

AMBULANCE SERVICE MEDAL (ASM)

NEW SOUTH WALES

Mr Brian Allan DEEN, 18 Wattlepark Lane, Robina Qld 4226

Mr Deen served the Ambulance Service of NSW (ASNSW) and the community with distinction from 1977 until his recent retirement, providing outstanding service to both metropolitan and rural communities. Initially, he worked as a general duties ambulance officer attached to the Western and Central Coast areas of Central District Ambulance, Sydney. In 1981, he progressed to the clinical level of paramedic officer based at Parramatta, followed by a transfer in 1986 to the Central Coast. In 1993, Mr Deen accepted a paramedic posting to the newly opened Tweed Heads Station, where a pilot scheme for a tiered service was being trialled. He then gained a promotional transfer to Station Manager, Coffs Harbour in 1995 where he remained until his retirement. In particular, Mr Deen was a pioneer in the development of the Special Casualty Access Team (SCAT) program within the ANSW, and was actively involved in the provision of SCAT training through the Ambulance Education Centre at Rozelle and with establishing SCAT re-certification programs, particularly in the NSW Mid-North Coast area. He was a dedicated professional who possessed outstanding leadership and management skills.

Mr Anthony Leo (Tony) GATELY, 54 Berne Street, Bateau Bay NSW 2261

Throughout his distinguished and commendable career of over 26 years with the Ambulance Service of NSW (ASNSW), Mr Gately has made a significant and substantial contribution to operational management as District Superintendent, Operational Centre Manager, Manager Operational Information Unit and Manager Patient Safety, and in his current appointment as Assistant Divisional Manager Sydney. He has provided outstanding leadership, motivation and encouragement, and has been a mentor to various levels of staff within the ASNSW. Mr Gately has also performed the role of Ambulance Commander at a number of major incidents, including the Thredbo landslip and, more recently, the Newcastle storms of 2007. He is an adaptable manager who is motivated toward clinical excellence in the provision of pre-hospital care, and was instrumental in the recent refinement of the Ambulance Rostering program that is now being adopted across all operational units across the Sydney Division. He has also recently undertaken a review into the operations of the Medical Retrieval Unit. This review is expected to result in significant improvement in the the provision of aero medical services to the community of New South Wales.

AMBULANCE SERVICE MEDAL (ASM)

Mr Graham John McCARTHY, NSW

Mr McCarthy joined the Ambulance Service of NSW (ASNSW) in 1980 and is currently the Service's Manager Education, making significant contributions to the ongoing development and integration of educational services with evidence-led clinical practice and is frequently called upon to participate in key committees and groups for which a high level of expertise in education and clinical skills and practice are the key requirements. As a consequence of his considerable knowledge base, experience and understanding, he is able to participate and make valuable contributions to projects involving clinical, educational, and industrial issues. As well as participating in ASNSW committees and groups, he is also a member of two national Ambulance Service committees. Previously, in 1986 he was appointed to the position of Regional Training Officer for the South-Eastern and Illawarra Regions, being responsible for the establishment of the first regional training centre for officers of those regions. In following years he was appointed to the Ambulance Education Centre at Rozelle culminated in his placement in 1989 at the ASNSW Paramedic Training Centre at Royal North Shore Hospital. His commitment ensured that communication with Medical Specialists maintained a high standard of medical input into the pre-hospital care program with the development and review of subjects and curriculum for the Diploma and Degree level of the Pre-Hospital Care course offered through the Charles Sturt University. This work was acknowledged with appointments to the School Board, Assessment and Curriculum Committees of the School of Paramedical Studies. Colleagues and peers hold Mr McCarthy in extremely high regard and he has continually served the ASNSW and the community of New South Wales with distinction.

Mr Kenneth John PRITCHARD, 2 Yangalla Street, Marsfield NSW 2122

Mr Pritchard has provided over 29 years' of distinguished service to the Ambulance Service of NSW (ASNSW), As the current Divisional Manager, Sydney since 2003, he has implemented many improvements that consistently demonstrate strong leadership skills, application to duty and strategic thinking. He is responsible for ambulance operations for the Sydney area, sustaining responsiveness against a backdrop of increasing demand and challenges around hospital access. He has developed and introduced strategies to improve efficiency and effectiveness in the provision of ambulance services to the community, and was involved in the Ambulance Liaison Officer initiative to improve communications with Public Hospitals around access issues. He has also introduced a Sydney Patient Transport Service manager; implemented a Divisional performance reporting regime; and successfully achieved a realignment of the Divisional management structure, involving major transformation of jurisdictional and functional responsibilities. Mr Pritchard also performed the role of Health Commander for the high profile activities associated with the recent Asia Pacific Economic Co-operation (APEC) forum, and played a key role as adviser to the Executive in preparation for the event. Mr Pritchard has made a broad and significant contribution to the provision of ambulance services at a senior operational and strategic level for many years. His achievements, consistent application to detail and analytical approach in very challenging circumstances have been outstanding. He has contributed significantly to achieving the vision and mission of the ASNSW.

AMBULANCE SERVICE MEDAL (ASM)

Mr Malcolm John VOYZEY, 24 Ballantrae Street, Jewells NSW 2280

Mr Voyzey joined the Ambulance Service of NSW (ASNSW) in 1975 and has provided many years of dedicated and outstanding service to the community, predominately in western rural areas but also in many major reform projects managed through Ambulance State Headquarters in Sydney. Currently, Mr Voyzey is Manager of Business Development a position in which he can suitably apply his considerable operational knowledge and experience. Throughout his distinguished career Malcolm has contributed very significantly to achieving the vision and mission of the ASNSW. He assisted in the successful introduction of four Operations Centres through meaningful consultation with staff and key stakeholders. His commitment enabled an otherwise difficult changeover to be managed with professionalism and produced an outcome far beyond expectations. His commitment to the rural community was recognised when requested to join the Rural Staffing Review team, which not only reviewed rural staffing levels but also examined and provided solutions to possible industrial action resulting from the Review and its implementation. During several major management reforms of the ASNSW Mr Voyzey has provided executive leadership and strong operational management to ensure changes have been introduced with a minimum of disruption to the delivery of day-to-day ambulance care for the community. He has also maintained a strong commitment to education, reflected in his production of a report *Interfacing of Operational Needs with Ambulance Education*, which served as a background to formulating an external audit process of ambulance education. He has also contributed to the development of placement procedures for students studying for the Bachelor of Health Science (Pre Hospital Care) degree through the Charles Sturt University.

Mr Dennis George WILLIS, 6 Wisterai Place, Orange NSW 2800

Mr Willis has served the Ambulance Service of NSW (ASNSW) and the community of New South Wales with distinction for almost 43 years, commencing as an ambulance bearer and progressing through the ranks to his current appointment as Manager of the Western Division. He has demonstrated a commitment to the provision of pre-hospital care for rural and remote areas, and has developed an all embracing holistic health care approach to volunteer and honorary ambulance officers throughout rural New South Wales that has seen remote communities gaining access to pre-hospital provision of service in a cost effective and timely manner. Mr Willis has also actively developed partnerships with various emergency services, particularly the State Emergency Services and Rural Fire Service, to coordinate community first responder programs within their area of operations, and has been involved with several major incidents as Incident Controller, Ambulance Commander and/or relief Ambulance Commander. Mr Willis has had a significant impact on many areas of ambulance operation during his distinguished career, and his initiatives have ensured that the ASNSW is placed in the forefront of service delivery to the community of New South Wales.

AMBULANCE SERVICE MEDAL (ASM)

VICTORIA

Mrs Georgina Anne HALL, 62 Driscolls Road, Kealba Vic 3021

Mrs Hall has provided outstanding leadership in the encouragement and development of others, particularly youth, within the Metropolitan Ambulance Service (MAS) and by fostering and furthering the aims and goals of the MAS and the community. Her distinguished career with the MAS, which began in 1988 as one of the first female paramedics in the industry within Victoria, is evidenced by an outstanding commitment to issues affecting staff welfare, assuming roles such as Occupational Health and Safety Representative, Sexual Harassment Contact Officer and Equal Employment Opportunity Contact Officer. Mrs Hall demonstrates a consistent regard for her peers and has accepted a range of roles to support them. She has also displayed a consistent approach to the development and the assimilation of females into the ambulance industry. Promotion to the position of Paramedic Team Manager marked another milestone for Mrs Hall and the MAS as this was the first occasion that a female had been promoted to this level within the ambulance industry. When seconded to the MAS media unit to assist with liaison between media and paramedic staff, her ability to engage with peers and external stakeholders proved to be invaluable in ensuring appropriate communication occurred and the interests of the MAS were considered. Mrs Hall has also provided outstanding leadership through the Team Manager Representative Group, which has been responsible for developing regular forums for all Team Managers to receive updates and relevant training. The Group provides leadership to the workforce and acts as a conduit for activities between senior management and the paramedic workforce.

Mr Ian Bruce HYATT, 28 Finsbury Road, Devon Meadows Vic 3977

Mr Hyatt has demonstrated outstanding creativity in the development and implementation of innovative changes that have made a significant contribution to the Metropolitan Ambulance Service (MAS), ambulance operations and the interests of providing emergency medical care or transport. During a distinguished career of over 36 years serving the ambulance industry and the community of Melbourne, he has performed a number of roles, including as a Mobile Intensive Care Ambulance Paramedic involving leadership and development of staff and clinical practice, where he was respected for his calm and professional approach. Mr Hyatt currently manages the Quality Review Team responsible for auditing the Emergency Services Telecommunications Authority in their delivery of communication services to the MAS. This involves investigating the communication element of complaints or reviewing MAS case details and includes giving evidence before the Coroner on how the MAS communications system operates. His calm, methodical approach ensures that clear, consistent and honest information is conveyed, ensuring clarity of complex issues. He also plays a key role in making sure Coronial recommendations regarding ambulance dispatch processes are addressed while simultaneously ensuring MAS's ability to continue to provide an effective service during periods of change. Mr Hyatt has undertaken complex reviews of the ambulance dispatch grid ensuring appropriate response codes, thus reducing the risk of ambulances being driven under emergency conditions unnecessarily, capturing variations or anomalies in triaging of calls, and making recommendations to the MAS Medical Standards Committee to vary requirements accordingly.

AMBULANCE SERVICE MEDAL (ASM)

Ms Ronda Joy MANHIRE, 30 Bilton Street, Omeo Vic 3898

Ms Manhire has made an outstanding contribution to the development and provision of ambulance services through the mobilisation of the remote rural community of Omeo into a cohesive and effective group to provide an ambulance response capability, which has required the investment of significant personal time and effort on a voluntary basis. She has served the Rural Ambulance Victoria (RAV) and her community with distinction for over 20 years. She displays outstanding leadership in encouraging and developing members of the public in her role of Ambulance Community Officer (ACO), and fostering the aims and goals of the RAV (and its predecessor services) within the community. She has mobilised the Omeo community to lobby and work with the RAV and the Victorian Government to fund, develop and implement an innovative new paramedic service delivery model in Omeo to support and enhance urgent care and volunteer ambulance officer services. In addition, she continually canvasses the local community to identify and recruit interested parties to become ACOs, thereby ensuring an emergency ambulance response capability to the local district. As a member of the Omeo Health Board, Ms Manhire has actively strengthened the relationship between the local hospital, ambulance service and health professionals. She also supported the development of the Ambulance Community Officer Forum to allow for volunteer issues to be recognised and addressed strategically within the RAV and currently serves as a proxy on the Forum as the ACO representative for South East Victoria.

Mr Ian Clive NAGLE, Vic

As the Station Officer at Gisborne for the Rural Ambulance Victoria (RAV), Mr Nagle has made an outstanding contribution to the development and provision of ambulance services in Gisborne and surrounding areas, particularly through the provision of leadership and tireless commitment in the development of the Gisborne Ambulance Auxiliary, and health and emergency services in the Macedon Ranges. He has served the RAV (and its predecessor services) and the community with distinction for over 40 years. He has provided outstanding leadership in the encouragement and development of the ambulance auxiliary plus the fostering of the aims and goals of the RAV in the community. He also assisted in the promotion of the ambulance auxiliary which successfully led to funding for the establishment of the Gisborne Ambulance Station in the 1970s. In addition, he has been tireless in his support for the establishment of the Gisborne Old Time Sunday Market that has raised significant funds to support the provision of lifesaving equipment, including the creation of Gisborne's Emergency Services Helipad for the transport of time-critical patients, police and use during Country Fire Authority operations.

AMBULANCE SERVICE MEDAL (ASM)

QUEENSLAND

Mr Colin James NASH, Qld

Mr Nash commenced his ambulance career in the Queensland Ambulance Transport Brigade in 1979 as an Honorary Officer and, after completing his training, he was appointed as a permanent ambulance officer in 1980. After completing additional study, Mr Nash began as a Training Officer responsible for the delivery of all levels of clinical education and undertaking assessments of various training programs. In late 1992, he was promoted to Training Coordinator (Advanced Clinical Training) responsible for the analysis and implementation of the Paramedic – Intensive Care Program. In 1996, he accepted a secondment to TAFE Queensland to undertake the reaccreditation of the Associate Diploma Applied Science and the design and implementation of the Advanced Diploma of Health Science (Advanced Pre-Hospital Care). Upon his return to the Queensland Ambulance Service (QAS) in December 1996, he continued his career as Training Coordinator (Clinical Education). During this period, he became an active member of the Medical Advisory Committee QAS and a member of the Health and Community Service Industry Training Committee. Mr Nash is a current member of the Australian College of Ambulance Professionals. In 2004, he was appointed to his current position of Manager, Clinical Standards where his expert skills and knowledge are integral to the ongoing clinical enhancements implemented by QAS. Mr Nash's experience, dedication and demonstrated outstanding commitment throughout his career as a paramedic, educator and, more recently, as a senior manager have always focused on providing the Queensland community with the best possible pre-hospital patient care.

WESTERN AUSTRALIA

Mr Peter Wesley KING, 209 Great Eastern Highway, Belmont WA 6104

Mr King has filled a number of roles within St John Ambulance in Western Australia with distinction since 1992 and has demonstrated exceptional leadership qualities. He started as a marketing officer and was appointed as the assistant Marketing Manager in 1994. In 1995 he was appointed the Marketing Manager, a role he filled with distinction for 4 years, playing a key role in the success of the Ambulance Benefit Fund and the growth in the number of people being trained in First Aid. He was particularly successful in the development of partnering relationships with media outlets aimed at promoting the need for first aid training in the community. In 1999 Mr King was appointed as the Human Resources and Marketing Director, leading the team that redeveloped the employee support program and playing a significant leadership role in refocusing the organisation's Occupation Safety and Health procedures. Another of his significant achievements in this role was the development of a new assessment process for the recruitment of student ambulance officers. In 2005 Mr King was appointed the Training Director and immediately set about refocusing the training effort, implementing programs and procedures aimed at making the training of volunteer ambulance officers easier by delivering more training programs locally throughout country areas. Through his outstanding leadership skills, Mr King was able to meet all requests by country centres for inclusion in the annual training schedule, something that had not previously been achieved. He had several other successes in terms of the development of Paramedic Training programs and the focus on clinical quality through the development of clinical audit programs. In April 2007, Mr King was appointed to his current position as the Ambulance Service Director and has already implemented a number of structural changes that have significantly raised the morale and enthusiasm of the ambulance management team.

AMBULANCE SERVICE MEDAL (ASM)

Mr Darren Clifford MUDGE, 85 Fruit Tree Crescent, Forrestfield WA 6058

Mr Mudge has shown an extraordinary commitment to St John Ambulance in Western Australia, his fellow employees, volunteers and the community as an Ambulance Paramedic since 1999, particularly through his commitment to improving ambulance services in country areas. Mr Mudge was posted to the Kalgoorlie Ambulance Centre in November 2000, where the ambulance services are provided by a mix of career paramedics and volunteers. In December 2001 he was appointed Station Manager and immediately set about establishing community relationships that would promote ambulance services in the area and lead to improved service. His outstanding leadership skills soon transformed the Centre to one of the strongest and most vibrant groups of volunteers in Western Australia. Mr Mudge became well respected by the surrounding volunteer ambulance centres and was soon sought out by volunteers to provide guidance and support in the running of these centres. He also built very strong relationships with safety and medical officers at various mine sites and played a leading role in ensuring all of the health emergency services in the area were working together and supporting each other. Similarly, his outstanding leadership and management skills were key factors in establishing a very strong relationship with the Emergency Department at the Kalgoorlie Regional Hospital. In 2006, a lack of volunteers at the Wyndham Ambulance Centre forced its temporary closure. Mr Mudge was sent there to rebuild the volunteer complement and achieved this in a relatively short period of time. Mr Mudge also contributes to the advancement of the paramedic profession as a Committee Member with the Australian College of Ambulance Professionals.

Mr Graeme John SHEARING, PO Box 17, Bruce Rock WA 6418

Mr Shearing joined the St John Ambulance Bruce Rock Sub Centre over 25 years ago, and has displayed an amazing community spirit and commitment to help others in his community. He was immediately recruited to a position on the Sub-Centre's Committee and has since held many positions, including 11 years as Chairman. Throughout, Mr Shearing has been instrumental in ensuring that the local community had ambulance and training facilities that are of the highest order. The building, ambulance vehicles and equipment are testament to Mr Shearing's outstanding contribution. Mr Shearing is also a Grade 2 Ambulance Officer and is the Sub-Centre Trainer, being responsible for conducting regular training nights and having that special ability to demand the very highest standard while at the same time providing a training environment that motivates and encourages the volunteers. As the Sub-Centre Trainer, he is seen by those around him as a mentor and the person they go to in order to discuss aspects of difficult cases and to seek guidance and reassurance with their patient care skills. To ensure his skills are of the highest order, Mr Shearing often acts as an observer in metropolitan ambulances to ensure he is able to deal with all of the situations he may face in Bruce Rock. Ambulance volunteers in small rural communities face the added trauma of often personally knowing those who need their services. Mr Shearing not only deals with this personally but provides strong support and reassurance to his fellow volunteers. As a sheep and wheat farmer, Mr Shearing has many demands; however, despite his Committee responsibilities and his role as the Sub-Centre Trainer, he is always willing to put an ambulance call ahead of his farm business. In many ways, he has been the backbone of the Bruce Rock Sub-Centre and has been a major factor in seeing the Sub-Centre providing ambulance and first aid training services to the Bruce Rock community of the highest order.

AMBULANCE SERVICE MEDAL (ASM)

SOUTH AUSTRALIA

Dr Hugh Jonathan GRANTHAM, 15 Wilson Terrace, Glenelg East SA 5045

SA Ambulance Service (SAAS) is dedicated to ensuring the community of South Australia is secure in the quality of service provided by their ambulance service. Dr Grantham has been the Medical Director of SAAS (and its antecedent organisations) for over 15 years. During this time he has worked with distinction in a range of areas including Medical Director, SA Branch Chairman of the Australian Resuscitation Council, Chair of the Convention of Ambulance Authorities Clinical Committee, lecturer for the Department of Surgery at the University of Adelaide, Senior Lecturer at the School of Medicine, Faculty of Health Sciences, Senior Staff with the Emergency Department at the Flinders Medical Centre, instructor in Early Management of Severe Trauma) with the Royal Australasian College of Surgeons, and instructor in Advanced Paediatric Life Support. He also examines medical students and university students with assessments for the ambulance service. Dr Grantham has been instrumental in improving and initiating clinical and educational developments that have encouraged and facilitated the transition from stretcher bearers to intensive care paramedic professionals. He has developed SAAS paramedics to be clinically outstanding. Throughout his tenure he has maintained a personal approach that has enabled all operational staff to feel comfortable in calling him at any time, day or night, for advice on clinical matters. Students of all courses, paramedic diplomas and bachelor program have benefited from his hands-on approach to education. His personalised attention to every level of clinical ability within SAAS has encouraged students to become more comfortable with all aspects of education and reaccreditation. The flow-on effect of this has been that staff feel valued and respected within the organisation.

Mr Jonathan JAENSCH, 48 Jervois Road, Normanville SA 5204

SA Ambulance Service (SAAS) is dedicated to ensuring the community of South Australia is secure in the quality of service provided by their ambulance service. Mr Jaensch has been a volunteer with SAAS (and its antecedent organisations) for over 32 years. During this time he has worked with distinction in a range of areas including volunteer for the Yankalilla community, Training and Education for Volunteers, the Volunteer Education Review Group (VERG), and as a Representative on the Country Ambulance Service Advisory Committee (CASAC). Mr Jaensch has been a significant contributor to the local service at Yankalilla with his extraordinary commitment to rostering and training, significant involvement in volunteer education through VERG, and other volunteering commitments through CASAC representation within the Hills/Fleurieu and Kangaroo Island Zone. He has excelled as a leader in the provision of clinical emergency care provision in Yankalilla and has provided excellence in rostering and recruit management. His representation on VERG has provided a significant contribution and impacted on the training of all volunteer ambulance officers across South Australia. His personal standards with regard to patient care and presentation of SAAS within the community have been exemplary.