

THE

EXPERIENCE

2026



HERE TO HELP

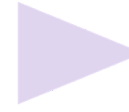
LEARNING SESSIONS PROGRAM



THE

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FRIDAY, 14 AUGUST

	Argyle Ballroom	Karri Room	Stirling Room	Fremantle Room
8:30am - 9:30am	WELCOME AND OPENING			
10:00am - 11:00am	GUEST SPEAKERS TO BE ANNOUNCED	REDUCING AMBULANCE DEMAND THROUGH PROACTIVE COMPLEX CARE MANAGEMENT	VOLUNTEER SUB CENTRE GOVERNANCE AND SUPPORT	SLEEP HEALTH FOR PHYSICAL AND EMOTIONAL WELLBEING
11:30am - 12:30pm		NEURAL PATHWAYS VS BEHAVIOUR IN THE CONTEXT OF ADHD AND CHRONIC STRESS	SEE THE BLEED – STOP THE BLEED	AI AND AUTOMATION AT ST JOHN WA
1:00pm - 2:30pm		IDENTIFYING CHILD ABUSE ON ROAD	UNDERSTANDING AND RESPONDING TO ACTIVE ARMED OFFENDER INCIDENTS	UNDERSTANDING AUTISM: INCLUSIVE CARE AND WORKPLACES
3:00pm - 4:00pm		RESEARCH INTO PRACTICE: HOW THE PRECRU TEAM'S RESEARCH HAS IMPROVED HOW WE CARE FOR OUR PATIENTS	ROAD CRASH RESCUE AND CASUALTY TRANSFER: APPLYING EXIT PROJECT EVIDENCE IN PRACTICE	GRIEF ON SCENE AND AFTER THE SIRENS FADE
4:30pm - 5:30pm		LIVE CPR PODCAST EPISODE: INTERACTIVE TRAUMA CASE STUDY DISCUSSION		WORDS MATTER: USING COMMUNICATION TO DE-ESCALATE AGGRESSION

SATURDAY, 15 AUGUST

	Karri Room	Stirling Room	Fremantle Room
8:30am - 9:30am	DRUGS IN EVENT SETTINGS: TRENDS, IMPACTS, AND SAFER RESPONSES BLOCK 1	ADAPTATIVE PERFORMANCE: THINKING CLEARLY WHEN PLANS COLLAPSE	PSYCHOSOCIAL SAFETY: A 5-YEAR JOURNEY TO A MENTALLY SAFE WORKPLACE
10:00am - 11:00am	DRUGS IN EVENT SETTINGS: TRENDS, IMPACTS, AND SAFER RESPONSES BLOCK 2	CARING FOR PATIENTS LIVING WITH DEMENTIA: PRACTICAL STRATEGIES FOR PRE-HOSPITAL CARE	FAMILY DOMESTIC VIOLENCE BLOCK 1
11:30am - 1:00pm	PRE-HOSPITAL TRAUMA MANAGEMENT	CPR REFRESHER	FAMILY DOMESTIC VIOLENCE BLOCK 2



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LEARNING SESSIONS

FRIDAY, 14 AUGUST

KARRI ROOM

10:00am
- 11:00am



REDUCING AMBULANCE DEMAND THROUGH PROACTIVE COMPLEX CARE MANAGEMENT

Ana Kirk - Manager Complex Care
Leana Walter - Complex Care Specialist

11:00am - 11:30am | Break / Networking

11:30am
- 12:30pm



NEURAL PATHWAYS VS BEHAVIOUR IN THE CONTEXT OF ADHD AND CHRONIC STRESS

Dr Prue Watson - Clinical Neuropsychologist, Fiona Stanley Hospital

12:30pm - 1:00pm | Lunch Break

1:00pm
- 2:30pm



IDENTIFYING CHILD ABUSE ON ROAD

Perth Children's Hospital Child Protection Unit

2:30pm - 3:00pm | Break / Networking

3:00pm
- 4:00pm



RESEARCH INTO PRACTICE: HOW THE PRECRU TEAM'S RESEARCH HAS IMPROVED HOW WE CARE FOR OUR PATIENTS

Jason Belcher - Resuscitation Specialist
Stephen Ball - Snr Research Fellow | PRECRU Deputy Director at Curtin University

4:00pm - 4:30pm | Afternoon Tea

4:30pm
- 5:30pm



LIVE CPR PODCAST EPISODE: INTERACTIVE TRAUMA CASE STUDY DISCUSSION

Andy Bell - Deputy Director Paramedicine, Nick Overington - Clinical Lead Liaison
Megan Currie - Clinical Lead (Urban & Coastal)

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LEARNING SESSIONS

FRIDAY, 14 AUGUST

STIRLING ROOM

10:00am
- 11:00am



VOLUNTEER SUB CENTRE GOVERNANCE AND SUPPORT

Martyn Jenkins - Chief Finance Officer

11:00am - 11:30am | Break / Networking

11:30am
- 12:30pm



SEE THE BLEED - STOP THE BLEED

Dr Sheryl Jonescu - A/Nursing Director, Royal Perth Hospital
Jessica Spicer - Senior Project Officer at East Metropolitan Health Service

12:30pm - 1:00pm | Lunch Break

1:00pm
- 2:30pm



UNDERSTANDING AND RESPONDING TO ACTIVE ARMED OFFENDER INCIDENTS

Phil Townsend - Emergency Management Manager, Lilly Sharp - Emergency Management Officer and WAPF TRG representative

2:30pm - 3:00pm | Break / Networking

3:00pm
- 4:00pm



ROAD CRASH RESCUE AND CASUALTY TRANSFER: APPLYING EXIT PROJECT EVIDENCE IN PRACTICE

Andrew Strunk - Rescue Officer, DFES



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LEARNING SESSIONS

FRIDAY, 14 AUGUST

FREMANTLE ROOM

10:00am
- 11:00am

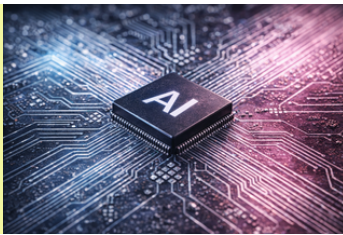


SLEEP HEALTH FOR PHYSICAL AND EMOTIONAL WELLBEING

Dr. Melissa Ree - Clinical Psychologist | Director, Sleep Matters Perth

11:00am - 11:30am | Break / Networking

11:30am
- 12:30pm

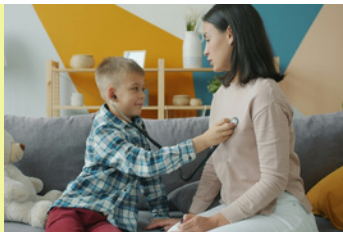


AI AND AUTOMATION AT ST JOHN WA

Digital Services Team

12:30pm - 1:00pm | Lunch Break

1:00pm
- 2:30pm



UNDERSTANDING AUTISM: INCLUSIVE CARE AND WORKPLACES

Jo Edgell - Improving Health Outcomes Project Facilitator, Autism Association Australia (AAWA)

2:30pm - 3:00pm | Break / Networking

3:00pm
- 4:00pm

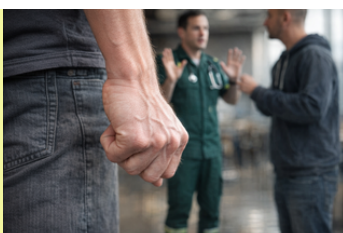


GRIEF ON SCENE AND AFTER THE SIRENS FADE

Melissa Gardiner ASM - Ambulance Paramedic

4:00pm - 4:30pm | Afternoon Tea

4:30pm
- 5:30pm



WORDS MATTER: USING COMMUNICATION TO DE-ESCALATE AGGRESSION

Tim Johnson - College of Pre-Hospital Care (CPHC) Training Officer
Nicole Cropper - College of Pre-Hospital Care (CPHC) Training Officer

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SATURDAY, 15 AUGUST

KARRI ROOM

8:30am
- 9:30am



DRUGS IN EVENT SETTINGS: TRENDS, IMPACTS AND SAFER RESPONSES - BLOCK 1

2 HOURS DURATION - Continues after break

9:30am - 10:30am | Break / Networking

10:00am
- 11:00am



DRUGS IN EVENT SETTINGS: TRENDS, IMPACTS AND SAFER RESPONSES - BLOCK 2

Grace Oh and Mark Lowery - Australian Drug & Education Consultancy

11:00am - 11:30am | Morning Tea Break

11:30am
- 1:00pm



PRE-HOSPITAL TRAUMA MANAGEMENT

Clinical Lead Team



THE

EXPERIENCE

2026



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LEARNING SESSIONS

SATURDAY, 15 AUGUST

STIRLING ROOM

8:30am
- 9:30am



ADAPTATIVE PERFORMANCE: THINKING CLEARLY WHEN PLANS COLLAPSE

Sarah Trozzo - Wellbeing & Support Coordinator
Peter Clark - Regional Wellbeing & Support Coordinator

9:30am - 10:30am | Break / Networking

10:00am
- 11:00am



CARING FOR PATIENTS LIVING WITH DEMENTIA: PRACTICAL STRATEGIES FOR PRE-HOSPITAL CARE

Brian Gallop ASM OSTJ - Safety, Injury Management & Prevention Manager

11:00am - 11:30am | Morning Tea Break

11:30am
- 12:30pm



CPR REFRESHER

Ben Gilbert - Volunteer Ambulance Secondment Paramedic | Volunteer Training



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EXPERIENCE

2026



HERE TO HELP

LEARNING SESSIONS

SATURDAY, 15 AUGUST

FREMANTLE ROOM

8:30am
- 9:30am



PSYCHOSOCIAL SAFETY: A 5-YEAR JOURNEY TO A MENTALLY SAFE WORKPLAC

Janice Wong - Manager, Psychology & Wellbeing Services
Ben Mann - Safety Lead

9:30am - 10:30am | Break / Networking

10:00am
- 11:00am



FAMILY DOMESTIC VIOLENCE - BLOCK 1

2 HOURS DURATION - Continues after break

11:00am - 11:30am | Morning Tea Break

11:30am
- 12:30pm



FAMILY DOMESTIC VIOLENCE - BLOCK 2

Stopping Family Violence





REDUCING AMBULANCE DEMAND THROUGH PROACTIVE COMPLEX CARE MANAGEMENT

FRIDAY, 14 AUGUST

60 MIN

10:00AM - 11:00AM

Presenters: Anna Kirk and Leana Walter

Audience: All

Session Overview:

Ambulance services across Australia are experiencing increasing demand, much of it driven by a small cohort of patients with complex, chronic, and often preventable health and psychosocial needs.

This presentation explores how a proactive Complex Care Management approach can reduce unnecessary ambulance utilisation while improving patient outcomes and experiences. It will outline what Complex Care is, examine the social determinants of health and unmet needs contributing to repeated ambulance call-outs, and discuss strategies for diverting this cohort away from emergency responses where appropriate.

A real-world example will demonstrate how coordinated care can improve the patient journey across the health system and relieve pressure on frontline services.

Learning Outcomes:

By attending this session, participants will be able to:

- Define Complex Care Management.
- Recognise drivers of Ambulance Demand.
- Explain the impact of social determinants of health and identify unmet needs in frequent ambulance use.
- Apply strategies to reduce unnecessary ambulance use.
- Appreciate the system wide impact.



VOLUNTEER SUB CENTRE GOVERNANCE AND SUPPORT

FRIDAY, 14 AUGUST

60 MIN

10:00AM - 11:00AM

Presenter: Martyn Jenkins – Chief Finance Officer

Audience: Volunteers and sub centre leaders

Session Overview:

Join CFO Martyn Jenkins for an informative session exploring the ongoing consultation process regarding options to enhance and improve support for volunteer sub centres across Western Australia.

The session will provide context on SJWA's financial position and the broader considerations shaping this work, including how future arrangements can better support equity, sustainability, and the needs of WA communities.

Martyn will outline the options currently being considered, including sub centre governance, banking arrangements, financial oversight, and the practical systems and organisational support available to sub centres. This includes areas such as donations and grants, billing, fleet, property, supply chain, and digital services.

Through collaboration and idea sharing, the session will support discussion on building a future model that is fit for purpose, agile, adaptable, and sustainable. It is ideal for volunteers and sub centre leaders seeking to contribute to the consultation and better understand the support available to help sub centres operate effectively and confidently.

Learning Outcomes:

- Understand the context and rationale for the ongoing consultation regarding support for volunteer sub centres.
- Explore options to enhance governance, financial oversight, and operational support.
- Contribute ideas to help shape a future model that is fit for purpose, agile, adaptable, equitable, and sustainable.
- Identify the systems, processes, and organisational supports available to assist sub centres.



SLEEP HEALTH FOR PHYSICAL AND EMOTIONAL WELLBEING

FRIDAY, 14 AUGUST

60 MIN

10:00AM - 11:00AM

Presenter: Dr Melissa Ree – Clinical Psychologist & Director, Sleep Matters Perth

Audience: All

Session Overview:

This session provides a clinically grounded examination of sleep, fatigue, and circadian disruption in the context of shift work and emergency response roles. It focuses on the relationship between sleep impairment and operational risk, including impacts on cognitive performance, decision-making, reaction time, emotional regulation, and physical health.

Drawing on current sleep science, clinical practice, and research relating to shift workers and first responders, Dr Rees explores fatigue as a predictable and manageable risk factor rather than an individual weakness. The session presents practical, evidence-based strategies that align with fatigue risk management principles and can be realistically applied within operational constraints.

Learning Outcomes:

By attending this session, participants will be able to:

- Recognise fatigue as a critical safety and wellbeing risk in shift-based emergency work.
- Understand how sleep restriction and circadian misalignment affect performance, judgement, and emotional regulation.
- Identify early warning signs of fatigue-related impairment.
- Apply evidence-based strategies to reduce fatigue risk before, during, and after shift.
- Understand when professional assessment or intervention for sleep difficulties is indicated.



NEURAL PATHWAYS VS BEHAVIOUR IN THE CONTEXT OF ADHD & CHRONIC STRESS

FRIDAY, 14 AUGUST

60 MIN

11:30AM - 12:30PM

Presenter: Dr Prue Watson – Clinical Neuropsychologist, CAHDS

Audience: All St John WA patient-facing team members

Session Overview:

This presentation provides a clinically informed exploration of the neuroscience underpinning ADHD and chronic stress, examining how each shapes cognition, emotional regulation, and behaviour.

Drawing on contemporary neurobiological research and clinical insights, the session explores disruptions in key neural systems, including the prefrontal cortex, limbic system, and dopaminergic pathways. Participants will gain clarity on both the shared and distinct neural mechanisms involved in ADHD and chronic stress, including how chronic stress can exacerbate existing ADHD symptoms and compound functional impairment.

The presentation concludes with practical, neuroscience-aligned strategies to strengthen executive functioning, support self-regulation, and reduce cognitive and stress load in everyday and high-demand environments.

Learning Outcomes:

By attending this session, participants will be able to:

- Identify key differences in the neurodevelopmental origins of ADHD versus the neuroadaptive responses associated with chronic stress.
- Identify behavioural patterns commonly associated with both conditions (e.g. impulsivity, distractibility, and difficulty with sustained effort) and understand how these behaviours arise from underlying neural processes.
- Apply evidence-based, neuroscience-aligned strategies to support cognitive regulation, reduce stress load, and improve functional outcomes.



SEE THE BLEED - STOP THE BLEED

FRIDAY, 14 AUGUST

60 MIN

11:30AM - 12:30PM

Facilitators: Dr Sheryl Jonescu – A/Nursing Director, Royal Perth Hospital and Jessica Spicer – Senior Project Officer at East Metropolitan Health Service

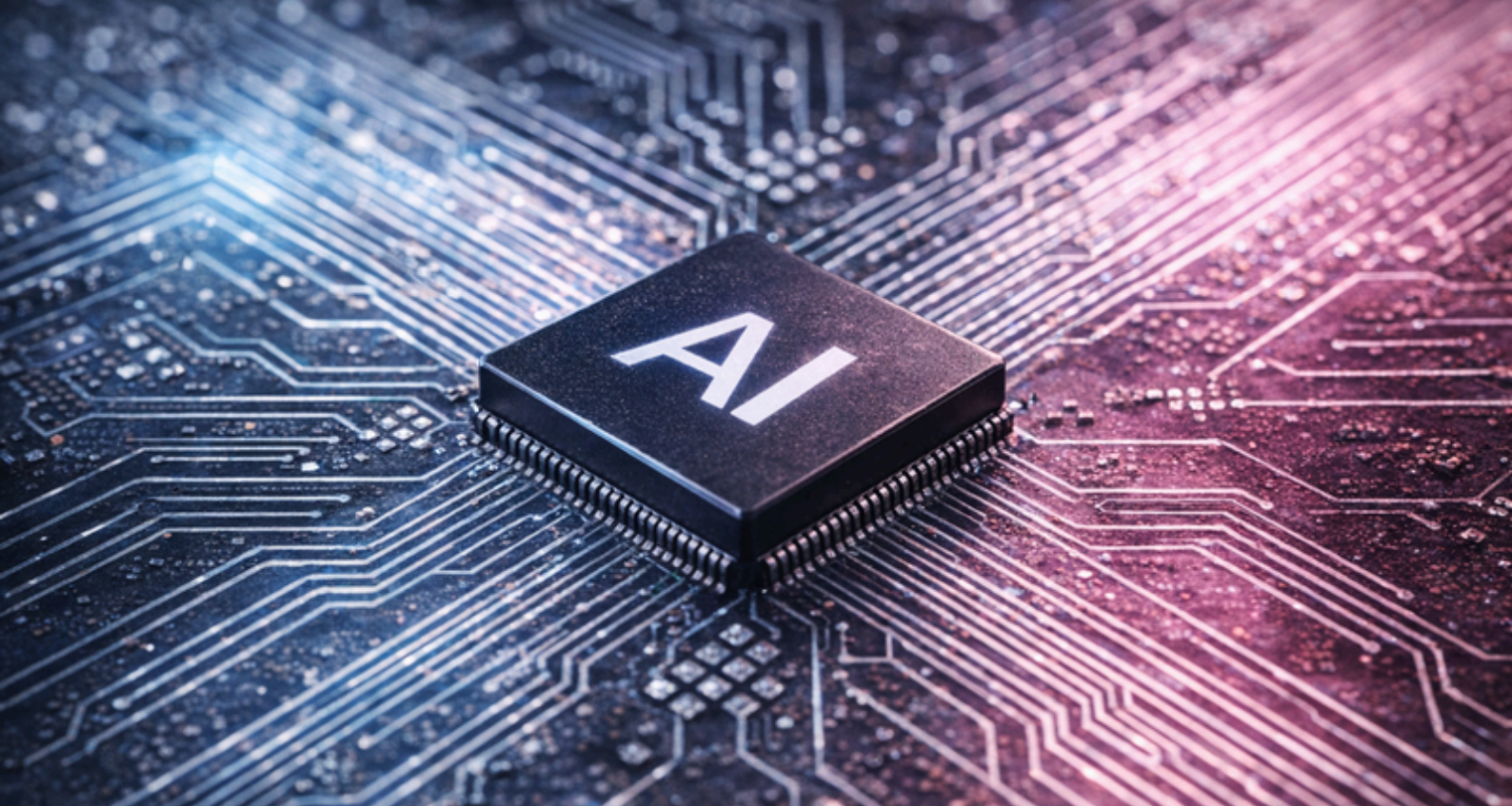
Audience: All St John WA patient-facing team members

Session Overview:

Learning Outcomes:

By attending this session, participants will leave with:

WAITING FOR INFORMATION



AI & AUTOMATION AT ST JOHN WA

FRIDAY, 14 AUGUST

60 MIN

11:30AM - 12:30PM

Presenters: Digital Services Team

Audience: All

Session Overview:

Artificial Intelligence (AI) and emerging technologies are becoming an increasingly important topic across many industries, including healthcare, emergency services, and community organisations. At St John WA, we are exploring these technologies carefully and responsibly, with a strong focus on safety, governance, privacy, and supporting our people.

This session will provide a high-level overview of how St John WA is approaching AI today and how we can balance innovation with the responsibilities that come with operating in a health and emergency services environment.

Rather than focusing on specific tools or technical detail, the session will explore how you can use AI today, the importance of human judgement and accountability and how volunteers remain an important part of St John WA's future as technology continues to evolve.

Learning Outcomes:

By attending this session, participants will leave with:

- A clearer understanding of how St John WA is adopting AI and emerging technologies.
- Insight into how and why the organisation is ensuring an intentional and phased approach.
- An understanding of the importance of safety, privacy, and human oversight in AI-related work.
- Awareness of Digital Services support and resources available to all team members throughout this journey.
- Confidence in where volunteers fit within the broader future direction of St John WA's digital strategy.



IDENTIFYING CHILD ABUSE ON ROAD

FRIDAY, 14 AUGUST

90 MIN

1:00PM - 2:30PM

Presenter: TBC – Perth Children’s Hospital Child Protection Unit

Audience: All

Session Overview:

This session is suitable for all staff and is particularly relevant to Ambulance services (both Metropolitan and Country Ambulance), as well as the SCC.

Participants will explore the different types of child abuse, how to identify signs and indicators through practical examples and case studies, and best practice for documentation and hospital handover. The session will also cover how and when to report child abuse concerns. By the end of the session, participants will feel confident in identifying, documenting and reporting concerns, contributing to safer outcomes for children.

Content warning: *this session includes discussion of child abuse, including child sexual abuse.*

Learning Outcomes:

By attending this session, participants will be able to:

- Define the different types of child abuse.
- Recognise indicators of child abuse, including examples and case studies.
- Understand documentation requirements and effective hospital handover.
- Know how and when to report child abuse concerns.



UNDERSTANDING AND RESPONDING TO ACTIVE ARMED OFFENDER INCIDENTS (FT. WAPF TRG)

FRIDAY, 14 AUGUST

90 MIN

1:00PM - 2:30PM

Presenters: Phil Townsend, Lilly Sharp and WAPF TRG representative

Audience: Operational team members (Urban and Coastal responders and leadership, Rural and Remote responders and leadership, State Control Centre, and EHS)

Session Overview:

This session explores active armed offender (AAO) incidents and the implications for pre-hospital emergency response. With the current National Terrorism Threat Level at Probable and an increasing prevalence of AAO incidents, discussion will focus on how these events are identified, how operational crews respond, and how emergency management principles are applied in complex, high-risk environments. The session will feature a guest speaker from the WA Police Force Tactical Response Group (TRG), who will provide first-hand operational insight into AAO incidents and inter-agency coordination.

Content warning: *this session includes real case studies from Australia and Western Australia.*

Learning Outcomes:

- Describe what constitutes an active armed offender incident and identify common characteristics and risks.
- Recognise indicators that may suggest an active armed offender situation is developing.
- Explain SJWA's role and responsibilities during active armed offender incidents in line with the standard operating procedures.
- Understand how SJWA coordinates with WA Police Force, including TRG, during high-threat incidents.
- Identify key safety considerations for responding crews, including staging, cordons, and situational awareness.
- Apply emergency management principles and lessons learned from real case studies to operational decision-making.



UNDERSTANDING AUTISM: INCLUSIVE CARE AND WORKPLACES

FRIDAY, 14 AUGUST

90 MIN

1:00PM - 2:30PM

Presenter: Sally Flinders and Gail O'Dwyer – Autism Association of Western Australia (AAWA)

Audience: All (clinical, patient-facing and office-based team members)

Session Overview:

Through both a clinical and human lens, this session will provide a foundational understanding of Autism, including the diversity of Autistic experiences and key characteristics.

Participants will learn practical strategies to support Autistic individuals through effective communication, reasonable accommodations, and inclusive practices within healthcare settings and the workplace.

Learning Outcomes:

By attending this session, participants will be able to:

- Understand Autism through clinical and lived perspectives: Describe core characteristics of Autism and recognise the diversity of Autistic experiences across individuals and contexts.
- Apply effective communication and support strategies: Demonstrate practical approaches for communicating with Autistic individuals and adapt interactions to meet varied needs.
- Promote inclusive environments in practice: Identify and implement reasonable accommodations and inclusive practices within healthcare and workplace settings to better support Autistic individuals.



RESEARCH INTO PRACTICE: HOW THE PRECRU TEAM'S RESEARCH HAS IMPROVED HOW WE CARE FOR OUR PATIENTS

FRIDAY, 14 AUGUST

60 MIN

3:00PM - 4:00PM

Presenters: Stephen Ball – Senior Research Fellow / PRECRU Deputy Director at Curtin University and Jason Belcher – Resuscitation Specialist

Audience: All

Session Overview:

This session will delve into research projects that have made a positive difference to the care of prehospital patients in Western Australia, through St John WA's long-term collaboration with Curtin University's "PRECRU" – the Prehospital, Resuscitation and Emergency Care Research Unit.

Focusing on out-of-hospital cardiac arrest, we will set the scene by understanding the differences between rural/remote and metropolitan cardiac arrests; and then discuss the program of linguistics research that has contributed to improvements in the handling of emergency '000' calls – including early call-taker recognition of cardiac arrest, and overcoming barriers to dispatch-assisted CPR. We will also discuss the results of the 2023 Ketamine Wafer study and 2022 CPAP trial.

Learning Outcomes:

By attending this session, participants will leave with:

- Improved understanding of the research collaboration between PRECRU and St John WA.
- A deep understanding of several specific projects, with tangible examples of patient care that have benefited from PRECRU research.



ROAD CRASH RESCUE & CASUALTY TRANSFER: APPLYING EXIT PROJECT EVIDENCE IN PRACTICE

FRIDAY, 14 AUGUST

60 MIN

3:00PM - 4:00PM

Presenter: Andrew Strunk – Rescue Officer, DFES

Audience: Operational team members – suitable for all clinical and volunteer team members (with particular relevance to regional and frontline ambulance crews)

Session Overview:

This session introduces the EXIT Project and its evidence-based approach to road crash rescue and casualty extrication. Participants will gain an understanding of how DFES and St John WA are integrating new clinical evidence into operational practice, focusing on reducing extrication times and improving patient outcomes.

The session will prepare frontline personnel for upcoming changes in how patients are removed from vehicles across both metropolitan and regional settings.

Learning Outcomes:

By the end of this session, participants will be able to:

- Understand the key findings and principles of the EXIT Project.
- Recognise why traditional movement minimisation approaches are being challenged.
- Describe how evidence-based extrication techniques improve patient outcomes.
- Identify changes to DFES rescue practices and what this means for ambulance crews.
- Anticipate when and how these changes will be observed in both metro and regional incidents.
- Apply a patient-centred, multidisciplinary approach during road crash rescue incidents.



GRIEF ON SCENE AND AFTER THE SIRENS FADE

FRIDAY, 14 AUGUST

60 MIN

3:00PM - 4:00PM

Presenter: Melissa Gardiner ASM

Audience: EHS volunteers, Country Ambulance officers, clinical team members, SCC

Session Overview:

Grief is a deeply personal yet universally shared experience that can affect how we think, feel, and connect with others, both in our personal lives and professional roles. This session offers an exploration of grief from two important perspectives: understanding our own responses, and supporting others through their losses.

Dealing with grief personally: general education on grief, somatic check-ins, normalising grief, and guidance on when and where to seek support.

Dealing with grief clinically: understanding what people need to hear and see from us, focusing on the human aspect beyond clinical requirements, and tools to support this approach.

Learning Outcomes:

By attending this session, participants will be able to:

- Understand, identify, and normalise grief.
- Recognise practical somatic strategies to use.
- Know when and where to seek support.



LIVE CPR PODCAST EPISODE: INTERACTIVE TRAUMA CASE STUDY DISCUSSION

FRIDAY, 14 AUGUST

60 MIN

4:30PM - 5:30PM

Presenters: Andy Bell, Nick Overington, Megan Currie and Ben O'Regan

Audience: All emergency first responders, spanning volunteer roles through to advanced clinical practitioners

Session Overview:

This live CPR podcast episode is designed for all emergency first responders, spanning volunteer roles through to advanced clinical practitioners. **The session features a de-identified trauma case study**, explored interactively through key themes including underlying pathophysiology, integrated assessment, management principles, and optimising handover to a higher scope of care.

Audience engagement is central to this session, with attendees encouraged to participate throughout the case discussion, followed by a dedicated Q&A segment.

Learning Outcomes:

- Understanding trauma principles underpinning the trauma diamond.
- Effective use of MARCHE.
- Major trauma management.
- Delivering concise, high-quality clinical handovers.



WORDS MATTER: USING COMMUNICATION TO DE-ESCALATE AGGRESSION

FRIDAY, 14 AUGUST

60 MIN

4:30PM - 5:30PM

Presenters: Nicole Cropper and Tim Johnson

Audience: All (structured around emergency response but applicable concepts for anybody)

Session Overview:

This session covers verbal de-escalation, focusing on situational awareness and early signs of escalation. It explores communication techniques such as active listening, calm and tactical language, and setting clear expectations and boundaries. Emphasis is placed on managing personal responses, maintaining a respectful presence, and recognising when to disengage and prioritise safety.

Learning Outcomes:

By the end of this session, participants will be able to:

- Recognise early signs of escalation and strengthen situational awareness
- Use tactical communication to build rapport and de-escalate
- Apply social contracts to set clear boundaries and expectations
- Identify when to disengage and prioritise safety



DRUGS IN EVENT SETTINGS: TRENDS, IMPACTS, AND SAFER RESPONSES

SATURDAY, 15 AUGUST

120 MIN

8:30AM - 11:00AM

Presenters: Grace Oh and Mark Lowery – Australian Drug Education & Consultancy (ADEC)

Audience: All

Session Overview:

This session provides a practical snapshot of substances commonly encountered in event settings, with an overview of current drug trends in Western Australia and across Australia, including emerging drugs of concern.

The session aims to strengthen participants' understanding of key signs, symptoms, and potential harms associated with substance use in event environments. Emphasis is placed on real-world recognition and response, supporting timely and appropriate care.

Participants will also be introduced to practical, evidence-based harm reduction strategies designed to promote safer events and support effective clinical and operational decision-making in dynamic, high-pressure settings.

Learning Outcomes:

By attending this session, participants will be able to:

- Recognise commonly encountered and emerging substances in event settings, including current trends across WA and nationally, and identify key signs, symptoms, and associated harms of drug use.
- Apply practical, evidence-based harm reduction strategies to support safer, effective assessment and care of patrons in event environments.



ADAPTATIVE PERFORMANCE: THINKING CLEARLY WHEN PLANS COLLAPSE

SATURDAY, 15 AUGUST

60 MIN

8:30AM - 9:30AM

Facilitators: Peter Clark and Sarah Trozzo

Audience: All

Session Overview:

This engaging and practical presentation explores what happens when **Plan A falls apart** – the interruption, missed deadline, difficult conversation, or moment of frustration that catches us off guard.

Delivered with humour and real-world relevance, the session examines how stress narrows thinking, why we default to habit under pressure, and how to deliberately expand our response options. Rather than theory, the focus is on **everyday workplace scenarios**, interactive discussion, and applied tools.

Participants will learn to recognise early stress signals, generate effective alternatives, and apply a simple Plan B framework they can use immediately when things don't go to plan.

Learning Outcomes:

By attending this session, participants will be able to:

- Identify early signs of cognitive rigidity and stress activation in real time.
- Understand how emotional arousal narrows decision-making under pressure.
- Generate at least three alternative responses when a planned outcome fails.
- Apply a simple “Plan B” framework during live role-play scenarios.
- Recognise personal friction points that block adaptive behaviour.
- Implement one practical boundary-setting strategy immediately in their work environment.



PSYCHOSOCIAL SAFETY: A 5-YEAR JOURNEY TO A MENTALLY SAFE WORKPLACE

SATURDAY, 15 AUGUST

60 MIN

8:30AM - 9:30PM

Presenters: Janice Wong and Ben Mann

Audience: All

Session Overview:

Over the past five years, St John WA has undertaken a deliberate transformation of its psychosocial safety framework, shifting from reactive case management to a preventative, systems-based approach aligned with the Work Health and Safety Act 2020.

This workshop outlines the strategic evolution of that framework, incorporating education, confidential reporting, and data-informed risk management. Central to this change has been the implementation of the Flourish program via the FlourishDx platform, supported by psychosocial hazard surveys and targeted interventions in work design and leadership practice. Complemented by a confidential incident reporting pathway, this integrated framework embeds early intervention, accountability, and continuous improvement – and has been recognised as a finalist in the 2026 CAA Awards.

Learning Outcomes:

By attending this session, participants will be able to:

- Understand the legislative context for psychosocial risk management under the WHS Act 2020.
- Examine the transition from reactive response to preventative, system-wide psychosocial risk management.
- Explore how digital platforms can integrate education, self-reflection, and hazard identification.
- Analyse the design and governance of a confidential psychosocial incident reporting pathway.
- Identify practical steps to enhance psychological safety within complex, high-risk environments.



CARING FOR PATIENTS LIVING WITH DEMENTIA: PRACTICAL STRATEGIES FOR PRE-HOSPITAL CARE

SATURDAY, 15 AUGUST

60 MIN

10:00AM - 11:00AM

Presenter: Brian Gallop ASM OStJ – Safety, Injury Management & Prevention Manager

Audience: All

Session Overview:

Drawing on more than 25 years with St John WA and over a decade as a full-time carer for his mother, Brian Gallop shares practical insights into recognising early signs of anxiety and agitation. This presentation offers an inspirational and practical look at caring for patients living with dementia in the pre-hospital environment, grounded in lived experience and frontline volunteer practice.

The session explores simple, low-cost sensory strategies, adaptive communication, and person-centred approaches that improve patient comfort, safety, and cooperation. These techniques also enhance confidence and safety for volunteers and paramedics, with broader application to other neurodiverse conditions in pre-hospital care.

Learning Outcomes:

By attending this session, participants will be able to:

- Recognise common behavioural signs of anxiety and distress in patients living with dementia.
- Identify and apply simple sensory tools and music to reduce agitation and improve patient safety and cooperation as well as team member safety.
- Apply person-centred approaches that improve safety for patients, volunteers, and paramedics.
- Demonstrate how adapting care beyond textbook methods can positively influence patient outcomes.



FAMILY DOMESTIC VIOLENCE

SATURDAY, 14 AUGUST

120 MIN

10:00AM - 12:30PM

Facilitator: Stopping Family Violence

Audience: Clinical volunteers – Rural & Remote and Urban & Coastal

Session Overview:

This session is part of the Family & Domestic Violence (FDV) Education Program which is a critical initiative designed to build the capacity of first response team members to recognise and respond to the needs of patients who may be experiencing FDV. This form of abuse involves the intentional use of violence, threats, force or intimidation to exert power and control over a partner, former partner or family member, causing fear. St John WA has partnered with Stopping Family Violence to co-design and co-deliver a comprehensive program. This session is an interactive, in-person session tailored to specific cohorts, encouraging collaboration and practical application of skills.

Please note that completion of an online module is requested prior to attendance. It provides all the background and context required, takes approximately 1.5-2h to complete and can be saved so it can be completed in stages.

Learning Outcomes:

- Identifying the various forms and impacts of FDV.
- Developing an understanding of the complexities of intersectionality (AOD, mental health, homelessness, CALD, ATSI, etc).
- Exploring Perpetrator patterns of behaviour.
- Developing an understanding of partnering with Victim-Survivors and the use of FDV-informed language.
- Explaining the SJWA documentation process and the SFDV tick box.

Given the potentially triggering nature of the content, the program is underpinned by a strong emphasis on wellbeing and support throughout. The Psychology and Support Services (PAWS) team have been closely involved with the program since inception. Participants are encouraged to reach out to PAWS in the first instance if they would like support or have any concerns (08 9373 3827 / paws@stjohnwa.com.au)



PRE-HOSPITAL TRAUMA MANAGEMENT

SATURDAY, 14 AUGUST

90 MIN

11:30AM - 1:00PM

Presenters: Clinical Lead Team

Audience: All emergency first responders

Session Overview:

This practical, clinically-focused workshop, delivered by the Clinical Lead Team, provides an up-to-date overview of best practice in pre-hospital trauma care. Participants will review the **MARCHE approach**, reinforcing a structured method for assessing and managing trauma patients in high-pressure environments.

The session will also cover **recent updates to the Trauma Clinical Practice Guidelines (CPGs)**, highlighting key changes and their impact on frontline clinical decision-making. A strong emphasis will be placed on **hands-on trauma skills**, giving attendees the opportunity to practise and refine essential interventions in a supportive learning environment.

This workshop is ideal for clinicians looking to refresh their trauma knowledge, build confidence in current guidelines, and enhance practical skills to improve patient outcomes.

Learning Outcomes:

By attending this session, participants will be able to:

- Apply the MARCHE approach to systematically assess and manage trauma patients in pre-hospital, high-pressure environments.
- Interpret and implement recent updates to the Trauma Clinical Practice Guidelines (CPGs) to support effective frontline clinical decision-making.
- Demonstrate increased proficiency and confidence in essential pre-hospital trauma interventions.



CPR REFRESHER

SATURDAY, 14 AUGUST

60 MIN

11:30AM - 12:30PM

Facilitator: Ben Gilbert – Paramedic (Volunteer Training)

Audience: All (EHS volunteers, Country Ambulance, clinical and non-clinical team members)

Session Overview:

This interactive workshop explores the fundamentals of effective CPR and the IMPACT approach to resuscitation. Participants will learn how to recognise cardiac arrest through life status checks and understand why early, high-quality CPR is critical to survival outcomes.

The session introduces key IMPACT principles and demonstrates the difference between effective and ineffective compressions using feedback devices. Through a combination of lecture, Q&A, and group discussion, attendees will build confidence before applying skills in hands-on practice, including a CPR effectiveness challenge.

The workshop concludes with a facilitated discussion to reinforce learning and share key insights.

Learning Outcomes:

By attending this session, participants will be able to:

- Identify a patient who requires CPR.
- Demonstrate high quality IMPACT CPR with an emphasis on high quality compressions.
- Explain the purpose and importance of high-quality IMPACT CPR.
- Identify effective versus ineffective compressions.



RESEARCH INTO PRACTICE: HOW THE PRECRU TEAM'S RESEARCH HAS IMPROVED HOW WE CARE FOR OUR PATIENTS

SESSION DATE/ TIME

CATEGORY

SPEAKER NAME

SPEAKER NAME

SPEAKER NAME

This session will explore key trends, challenges, and innovations shaping the ambulance and broader healthcare sector. Participants will gain insight into current best practices in patient care, emergency response, and clinical decision-making, alongside the evolving role of frontline responders in complex and high-pressure environments. Drawing on real-world examples and industry expertise, the session will highlight the importance of adaptability, teamwork, and continuous learning in delivering safe and effective care. Attendees will also consider the impact of emerging technologies, community expectations, and system-wide pressures on service delivery. Whether working in pre-hospital care, clinical settings, or support roles, this session aims to provide practical knowledge and perspectives that can be applied to improve outcomes for patients and communities

LEARNING OUTCOMES

- [Insert learning outcome]
- [Insert learning outcome]
- [Insert learning outcome]

EXTRA RESOURCES

- [Insert any additional materials or links]



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EXTRA RESOURCES

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EXTRA RESOURCES

- [Insert any additional materials or links]



TRANSFERRING PATIENTS THROUGH SAFER EQUIPMENT AND FORCE-REDUCING METHODS

SATURDAY, 15 AUGUST

60 MIN

10:00AM - 11:00AM

Presenter: Chelsea Clinton-Grace – Injury Prevention Specialist

Audience: All St John WA patient-facing personnel

Session Overview:

This session provides a practical overview of patient-handling assistive equipment and safer transfer methods used to reduce injury risk for both crews and patients. Participants will explore the range of equipment commonly available for patient movement and how it can be effectively integrated into routine operations.

The session emphasises the use of protective movement principles alongside equipment to minimise force on the back and reduce manual handling strain. By combining appropriate equipment selection with safer handling techniques, this session supports improved crew safety, patient comfort, and more sustainable work practices in physically demanding care environments.

Learning Outcomes:

By attending this session, participants will be able to:

- Recognise different types of available equipment for patient handling.
- Recognise how protective movements can be used with equipment to lower risk of force to the back.
- Be aware of safer methods that can be used to transfer patients.