. We trust that this plan, along with a new strategic direction and our guiding principles for our ambulance service entitled "Caring for All Territorians" will help contribute towards bridging the gap in health care for Aboriginal and Torres Strait Islander peoples.

St John NT staff and volunteers are dedicated and compassionate about the health and wellbeing of the people we serve. As an organisation we aim to build and strengthen relationships

with Aboriginal and Torres Strait Islander stakeholders and organisations, create opportunities for better understanding and contribute to improved social and economic outcomes for all Australians.

Thank you to the Reconciliation Working Group (RWG) who developed this plan over two years with contributions from across our organisation. Special thanks also to Sarrita King for designing our RAP artwork as a visual representation of how St John NT will bring its vision for reconciliation to life. Sarrita's theme of "community and connection" illustrates the role

we hope to play in our community and the contribution all of us, including our clinical, volunteer, training and corporate members can make towards health and healing.

We look forward to the development of our reconciliation goals and future reporting on their positive impact.

**Peter Carew AM, MStJ**  
**Chair**  
**St John Ambulance**  
**Australia (NT) Inc**

**Judith Barker MStJ**  
**Chief Executive Officer**



# Our Business

*St John Ambulance Australia (NT) Inc. is the Territory's leading provider in emergency medical response and preparedness.*

We have a mission to save lives and build community resilience to improve the safety and healthcare for all Territorians. We do this by providing a range of services from ambulance services under contract to the Northern Territory Government, coordination of emergency medical responses, event health services and first aid assistance at community and major events through to nationally accredited first aid training, community education, the sale of first aid products and equipment as well as providing mechanical workshop services to private individuals and organisations in the Northern Territory.

St John NT employs 321 staff and has approximately 346 volunteers. We have six employees who identify as Aboriginal and/or Torres Strait

Islander people and we estimate that 70 % of our patients identify as Aboriginal and/or Torres Strait Islander people.

In 2020/21 we answered 59,720 Triple Zero (000) calls, responded to over 46,000 patients and issued 10,118 accredited first aid training certificates. We delivered Free First Aid in Schools to 85 Territory schools and issued 6,522 school certificates. Our fleet travelled over 1.6 million kilometres, our volunteers completed 18,210 duty hours and we attended 784 events across the Northern Territory.

While our services cover the whole of the Territory, our office and ambulance stations are located in Darwin, Parap, Palmerston, Humpty Doo, Tennant Creek, Alice Springs, Katherine and Nhulunbuy.

St John NT undertakes a range of event health services at various Aboriginal and Torres Strait Islander festivals across the Northern Territory including:

- Garma Festival in East Arnhem Land
- Barunga Sporting and Cultural Festival in the Katherine region
- Parrtjima, A Festival in Light in Mparntwe, Alice Springs
- Santa Teresa Races
- Kurrung Sports Carnival

Our values of integrity, respect, quality, dedication and compassion are intrinsically linked to how we achieve our reconciliation goals and improve our relationship with all Australians.



# Our RAP



*As an organisation which services the whole of the Northern Territory community, we appreciate that the majority of our patients and cliental are Aboriginal and/or Torres Strait Islander peoples and that our commitment to engagement and understanding may assist in bridging the gap in health care.*

The St John NT Executive Leadership Team and Board were unanimous in their support for a RAP and endorsed the establishment of a Reconciliation Working Group to review our approach towards reconciliation. The Working Group includes organisational representatives who have been brought together to design the Reflect RAP and its implementation, key members include:

**Judith Barker** – RAP Champion, Chief Executive Officer

**Simone McInerney** – RWG Chair, Human Resources Manager

**Andrew Thomas** – Director Ambulance Services

**Jeannette Button** – Marketing and Communications Manager

**Maria Rooney** – A/Director of Volunteering, Event and Community Education

**Jhouanna Maya** – RAP support

**Amy Dudley** – Paramedic (Northern)

**Chris Trotter** – First Aid Trainer

**Claire McNamara** – Paramedic, Co-Response Team

**Kirsten Remfrey** – Emergency Medical Dispatcher

**Luke Baker** – Duty Manager Northern

**Mandy Paradise** – Mental Health and Wellbeing Coordinator

**Melissa Crompton** – Northern Territory Commissioner of Volunteers

St John NT has developed guiding principles for its ambulance service entitled “Caring for all Territorians 2021-2026”, this includes programs that will align with our RAP to achieve a commitment to reconciliation, the document provides a commitment to:

- Patient-focussed, preventative healthcare
- Equitable and accessible health services
- Sustainable delivery of service with a focus on innovation and partnerships
- Provision of the highest quality of emergency healthcare

Our RAP features a number of key projects. These include:

## **Aurora Project - Supporting job internships for equitable participation**

St John NT commenced a partnership with The Aurora Project's Internship program in 2019. The program focuses on supporting Aboriginal and Torres Strait Islander students and graduates via funded internships as pathways to jobs through practical placement opportunities. The purpose is to facilitate professional development by building career experiences and opportunities in an individual's area of study. The Aurora Project vision is a future where there is no education gap and where the next generation of Aboriginal and Torres Strait Islander Australians achieve equitable participation at the highest level – in the professions, in boardrooms and across government. We are delighted to partner with the Aurora Project as a host organisation in support of this vision. To date we have successfully hosted two Aurora students and we look forward to additional placements in the coming months.





### **Community education and building resilience in communities in remote areas**

In 2018/19 our Community Education and First Aid Training program reached 9,000 people. Expansion of this service will provide further opportunities to build confidence and understanding regarding how to respond to an emergency and create better health awareness across the Territory.

### **Community Response Teams**

In view of growing demand and increasing utilisation of crews in the Nhulunbuy, St John NT has trialled a Community Response Team (CRT) model in Nhulunbuy. The CRT team is staffed by volunteers who would operate as first responders within the community with their primary purpose being to provide immediate life-saving medical care when an emergency ambulance crew is unavailable.

This model will provide emergency response time improvements and develop skills and engagement within the community which could be further utilised in the instance of a major emergency event or incident.

### **Congress Partnership - Providing culturally appropriate and beneficial healthcare**

St John NT works in conjunction with the Central Australian Aboriginal Congress (Congress) to allow the transfer of low acuity Aboriginal patients by St John NT to Congress Northside Clinic in Alice Springs. The aim of this approach is to provide culturally appropriate primary healthcare services to Aboriginal patients.

### **Garma Festival**

St John NT volunteers and staff provided medical support to the Garma Festival of Traditional Culture. Each year, an estimated 2500 visitors gather and camp at Gulkula, a traditional ceremonial meeting ground that is historically significant to the Yolngu people of the north east Arnhem Land. Its location is remote, 40kms on a dusty unsealed road from the township of Nhulunbuy.

The provision of medical support to Garma provides St John NT with a unique opportunity to demonstrate its agility in the provision of medical support in remote areas with a collaborative response between our paramedics and volunteers. This year's event strengthened our relationship with the Yothu Yindi Foundation and we are proud to be supporting Garma into the future. The event was cancelled in 2020 and 2021 due to COVID-19 but returns in 2022.



# Relationships



Action	Deliverable	Timeline	Responsibility
<b>1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.</b>	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence	Jun 2022	Director Commercial Strategy
	Develop a list of Aboriginal and Torres Strait Islander peoples, communities and organisations within our local area or sphere of influence <ul style="list-style-type: none"> <li>to connect with on our reconciliation journey</li> <li>to build partnerships with</li> </ul>	Jun 2022	Marketing & Communications Manager
	Continue to partner with Aboriginal and Torres Strait Islander organisations both formally and informally on shared objectives.	Jun 2022	Director Volunteering Director Ambulance Director Commercial Strategy
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	May 2022	RWG Chair
<b>2. Build relationships through celebrating National Reconciliation Week (NRW).</b>	Inform staff, volunteers and members about Reconciliation Australia's resources and reconciliation materials through staff meetings, intranet site (Pulse), social media and induction.	May 2022	RWG Chair
	RWG to participate in an external NRW event.	May 2022	RWG Chair
	Encourage and support staff, volunteers and senior leaders to participate in at least one external event to recognise and celebrate NRW.	May 2022	CEO



<b>3. Promote reconciliation through our sphere of influence.</b>	Communicate our commitment to reconciliation to all staff and volunteers	May 2022 Jun 2022	RAP Champion
	Identify opportunities to raise awareness amongst all staff and volunteers across the organisation about our RAP commitments	May 2022	RWG Chair
	Develop and implement a plan to engage and inform key internal stakeholders of their responsibilities within our RAP	May 2022	RWG Chair
	Look for opportunities to incorporate RAP artwork into corporate branding and image to raise awareness.	Jan 2022	Marketing & Communications Manager
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	Jun 2022	RAP Champion
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	Jun 2022	RWG Chair/ Director Commercial Strategy
	Maintain RAP intranet page to share information to our staff and volunteers.	May 2022 Jun 2022	Communications Coordinator
	Raise external awareness of our RAP by developing a communication plan for external stakeholders.	Jun 2022	Marketing & Communications Manager
	Highlight the RAP in our annual report.	Nov 2022	Marketing & Communications Manager
<b>4. Promote positive race relations through anti-discrimination strategies.</b>	Research best practice and policies in areas of race relations and anti-discrimination	May 2022	HR Manager
	Conduct a review of St John NT policies and procedures to identify existing anti-discrimination provisions, and future needs	May 2022	HR Manager
	Ensure policies and procedures in relation to anti-discrimination and equity are disseminated, understood and adhered to.	May 2022	CEO
	Identify Aboriginal and Torres Strait Islander people to provide specialist advice and consultation on matters pertaining to reconciliation.	May 2022	RWG Chair





# Respect



Action	Deliverable	Timeline	Responsibility
<b>5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.</b>	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence	Jun 2022	Director Commercial Strategy
	Develop a list of Aboriginal and Torres Strait Islander peoples, communities and organisations within our local area or sphere of influence <ul style="list-style-type: none"> <li>to connect with on our reconciliation journey</li> <li>to build partnerships with</li> </ul>	May 2022	Marketing & Communications Manager
	Investigate Cultural Safety training.	May 2022	HR Manager
<b>6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.</b>	Promote an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	Jun 2022	RWG Chair
	Increase employee's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	May 2022	RAP Champion
	Create and implement protocols such as Acknowledgement of Country and Welcome to Country to be incorporated at the start of meetings and other things that we do.	Dec 2021	RWG Chair
<b>7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.</b>	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	Jun 2022	RWG Chair
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	Jun 2022	RWG Chair
	RWG to participate in an external NAIDOC Week event.	1st week Jul 2022	RWG Chair





# Opportunities

Action	Deliverable	Timeline	Responsibility
<b>8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.</b>	<ul style="list-style-type: none"> <li>Build an understanding of the St John NT current Aboriginal and Torres Strait Islander staff and volunteers' profile to inform strategies to recruit, retain and provide professional development opportunities</li> </ul>	Jun 2022	HR Manager
	<ul style="list-style-type: none"> <li>Explore partnerships with external providers and community organisations to facilitate opportunities for recruitment, retention and professional development.</li> </ul>	Jun 2022	HR Manager
	<ul style="list-style-type: none"> <li>Develop a strategy for Aboriginal and Torres Strait Islander employment and volunteering within our organisation.</li> </ul>	Jun 2022	HR Manager
	<ul style="list-style-type: none"> <li>Work with current Aboriginal and Torres Strait Islander staff and volunteers to inform future development opportunities.</li> </ul>	Jul 2022	HR Manager
	Provide training and resources to recruitment panels which cover cultural competency and inclusivity.	Jul 2022	HR Manager
<b>9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.</b>	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	Aug 2022	Director Commercial Strategy
	Investigate Supply Nation membership.	Aug 2022	Director Commercial Strategy
	Develop and review policy to provide preference to Aboriginal and/or Torres Strait Islander businesses within the local regions.	Aug 2022	Director Commercial Strategy



# Governance

Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Maintain the RWG to govern RAP implementation.	Dec 2021	RAP Champion
	Adhere to the Terms of Reference for the RWG.	Dec 2021	RWG Chair
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	May 2022	RWG Chair
11. Provide appropriate support for effective implementation of RAP commitments and the Working Group	Define resource needs for RAP implementation.	May 2022	RWG Chair
	Develop and implement a statement of commitment to Reconciliation.	May 2022	CEO
	Engage senior leaders in the delivery of RAP commitments.	May 2022	RAP Champion
	Define appropriate systems and capability to track, measure and report on RAP commitments.	May 2022	RWG Chair
	Review the RWG function every quarter.	Mar 2022	RWG Chair
		June 2022	
		Sept 2022	
	Report on RWG agreed targets every quarter to the Executive Leadership Team, board, staff and volunteers.	Dec 2022	RWG Chair
		Mar 2022	
		June 2022	
		Sept 2022	
		Dec 2022	



<b>12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.</b>	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	1 Sept 2022	RWG Chair
	Report on RAP activities and successes in annual report.	Sept 2022	CEO
	Complete Quarterly Reporting to Executive Leadership Team.	Mar 2022 Jun 2022 Sept 2022 Dec 2022	RWG Chair
	Bi-Annual reporting to Board on RAP	Jan 2022 Jul 2022	CEO
	Establish a reporting dashboard on Pulse and St John NT website to share achievements.	May 2022	RWG Chair Marketing & Communications Manager
<b>13. Continue our reconciliation journey by developing our next RAP.</b>	Register via Reconciliation Australia's website to begin developing our next RAP.	Sept 2022	RWG Chair

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