



COMMUNITY SERVICES

CHATTER

1300 785 646 | WWW.STJOHNQLD.COM.AU



WE WELCOME OUR NEW CEO STEPHEN PORTER

In February 2021, we welcomed our new CEO, Stephen Porter, to St John Qld. Stephen has had an incredibly diverse career, serving with the Australian Army and Army Reserve, rising to the rank of Major General. He has been General Manager of Marist College Ashgrove and CEO at the Marist Ashgrove Foundation, a charitable trust to assist families in financial need. He is a mentor and advisor with the Queensland University of Technology Business School.

Stephen is passionate about helping others and supporting them through their journey. He is the Chair of Reason to Thrive, a charity using equine assisted learning activities to support those experiencing disadvantage, disability, mental illness and domestic violence. He is also Director of another charity delivering rehabilitation programs for current and ex-serving military members and first responders dealing with mental health issues including Post Traumatic Stress Disorder.

Stephen has a strong sense of social justice, and we are lucky to have him with us now. Since he started, he has been engaged in conversations with the St John Qld team to see where we are, and more importantly, where we are going. And we cannot wait for you, our wonderful clients, to take this journey with us.

Most importantly, we have asked Stephen some questions so that you can get to know him a little bit more, outside of the kind words we have to say.

So we'll hand it over to Stephen. *(continued over the page)*



CONTACT US

The only number you need to contact us on is 1300 785 646.

Select Option 1 for Community Services then listen carefully to the sub-menu options that best suit the reason for your call.

OPTION 1:
Transport Bookings

OPTION 2:
Transport Cancellations

OPTION 3:
Telephone Services, Medical Alarms,
Community Visitors Scheme

OPTION 4:
All other Community Services enquiries

Public Holiday closures:
St John Qld Community Services will be closed on Labour Day Monday, 3 May 2021

During this time, essential services will remain open:
For Medical Alarms, phone 1800 104 226.
For Community Calls phone 1800 758 273

SIGN UP TO OUR EMAIL!

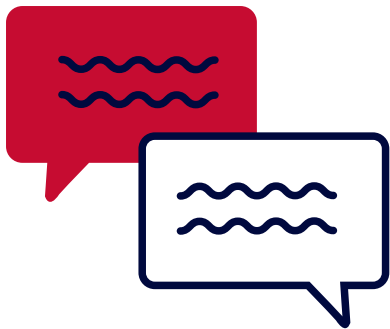
We're here to empower, equip and connect you with the services you need. You can sign up to our email list on our website or email us at intake@stjohnqld.com.au to receive Chatter and updates through email.



OUR WELCOME CHAT CONTINUED...

What do you think has been your greatest career achievement?

In a career as diverse as the one I have been fortunate enough to have, there are many highlights. I think what is extremely rewarding for me is the ability to give back to the community that has given me the wonderful opportunities I have had. My successful military career, attending equine assisted learning, supporting veterans and first responders or being able to assist families in need to attend a wonderful college such as Marist, are all highlights on my journey so far.



How do you think St John makes an impact in the community?

Throughout our history we have focused on support of our community, initially in first aid and then keeping first aid as our core, embracing broader community support. I like to think of St John as having a continuity of touch points with the community as people journey through their lives. From first aid to new mothers and infants; first aid in schools; volunteer programs; first aid, mental health and wellbeing courses, equipment and supplies through to our community services work. Our impact is a continuing presence in a person's life journey and that is where we will continue to focus.

Who inspires you?

I am inspired by people who give so much of themselves to support the community every day often in small but significant ways. There is great good in our society despite everything we are told, and we often don't see and it. These people show us the way and inspire us to follow their example of service.

What would you like the St John Qld community to know about you?

I am honoured to be CEO of St John. I have had a broad number of experiences that I will be able to bring to the role to take us on the next part of our journey. I'm interested in what you think and how we can improve our services, how we can build on the St John way and support you. I will be getting out and about so please say hello and let me know what you think.

GIVING BACK

St John is all about giving back and assisting the community whenever it is possible, by offering skills and resources to educate and help build resilience. We are proud to be involved and support other organisations with events and community partnerships:

HEART RESEARCH AUSTRALIA

Every month, the St John team who are based at Geebung (and anyone else who can make it) get together for a BBQ to chat, share a meal and celebrate our monthly birthdays. Recently we wore red and dedicated the BBQ to raise money for Heart Research Australia. It was lovely to see a sea of red around us and to donate money to a great cause. A lot of what we do at St John is about heart health and first aid, and we were thankful to give to another organisation who are doing great things.

HEADSPACE NUNDAH

Providing the community with the tools that it needs to provide quality first aid in an emergency is essential. We were excited to be able to donate a defibrillator to Headspace Nundah recently, to help them be prepared if the need arises. Headspace assist young people aged 12 to 25 with mental health, general health, drug, alcohol, work and study issues, and we are proud to support them.

BEDDOWN

In 2019, St John first partnered with Beddown to gift them an AED and now in 2021, we are supporting their team by way of mental health courses and supplied personal care packs which they can distribute to the vulnerable community who are living on the streets. Beddown utilises spaces that are used during the day, and empty at night, to provide pop up accommodation to the homeless. This ensures that they can get a bed at night and sleep safely. They also link people experiencing homelessness to other services, such as laundry and shower facilities, or even a haircut, helping them to maintain their dignity in truly difficult times. We are so happy to do what we can to support such a wonderful organisation.



David the unofficial BBQ chef



Headspace Nundah



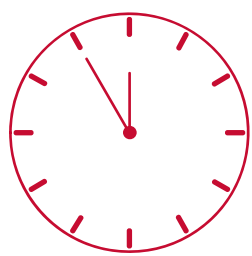
David with Beddown founder Norman

WE CAN SUPPORT YOU TO LIVE SAFELY & INDEPENDENTLY AT HOME WITH OUR MEDICAL ALARMS

Our medical alarms are designed to keep you safe and independent in your home. If you have a fall, feel unwell or unsafe, then help can be summoned at the touch of a button. We are here for you 24 hours a day, 7 days a week to respond instantly to any call for help. We are here to help you connect to the services you need, whether it's medical alarms, transport or phone services, we will do what needs to be done to make you feel safe.



24/7 MONITORING



Our medical alarm is monitored 24/7 by our friendly and trained staff. No matter the time of day, your request for help will be answered promptly by a real person.

EMERGENCY SERVICES ASSISTANCE



Our staff can supply emergency services with essential information such as important health details, or your key safe code to reach you inside your house.

TWO WAY VOICE CALL



The powerful two - way voice call feature allows you to open a voice channel following a help alert so you can communicate with our monitoring centre staff.

CONTACT OUR INTAKE TEAM FOR MORE INFORMATION!



SUPPORTED SHOPPING

ACCOMPANIED SHOPPING IF YOU REQUIRE SOME ADDITIONAL ASSISTANCE.

St John Qld offers supported shopping services, otherwise known as escorted or accompanied shopping for those who require some additional assistance.

Starting from just \$12.00 per hour for eligible clients, this service allows you to still physically access your favourite shops within your local suburb while having the support and assistance of a friendly St John Qld support worker. Our staff can provide assistance such as reading your grocery list, helping you to select items, carrying grocery items / pushing the trolley and loading the items into the car.

NEED SOMEONE TO SHOP ON YOUR BEHALF?

We provide a safe and accessible personalised shopping service for eligible people. This service aims to help those who would prefer to stay at home and are unable to order their groceries through other means such as online ordering.

From just \$5.00 an hour a St John Qld support worker will attend your chosen supermarket within your local suburb and personally shop for your requested items, ensuring that you receive the freshest products from your favourite brands along with quality service. Our support workers take the time to ensure the items they select meet your personal needs and requirements.

* Supported shopping services are subject to availability. Service available in Brisbane south, Brisbane north, Toowoomba, Maryborough, Hervey Bay, Bundaberg and Townsville. Eligible clients can access subsidised supported shopping through the Commonwealth Home Support Programme. Service operates Monday-Friday (excluding public holidays). St John Qld support workers are not able to unpack your groceries for you



EMPOWERING CHILDREN WITH THE SKILLS TO BE ABLE TO ADMINISTER VITAL FIRST AID IN AN EMERGENCY



Children are frequently the first at the scene of an incident, and are often required to act when no adult is available to assist. With research showing that children from six to seven years old are able to perform first aid, learn CPR, and place an emergency call, it seems logical that our children are trained in basic first aid.

First Aid in Schools is delivered by dedicated, highly-trained volunteer educators and offered in Brisbane, Sunshine Coast, Gold Coast and now with online remote learning.

The feedback we've received from the children and schools so far is very positive, and validation that we are meeting a very worthwhile community need.

Sponsorships, donation, volunteering and fundraising are all key to this program's success.

Your contribution helps in the following ways:

- \$10 will train one child
- \$300 will sponsor a class
- \$5000 will support a primary school of 500 students

Every donation makes a difference, regardless of size. If you would like to make a donation, please call 1300 785 646 and our team would love to help!

All donations over \$2 are fully tax deductible. A donation of \$5 minimum is required to offset any merchant fees.



STEPPING UP TO THE PLATE WITH MEALS ON WHEELS

In 2020, St John Qld stepped up to the plate to partner with Meals on Wheels Queensland to assist their Albion service to do meal deliveries. Our St John Qld community transport drivers and volunteers delivered essential meals to vulnerable people aged over 65, ensuring that this valuable service could still to continue in a challenging time.

Corinne and the St John Qld team received a very generous thank you from the Albion Meals on Wheels team. It has been an absolute pleasure to work together throughout 2020



Corinne from our Transport team

WE SAY GOODBYE TO JULIE

After 15 years of dedicated and loyal service to St John Ambulance Queensland, our General Manager Community & Volunteer Services, Julie Norquay, will be leaving the team.






On behalf of everyone at St John, we would like to take this opportunity to thank Julie for the years of service and recognise her significant efforts and success as our leader of the Community Services Team who every day make such a difference in people's lives.



LAST-MINUTE FRIED RICE FOR TWO:

Karen from our Community Services team has shared with us her favourite "Last Minute Fried Rice for Two" It is so good we thought it was worth sharing! Enjoy!

INGREDIENTS:

-  2 teaspoons oil
-  1 + 1/2 cups (180g) frozen mixed vegetables
-  2 eggs, lightly whisked
-  2 x 250g packets microwavable Jasmine rice
-  4 bacon rashers, chopped
-  2 tablespoons soy sauce
-  2 teaspoons ginger paste
-  1 spring onion, thinly sliced

METHOD

1. Heat a wok or large frying pan over high heat. Add oil and swirl to coat the base of the pan. Add the egg and swirl to coat the base. Cook for 30 secs or until the egg is light golden underneath and just set. Turn onto a clean work surface. Roll egg into a log and thinly slice crossways. Transfer to a plate and cover to keep warm.
2. Add the bacon to the wok or pan. Cook, stirring, for 3 mins or until browned. Add the vegetables and ginger paste and cook, stirring, for 3 mins. Add the rice and cook, stirring, for 3 mins or until heated through.
3. Add the soy sauce to the rice mixture and toss to combine. Top with the egg and sprinkle with the spring onion. Season to serve.

KAREN'S COOKING CORNER!



Do you have a simple recipe to share?
Send it to Community Services PO
Box 540, Virginia QLD 4014 or email
to intake@stjohnqld.com.au and it
could be featured in our next
Chatter newsletter.

 AUTUMN DAYS 

M R A K E D Q B J F C L
A T J U W I P X F O R E
P E A R T H Y U Z G I A
L E N T D U R Y O G S V
E N I C P P M Y T Y P E
W O O D S D O N M I T S

FIND THESE WORDS

AUTUMN
LEAVES
WOODS



COZY
EARTHY
RAKED



CRISP
MAPLE
FOGGY

HAZEL'S FUN FACTS

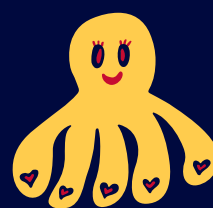
Hazel from our Intake team keeps us on our toes with some fun (and sometimes useless) facts!



Flowers grow faster to the accompaniment of music



You burn more calories when you smile than when you frown



Octopuses have three hearts: one pumps blood around the body; the other two pump blood to the gills



The unicorn is the national animal of Scotland



WELCOME TO ST JOHN AMBULANCE AUSTRALIA'S VERY OWN DEFIBRILLATORS!


It is with much excitement that we announce, that for the first time, St John Ambulance Australia are the suppliers of our very own defib machines.


From the brand you trust, comes the defib you can trust. We have worked tirelessly with the manufacturer to ensure that this fulfills the needs of our community.


If you, your club, or organisation would like to know more, please visit our website or call 1300 785 646.





SO WHAT IS AN AED?


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An AED (automated external defibrillator) is a portable medical device that can be used by people who are not medical professionals.
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AEDs are designed to be easy to use, to enable rescuers who may have little or no training to provide a “shock” to a victim in cardiac arrest.
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AEDs do not “jump start” a heart. Rather, they terminate erratic electrical activity to help allow the heart to establish a normal sinus rhythm.
- 

An AED can automatically identify a shockable rhythm and deliver a shock to the patient. AEDs are very safe.
- 

An AED will not shock a normal heart rhythm.
- 

AEDs SAVE LIVES! Our St John defibs are SIMPLE, EFFECTIVE and READY TO HELP SAVE LIVES!

A FEW REMINDERS

ARE YOUR DETAILS UP TO DATE?

Have your circumstances or contact details recently changed?

Please call St John Qld to keep your details current.

You should contact us if:

- You have recently transitioned to a Home Care Package or the NDIS (National Disability Insurance Scheme)
- There have been any changes to your living situation
- There have been significant changes to your health and/or mobility that may impact on our service provision.

Call St John Qld today on 1300 ST JOHN (785 646).

CASHLESS PAYMENT - TRANSPORT

The cashless payment system has been rolled out and is now operational across all transport service areas.

When booking a trip please advise the booking agent if you are paying by credit card or cash.

If you wish to pay by credit card you have the option of paying over the phone, or via the cashless system at the time of your trip.

LOST PROPERTY

Our transport team accumulate a large collection of unclaimed and unidentified lost property. If you believe you have misplaced an item, please call us on 1300 785 646, Option 1, to enquire.

FEEDBACK

Feedback is essential for St John Qld to understand your needs and expectations about our services and we're always striving to improve the experience for all clients. You can provide us with feedback in a variety of ways such as calling us on 1300 785 646, writing to us at PO Box 540, Virginia QLD 4014 or emailing us at clientfeedback@stjohnqld.com.au

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WWW.STJOHNQLD.COM.AU

