

AMBULANCE SERVICE MEDAL (ASM)

New South Wales

Dr Ronald John MANNING, Barden Ridge NSW 2234

Dr Manning has been a leader in establishing medical retrieval services within the Ambulance Service of NSW, and has played a major role in the development and establishment of the framework for the delivery of inter-hospital and pre-hospital care of patients requiring aeromedical evacuation. Dr Manning is the Founding Director of the Medical Retrieval Unit (MRU) and he has been instrumental in negotiating the development of the Unit which now encompasses a wide range of clinical activities. During the early years of heading the MRU, he also worked in the Emergency Department of the St George Hospital. Between 1985 and 2000 he also worked as a doctor on one of the Sydney-based rescue helicopters. Dr Manning is also an experienced leader in disaster management, representing the NSW Ministry of Health as the Medical Team Leader at a number of major incidents such as the Dubbo area floods, Thredbo landslide, the Bali Bombings and, most recently, the disaster in Samoa. Dr Manning has also been an outstanding teacher and mentor to many doctors with an interest in inter-hospital and pre-hospital medicine. Dr Manning's outstanding dedication has seen the development of a state-of-the-art retrieval system of which the community of New South Wales can feel justifiably proud.

Ms Maureen Ann ROBERTS, 27 McDougall Street, Kensington NSW 2033

Ms Roberts is a registered nurse and midwife. Moving to Sydney in the mid 1970s she spent time at the Intensive Care Unit at the Sutherland Hospital and Cardiothoracic at the Prince Henry Hospital before joining the Ambulance Service of NSW as a flight nurse in 1981. Ms Roberts is now Australia's second longest serving flight nurse. She has always been actively involved in the management of the Air Ambulance Mascot airbase and has been a key player in the development of the interior medical fit out of the Ambulance aircraft. Ms Roberts has also been an enthusiastic mentor to flight nurses who have worked at the base and her patient treatment and communication skills have been of the highest order. Her distinguished career has not, however, been without the occasional daunting moment. For example, in March 1994 Ms Roberts' pilot collapsed behind the controls while their aircraft was airborne. With the 'auto pilot' activated Ms Roberts was able to provide medical treatment to the pilot, who roused and was able to make an emergency landing.

AMBULANCE SERVICE MEDAL (ASM)

Victoria

Dr Andrew Kenneth BACON, PO Box 259, Berwick Vic 3806

Dr Bacon's distinguished career spanning more than 30 years is exemplified by his consistent delivery of high quality airway management and education to paramedic students and Mobile Intensive Care Ambulance students since the late 1970s; Medical Adviser to Ambulance Victoria; subject matter expert in issues relating to airway and ventilation equipment procurement; medical procedures and clinical practice; and availing himself to support individual paramedics seeking experience and feedback with advanced airway management through his practice as an anaesthetist. In his involvement with clinical oversight, Dr Bacon has also worked tirelessly to develop and support the call-taking processes used in ambulance communication centres across Victoria. He has provided advocacy at an international level, and is an acknowledged expert in the field of call-taking and dispatch systems worldwide and understanding effective ways to improve patient outcomes.

Mr Bryan Charles CASS, 17 Fawkner Avenue, Blairgowrie Vic 3942

During his 47 years' distinguished career, Mr Cass has provided exceptional service in the provision of training, guidance and mentorship to his fellow paramedics, and has seen the successful fruition of the careers of many of his 'students' through to retirement. His encouragement and development of others within Ambulance Victoria has seen Mr Cass strongly foster and further the aims and goals of the service and the community. Over many years, he has been an enthusiastic and dedicated paramedic who has conducted himself in an exemplary manner; embracing change and welcoming improvements: He has also led by example with an exceptional contribution to charity functions, schools and kindergartens.

Mr Stephen John HUMPHREYS, 56 Scoresby Street, Kerang Vic 3579

Mr Humphreys has made an outstanding contribution to the development and provision of volunteerism as an Ambulance Community Officer in the Kerang community. He has worked tirelessly over the past 11 years, dedicating his time and energy to Ambulance Victoria and the State Emergency Service. It is the exceptional role that Mr Humphreys played during the Kerang train crash disaster that highlights his career. As one of the first two ambulance staff to arrive at the train crash site, he did an extraordinary job in triaging and treating those at the scene under incredibly difficult circumstances. His contribution proved to be of significant benefit to the community in providing emergency medical care.

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Mr Ian Robert JARVIE, Wangaratta Vic 3677

Mr Jarvie has made an outstanding contribution to the development of ambulance care through two key clinical care initiatives and an innovative clinical quality improvement process. The first initiative saw Mr Jarvie instigate and then project manage the 12 Lead Electrocardiogram (ECG) Program; a program that has resulted in improved patient outcomes as evidenced by the reduction in time taken to insert a life-saving stent in a cardiac patient once an ambulance reaches the hospital. The second initiative saw Mr Jarvie develop the training, supporting text and assessment processes for the Rapid Sequence Intubation Program for Mobile Intensive Care Ambulance paramedics; vital to ensuring patient safety. Mr Jarvie also developed and delivered the Infield Audit process, providing real-time assessment and feedback to paramedics. All three initiatives have been adopted by Ambulance Victoria into its normal business.

Mr Daniel James McGENNISKEN, Vic

As Manager, Communications and Referral, Mr McGennisken has made an outstanding contribution to the continuing development of Ambulance Victoria and its operations. Mr McGennisken played a pivotal role in leading the major reform of the state-wide call-taking and dispatch processes, with the consolidation of the regional call-taking and dispatch operations centres. In just over a year, four regional call-taking and dispatch operations centres were consolidated into the new Ballarat State Emergency Communications Centre. This reform represents important improvements for the Victorian community and paramedics alike. It has provided improvements in call taking and dispatch performance including establishing a more consistent and measurable service across Victoria, providing state-wide data and reporting, and improving clinical and resource management.

Mr Mark Edward ROGERS, Rosanna Vic 3084

Mr Rogers' exceptional leadership as General Manager, Specialist Services, to implement service improvements has made a significant contribution to the safety and security of the community of Victoria. He was responsible for one of the most significant reforms in Ambulance Victoria's history; leading the consolidation of five independent communication centres into a single centre managed by the Emergency Services Telecommunications Authority: As a result, Ambulance Victoria is better positioned to prioritise patients and make the most effective use of available resources. He was also responsible for driving the consolidation of Ambulance Victoria's Non-Emergency Patient Transport operations, leading the development of a new service delivery model that provides guaranteed levels of availability in specified areas along with performance measures to ensure that high standards of service are delivered. Mr Rogers was instrumental in driving the agreement within the health sector to bring the Adult Retrieval Service to Ambulance Victoria. He has also worked tirelessly to motivate and encourage his managers to find innovative ways of developing and delivering a world class emergency management preparedness and response function.

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Queensland

Mrs Michelle Susan BAXTER, PO Box 4131, Rockhampton Qld 4700

Mrs Baxter worked with the New South Wales Ambulance Service between 1994 and 2001 before joining the Queensland Ambulance Service (QAS) in February 2001, working in Blackwater and became the Officer-in-Charge there in June 2002. Mrs Baxter moved to Rockhampton in 2005 as a paramedic and was appointed to her present position as the Area Director (Port Curtis/Callide) in Gladstone four years later. Mrs Baxter has applied the knowledge gained through her extensive studies and instilled ethical principles, resulting in a marked improvement in the ambulance services provided in the Port Curtis/Callide area. Mrs Baxter is an outstanding performer who uses her valuable knowledge and experience in practical situations. She is an excellent role model within her workplace and supports her colleagues in a common purpose for the region. Mrs Baxter is the epitome of the professional ambulance officer and has served the communities of New South Wales and Queensland with distinction.

Ms Deidree WHAP, 1/28 Douglas Street, Thursday Island Qld 4875

Ms Whap became a Queensland Ambulance Transport Brigade (QATB) cadet on Thursday Island in 1989. She commenced a traineeship in 1990 and, in 1993, began her study toward an Associate Diploma Applied Science (Ambulance), qualifying in 1999. In 2008, Ms Whap qualified as an Advanced Care Paramedic, and has also achieved qualifications as a helicopter flight paramedic and trained in helicopter underwater escape and helicopter rescue winch training/operations. On Thursday Island, communicating with people in their traditional language is imperative when negotiating with patients who are apprehensive about leaving their Island home for hospital care. Ms Whap's heritage and her outstanding dedication and commitment have made her a valuable asset to the Queensland Ambulance Service (QAS). In 2010, Ms Whap became the QAS Field Officer in the Torres Strait and continued the work of others in establishing first responder groups and training Island people as first responders. Ms Whap also trains the first responders and community members in the use of the equipment aboard the various Island vehicles and in the evacuation procedures for the rescue helicopter. Ms Whap is an outstanding example of the professional ambulance officer and has served the QAS and her local communities with distinction.

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Western Australia

Mr Christopher Joseph GLEISINGER, Serpentine WA 6125

Mr Gleisinger commenced employment with St John Ambulance in Western Australia in 1991, and became a fully qualified Paramedic in 1994. Since the commencement of his on-road duties, he has received a large number of written commendations from patients and their relatives acknowledging his caring and professional manner. From early in his distinguished career, he sought opportunities to work in country locations, and he worked at Kalgoorlie, Hedland, Geraldton, Norseman, Mandurah and Pinjarra, invariably working with volunteers. The manner in which Mr Gleisinger approached his role as a tutor and mentor, particularly with volunteers, formed the basis on which he made an outstanding contribution to the development and betterment of ambulance services. In 2007, Mr Gleisinger was appointed Station Manager at the Serpentine Sub-Centre. This location, just on the outskirts of the Perth metropolitan area, had previously been run as a volunteer centre. The process of transitioning a volunteer ambulance centre to one that utilises both career paramedics and volunteers working together can be a sensitive and difficult change process for some of those involved. Mr Gleisinger's personal style and approach not only ensured the transition in Serpentine was inclusive and therefore very successful but also served as an example that would inspire other St John volunteer groups. Mr Gleisinger's outstanding leadership during the transition of the Serpentine Sub-Centre to a career/volunteer mix has played a major role in ensuring the effectiveness and sustainability of the St John Ambulance model for the provision of ambulance services throughout Western Australia. Mr Gleisinger has served the community of Western Australia with distinction.

Mr Julian John SMITH, East Fremantle WA 6158

Mr Smith joined St John Ambulance in Western Australia in 1985, and became a fully qualified Paramedic in 1988. During his early career, he undertook a number of country relief opportunities and quickly earned the highest respect from both career staff and volunteers for his clinical capabilities, calm professional manner and his genuine desire to play a part in the improvement of ambulance services in Western Australia. This desire became apparent with his first appointment as acting Station Manager in 1994 when he put considerable effort into a proposal for the restructuring of the Station Manager's role within St John Ambulance. Over the following years he was involved with various product reviews and recommendations to the Equipment Review Committee while still continuing to contribute to the development of new ambulance officers in his role as an on road tutor. Mr Smith was appointed as Deputy Superintendent in 1999, Clinical Shift Manager in 2000, Manager Ambulance Operations in 2002 and Manager Metropolitan Operations in 2003. The current organisational structure of St John Ambulance has a General Manager position for each of its three major ambulance functions and Mr Smith has filled each of these roles, albeit with different titles, during his distinguished career. He has always demonstrated the diligence and capability and ability to work with people on all levels. Mr Smith has served the community of Western Australia with distinction and continues to demonstrate his clinical and management capability in a way that has earned very high levels of respect throughout St John Ambulance.

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Ms Pamela Joy TENNANT, Toodyay WA 6566

Ms Tennant is a volunteer with St John Ambulance in Western Australia having joined in 1995. Her involvement has included ambulance officer, treasurer, secretary and office manager. In each of these roles, Ms Tennant has made an outstanding contribution and gone well above and beyond the requirements of the various roles. The level of her contribution has not only exemplified the volunteer spirit critical to the success of the ambulance model in Western Australia but, even more importantly, also served as an inspiration to many other volunteers. In 2000 she became an accredited trainer and balanced the not-insignificant requirements of this role with her full-time work as well as being a wife, mother and grandmother, conducting first aid training courses while also fulfilling her on-road duties as a volunteer ambulance officer. Ms Tennant's contribution to the provision of ambulance services in Toodyay/Bolgart is outstanding due largely to her ability to motivate her peers in a way that has seen the ambulance service in her area develop from strength to strength. While always taking her role as Sub-Centre Trainer very seriously, she has been able to include enough humour and fun in her training sessions to encourage the highest level of participation by her fellow volunteers. Ms Tennant's influence has extended well beyond her own area, supporting training at other locations as far afield as Kununurra. She also served on the 2009 Ambulance Service Review Training Committee and assisted in the development of the work assessment package now used to screen volunteer applicants. Ms Tennant has served the community of Western Australia with distinction.

South Australia

Mr Malcolm Latimer HANCOCK, Brinkworth SA 5464

Mr Hancock joined the South Australian Ambulance Service (SAAS) in 1974. Since then, he has not only kept abreast of the clinical obligations to his role as an ambulance officer but also taken on various other roles that have assisted team members in their progression within the service, including driver training and currently as the Volunteer Training Coordinator. As a result of his involvement with training Mr Hancock recognised that Occupational Health and Safety was a major area of concern for volunteers within the SAAS; to this end, he has been a member of the SAAS Occupational Health and Safety Coordinating Committee since 2006. Mr Hancock has shown outstanding leadership over many years that has ensured that his home station has well-trained ambulance officers and has maintained a healthy roster coverage. He also has been committed to recruitment and to mentoring recruits. It has been in his role as a delegate to the Country Ambulance Service Advisory Committee and now as delegate to the SA Ambulance Volunteer Health Advisory Council that Mr Hancock has had significant impact, particularly concerning Occupational Health and Safety issues for volunteers. He has been at the forefront in recognising the need for volunteers to take responsibility for safe working practice and has encouraged other delegates to be leaders in ensuring safe practice is maintained in the volunteer sector. Mr Hancock has also been involved on a number of SAAS-related committees including as Chairman of the Mid North Zone Coordinating Committee and as Chairman of the Snowtown Ambulance Board. Mr Hancock has served the SAAS and the community of South Australia with distinction over many years.

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Mr David John TINGEY, Modbury SA 5092

Mr Tingey has made a significant contribution to the training and education of all staff within the South Australian Ambulance Service (SAAS) including involvement in the development of education packages in trench and confined space safety; Chemical, Biological, Radiological and Nuclear (CBRN) operations; and the introduction of chemical protective equipment onto all operational SAAS vehicles. Mr Tingey joined the SAAS as a student ambulance officer in 1992 and qualified as a Paramedic in 1995, rapidly earning the respect of his colleagues. This was reflected in his acceptance as a reserve member of the developing Special Operations Team (SOT). A year later, he qualified as an Intensive Care Paramedic (ICP), became a full-time member of the SOT and worked as an ICP throughout metropolitan and country South Australia. In 1997 he became SOT Team Leader and developed and implemented innovative standards for SOT selection, training, response equipment and vehicle selection. In addition, he established the role of the Rescue Paramedic in South Australia for multi-agency response to CBRN incidents, Urban Search and Rescue and Multi Agency Response Teams for explosive devices/CBRN incidents. Mr Tingey also led the increasing involvement of the SOT in helicopter retrieval activities and ensured that the SOT was a key member of all primary response teams. Throughout this time, Mr Tingey also managed an emergency ambulance team including student paramedics and ICPs. With SA Health's drive to develop a single, state-wide emergency medical retrieval service. Mr Tingey became an inaugural member of key strategic development committees and was appointed a Paramedic Clinical Manager for the fledgling Emergency Medical Retrieval Service (MedSTAR), and also took on an operational role as a Retrieval Paramedic. This innovative program is at the forefront of health workforce development in this exciting and rapidly developing area of health care.

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Tasmania

Mr Desmond Reginald LANE, Sulphur Creek Tas 7316

Mr Lane began his distinguished career with Ambulance Tasmania in 1975 as a volunteer Ambulance Officer at Smithton prior to his appointment as a salaried Ambulance Officer at Burnie in 1977 where he soon qualified as an Intensive Care Paramedic. In 1984 he was appointed as a Clinical Instructor in Burnie and quickly distinguished himself as a highly competent and committed trainer and made a significant contribution in assisting his fellow officers to qualify as Intensive Care Paramedics. In 1997 Mr Lane was one of two Intensive Care Paramedics tasked with establishing and operating a new Branch Station at Wynyard and was instrumental in recruiting and training a group of volunteer Ambulance Officers to serve in the Branch. He established an excellent working relationship with the local volunteer Fire Brigade who shared the station with the Ambulance Tasmania, and it is this foundation that, to this day, demonstrates the success of such models. In 2002 Mr Lane was selected to become the first full-time Instructor for volunteer Ambulance Officers in north western Tasmania. During his time in the role he led the redevelopment of the training curriculum into a very creative course in its approach to providing volunteers with the best learning opportunities for their level of practice. Although he officially retired in 2008 Mr Lane continued to serve as a casual employee to cover relief positions for other Educators and to undertake training programs for Patient Transport Officers and Tasmania Fire Service Instructors. Mr Lane still continues to make a high level contribution to curriculum design and evaluation while also continuing to serve as a part-time Educator, and is a highly regarded member of the Ambulance Tasmania Education and Professional Development Unit. He has served the community of Tasmania with distinction.

Northern Territory

Mr Michael James MCKAY, NT

Throughout his distinguished career with St John Ambulance (NT) Mr McKay has displayed a level of professionalism and dedication second to none. He has led by example, displaying exemplary clinical and managerial leadership, and has served the community of the Northern Territory with distinction. After qualifying as an Ambulance Officer in 1990, he undertook a course of study which led to his earning the title of Intensive Care Paramedic - the highest clinical level a pre-hospital care practitioner can achieve in Australia. This allowed Mr McKay to deliver exceptional patient care to the Alice Spring community and the Northern Territory at large. Following his appointment in 1999 as the Deputy Regional Manager in the Northern Region, based in Darwin, he dedicated himself to implementing new systems and improvements to the Ambulance Service, resulting in clinical training advancements and service delivery enhancements. After spending eight years in Darwin, Mr McKay was appointed as the Operations Manager for the Northern Region, assuming full responsibility for ambulance operations in Darwin, Gove and Katherine. His outstanding leadership and managerial qualities in this role were exceptional, and he oversaw the expansion of the service in Darwin and the introduction of full-time paramedics in Gove. Following a period of restructuring within St John Ambulance (NT) during 2009, Mr McKay was promoted to Director, Ambulance Operations, with responsibility for the Ambulance Service across the Northern Territory.