

AMBULANCE SERVICE MEDAL (ASM)

New South Wales

Ms Clare Louise BEECH, NSW

Ms Beech commenced her paramedic career with Rural Ambulance Victoria in 2002 and in 2007 she joined NSW Ambulance and subsequently obtained Intensive Care, Extended Care and frontline management qualifications.

Currently as Director Sector Operations she oversees the day-to-day operations of almost 4,000 paramedic staff at over 260 locations across metropolitan Sydney and rural and regional NSW. In this role, she manages the clinical, safety, human resources, and operational governance of NSW Ambulance day-to-day frontline operations, union negotiations, high profile special events and emergency and crisis events. As an operational paramedic she continues to respond to patients in the community in times of emergency or disaster.

In 2015, she was appointed to the role of Director, Paramedic Response Network (PRN) where she oversaw the implementation of a new operational model for NSW Ambulance in metropolitan Sydney. Under her leadership, a new network of Superstations supported by smaller standby stations called Paramedic Response Points was developed and implemented. She successfully led this project, consulting with a wide range of NSW Ambulance, Ministry of Health and community stakeholders to build understanding and acceptance of the project.

Subsequently moving into the role of Executive Director, Business Innovation and Planning, she supported NSW Ambulance in a strategic capacity, successfully securing funding for a number of initiatives, and overseeing key business functions including Service Planning, Redesign and Innovation, Project Management Office and key capital investment programs including the Rural Ambulance Infrastructure Reform Project (RAIR).

As a representative for NSW Ambulance she displays a strong dedication to the professionalism of the industry and the development of females. She has been a mentor for Western Sydney's Women in Engineering and Science Program, and is an ongoing mentor for female undergraduates and paramedics. As a National Director of the Australian New Zealand College of Paramedicine Board, she has promoted diversity as a key strategic priority. In 2017, she was appointed to the inaugural Paramedicine Board of Australia in recognition of her experience and leadership within the industry.

Ms Beech is the first female to be appointed to an Assistant Commissioner role within NSW Ambulance and her commitment to the community of New South Wales is of the highest calibre.

AMBULANCE SERVICE MEDAL (ASM)

Mr Michael John BRAY, Croydon NSW 2132

Mr Bray has excelled as a leader and mentor during his tenure at NSW Ambulance, both in his clinical practice and in his current role as the Manager of the State Planning Unit. Whilst currently performing managerial roles within the Service, he continues to respond as an operational paramedic to patients in the community during times of emergency or disaster.

During his career, he performed duties as Staff Officer to the Executive Director, Clinical Operations where he established robust relationships across other emergency service organisations, government departments and within the Ministry of Health. These relationships have allowed NSW Ambulance to shape the planning and operation of major events across the state.

He is an expert in event planning and preparedness and his professionalism has positioned the NSW Ambulance State Planning Unit as a highly regarded unit that constantly delivers best practice. His experience and guidance has been of particular use in regard to music festivals and to the successful management of high profile events such as Sydney's New Year's Eve and City to Surf.

He also has extensive experience in critical incidents, having previously held the position of Deputy Director, Operations, providing support during crises such as bush fires and the Lindt Cafe siege.

Mr Bray's dedication to providing excellence in care is commensurate with the vision and core values of NSW Ambulance and goes above and beyond the expectations of the Service.

Victoria

Mr William Allan BRIGGS, Mooroolbark VIC 3138

Mr Briggs has served Ambulance Victoria with distinction over a career spanning more than 28 years. He has been instrumental in the research and development of the Single Responder platform, including the implementation of the Mobile Intensive Care Ambulance (MICA) Single Responder Program.

As a MICA paramedic, he continues to design and evaluate equipment for Ambulance Victoria's Single Responder platform. He has also made a significant contribution to the promotion of occupational health and safety. He played a pivotal role in the development and implementation of the Back-To-Basics training and manual handling programs.

Furthermore, he has provided vital support and direction to paramedics in performing dynamic risk assessments at both high acuity medical and mental health cases, ensuring the safety and welfare of the workforce.

Mr Briggs has provided dedicated and committed service to Ambulance Victoria, and to the community of Victoria, and his efforts are most noteworthy.

AMBULANCE SERVICE MEDAL (ASM)

Ms Rain HISTEN, Bayside VIC 3188

Ms Histen has served Ambulance Victoria with distinction over a number of years, including as an Advanced Life Support Paramedic. During this time she has demonstrated leadership in the encouragement and development of others through her commitment to advocating for improved awareness of paramedic physical and mental health.

She has promoted the wellbeing of Ambulance Victoria staff through prolonged and consistent efforts and has been instrumental in establishing networks across the organisation in both metropolitan Melbourne and regional Victoria, to improve the physical fitness of staff, enabling them to undertake service at major events such as the Eureka Stair Climb and the MCG Stadium Stomp.

She has also been responsible for the participation of other emergency services, including Victoria Police, Metropolitan Fire Brigade, Country Fire Authority, and Lifesaving Victoria in these events, with the mental health and wellbeing of first responders always at the forefront.

Her significant leadership at these events has led to further improvement in multi-agency relationships in the emergency services arena. She has also been a strong advocate within the workforce regarding the use of the Victorian Ambulance Counselling Service, often undertaking talks about the psychological trauma paramedics are exposed to, and the links to poor mental health that can result.

Ms Histen has also been pivotal in the establishment of Ambulance Victoria's on-line workplace platform for a fitness and wellbeing group, allowing people to share valuable health content including the benefits of diet, mental health awareness and group training.

Mr Terrence Patrick MARSHALL, Leopold VIC 3224

Mr Marshall has served Ambulance Victoria with distinction during a career spanning more than 32 years. He has developed and implemented training in rapid sequence intubation for Mobile Intensive Care Ambulance (MICA) paramedics and has completed a Fellowship with the National Institute of Clinical Studies with a focus on pain management.

His contribution has been significant in introducing a new, lifesaving skill to the ambulance industry. The ability for paramedics to perform rapid sequence intubation for a particular cohort of patients has saved and improved the quality of life for many patients.

He has also been a mentor for a significant number of next generation leaders who have developed under his guidance. These paramedics are now taking on senior operational leadership roles within Ambulance Victoria, delivering positive, value-based leadership with the focus on better outcomes for patients, staff and volunteers.

Another of his achievements has been the development and implementation of the Leading in Operations Fundamentals training program as part of the Operational Frontline Management Training Program for team managers across the organisation.

Mr Marshall has provided outstanding leadership in demonstrating, educating and embedding the values of Ambulance Victoria, which his contributions have also helped improve community safety in Victoria.

AMBULANCE SERVICE MEDAL (ASM)

Mrs Gail SHARP, VIC

Mrs Sharp has provided outstanding service to Ambulance Victoria, and to her community of Birchip, a small town in the Mallee region of Victoria, in her capacity as a volunteer for more than 15 years.

As an inaugural member of the Birchip Community Emergency Response Team she has not only provided emergency care to her local community, she has also been instrumental in recruiting and training volunteers. She has also provided a pivotal link between volunteers and the paramedic workforce at all levels.

Strongly encouraging and supportive of team members, she is always ready to step up and fill in shift vacancies, ensuring the township of Birchip has volunteer ambulance coverage, whilst showing exemplary care in her support of families, long after she has attended a case.

Mrs Sharp is a committed volunteer who willingly goes above and beyond expectations in providing exemplary service to Ambulance Victoria and to her community.

Mr Lance Francis SIMMONS, Bairnsdale VIC 3875

Mr Simmons has made an outstanding contribution to Ambulance Victoria through the development and implementation of innovative change during his 45 years of service, particularly as an Advanced Life Support paramedic.

He was instrumental in initiating the commencement of a welfare fund for paramedics, following the drowning death of a colleague in 1975 and after the 1984 Ash Wednesday Bushfires in Victoria, he advocated strongly for the need for peer support for emergency services personnel.

He made a significant contribution to the design and introduction of Ambulance Victoria's Peer Support Program which recognises that paramedics can experience times of emotional distress, workplace or personal stress, and sometimes need the support of a peer. Peers can provide early intervention by taking away the stigma of seeking help and refer people on to other internal or external support processes.

Mr Simmons was pivotal in establishing this program which has proven to be of significant benefit to the mental health and well-being of Ambulance Victoria's workforce.

AMBULANCE SERVICE MEDAL (ASM)

Ms Susan Jane WALSH, Strathfieldsaye VIC 3551

Ms Walsh has demonstrated exceptional service in the provision of training, leadership and the encouragement and development of others during her 22 years of service at Ambulance Victoria.

Her service has also been filled with a desire to support her community through the provision of clinical care. Amidst ground-breaking challenges for women in ambulance services, she has continued to support, develop and mentor many others who have followed in her footsteps.

As clinical instructor and leader she has successfully managed the upgrade of volunteers to a paid and higher-skilled workforce in the community of Wedderburn. This has included the provision of training, mentoring and relationship management with local services in the health sector. Her encouragement of new and emerging paramedics has seen them go on to teach, mentor and influence education amongst Ambulance Victoria's workforce.

Ms Walsh is a true professional with a genuine commitment and dedication to paramedic education and development in Ambulance Victoria.

Mr Kenneth John WHITTLE, Kew VIC 3101

Mr Whittle has demonstrated exceptional service in the provision of innovative change at Ambulance Victoria.

As part of the organisation's Mental Health and Wellbeing Strategy 2016-2019, he was the driving force behind the success of the first Peer Support Dog Pilot Program in an ambulance service in Australia.

Together with his dog, a six-year-old specially-trained Labrador, he has consistently gone above and beyond the requirements of the pilot program and he has also been pivotal in the promotion of the program within Ambulance Victoria and across the broader community.

He has also been instrumental in ensuring the integrated program has raised awareness of mental health support, and reduced the stigma attached to seeking help. He has encouraged paramedics to 'open up' and talk to their peers, and the program has now been incorporated into the organisation as a permanent feature.

Mr Whittle's commitment and dedication to the Peer Support Dog Program and to colleagues in Ambulance Victoria, has been exemplary.

AMBULANCE SERVICE MEDAL (ASM)

Queensland

Ms Tracey Anne EASTWICK, Mackay QLD 4740

Ms Eastwick commenced her operational career with the Queensland Ambulance Service (QAS), in 1994 as an Honorary Ambulance Officer at Kingaroy. Between 1994 and 1997 she completed the Associate Diploma of Applied Science ambulance and was then appointed as a permanent Ambulance Officer in 1997.

In 2002 she qualified as a Critical Care Paramedic and Flight Paramedic and has diligently served the community of Queensland and Mackay in the Local Ambulance Service Network (LASN) for more than 25 years. During her career with the QAS she has held several senior positions including Officer-in-Charge, Manager of Operations and Resources Readiness and, on several occasions, she has acted as Director of the Mackay LASN.

She is a valuable member of the leadership team, and has coordinated and led staff through several weather events and tragic incidents that have occurred in the Mackay area over the years she has been with the QAS.

Ms Eastwick is a well respected and experienced officer, and her commitment and dedication to community safety reflects highly on herself and the Queensland Ambulance Service.

Mr Wayne William SACHS, The Dawn, Gympie QLD 4570

Mr Sachs commenced his operational career with the former Queensland Ambulance Transport Brigade, now the Queensland Ambulance Service (QAS), in 1974 as a Honorary Bearer at Gympie and progressed to a permanent Driver Bearer position in 1978.

During his career of more than 45 years he has worked at stations across the state and the communities he has served have benefited from his clinical ability and leadership capability. He is a well-respected Officer-in-Charge in the Gympie community, and works with his staff to ensure excellence in patient care to the people of Gympie and surrounding area.

He is very active with the Local Ambulance Committee where he works on community awareness projects.

Mr Sachs also serves his community in a number of volunteer roles and his commitment reflects highly on himself and the Queensland Ambulance Service.

AMBULANCE SERVICE MEDAL (ASM)

Mr Cary STRONG, Ormeau QLD 4208

Mr Strong commenced his operational career with the former Queensland Ambulance Transport Brigade, now the Queensland Ambulance Service (QAS), in 1986 as an Honorary Ambulance Officer at Southport. He was appointed as a permanent Ambulance Officer in 1988. He has diligently served the community at locations in Brisbane and the Gold Coast for more than 31 years.

During his career with the QAS, and in addition to being a fully qualified paramedic, he has provided a high level of leadership across several management roles including Officer-in-Charge, Regional Operations Coordinator, Senior Operations Supervisor Event Planning, Manager Workforce Planning, Executive Manager of Operations, Executive Manager Southport Operations Centre and Senior Operations Supervisor.

He is a well respected and experienced officer within the QAS and is known for his depth of knowledge of ambulance operations and management of large scale events and incidents. An example of his commitment to the community was demonstrated with the sudden closure of a Gold Coast nursing home in 2019. He coordinated and supervised the evacuation of 70 aged care residents in a safe and orderly manner to numerous other aged care homes.

Mr Strong's dedication to the community of South East Queensland reflects highly on himself and the Queensland Ambulance Service.

AMBULANCE SERVICE MEDAL (ASM)

Western Australia

Mr Christopher Bradley OAKES, Two Rocks WA 6037

Mr Oakes joined St John Ambulance (SJA) WA as a paramedic in 1993. Since that time he has taken on a range of roles including Station Manager, Industrial Ambulance Paramedic, Industrial Response and Pre Hospital Care Trainer. He is a long term member of Western Australia's Helicopter Emergency Medical Service team where he commenced as a Critical Care Paramedic.

While working as a metropolitan paramedic he was seconded to the Ambulance Training Centre where he trained members of the public on Industrial Emergency Response and Industrial Paramedic Courses. In 2007, he was seconded to the role of Station Manager where he immediately employed his considerable knowledge for education and mentoring to this role.

In 2008 he became a Pre Hospital Care Trainer and taught many upcoming ambulance officers and paramedics and in 2009, he secured a position on the Helicopter Emergency Medical Service team. He continues to serve on the helicopter team and remains integral to the elite Critical Care Paramedic team, as he was over a decade ago.

He is a supportive and encouraging mentor to any new member of the program and the team. As would be expected as a part of this team, he is involved with perilous rescue operations and on a number of occasions he has put the welfare of others before his own to see them to safety.

He is as a true ambassador for the paramedic profession, and is instrumental in developing the profession as a skilled and recognised workforce.

Mr Oakes has significantly contributed to St John Ambulance and to the community of Western Australia during a long and dedicated career of caring for others.

AMBULANCE SERVICE MEDAL (ASM)

Mr David SAUNDERS, Collie WA 6225

Mr Saunders joined the Collie Sub Centre of St John Ambulance (SJA) in Western Australia as a volunteer in 1965 and since that time has demonstrated continued support for the Order of St John and St John Ambulance service. His willingness to lead and his involvement in training and teaching others is well respected. He supports new and existing volunteers and willingly imparts his knowledge and experience to assist fellow volunteers to develop as Ambulance Officers.

He was heavily involved in the planning, management and implementation of the refurbishment and renovations of the Collie Sub Centre. He was the chief liaison for the SJA property team, which involved visiting metro depots and holding on-site meetings with builders and planning personnel. His end goal of renovating the sub centre proved contagious, with volunteer numbers increasing by 72%, which was fundamental to boosting the moral of the whole sub centre.

He continues to make himself available for shifts and emergency cover as required and his leadership and presence in the Collie community played a large role in the sub centre being awarded Community Group of the Year for 2013 at the Australia Day community presentation. This award is presented by the Shire of Collie, in recognition of significant contributions to the quality of community life by a local group and to promote national pride and community responsibility. His participation and interaction at sub centre and regional levels has ensured that the sub centre remains a place where volunteers are engaged, and feel part of the SJA family.

He has, on more than one occasion, gone the extra mile with patient care and involvement in his local community, and his care of the sick and those in need is a small reflection of his strength of character.

Mr Saunders has significantly contributed St John Ambulance, and to the community of Western Australia during a long and dedicated career of caring for others.

AMBULANCE SERVICE MEDAL (ASM)

Mr Austin Shannon WHITESIDE, Mullaloo WA 6027

Mr Whiteside joined St John Ambulance in Western Australia in 1998 as a career paramedic working in several metropolitan depots where he gained great respect from his peers. This respect was reflected in 2002 when he was promoted to Station Manager and his influence had a most positive effect on the efficiency and morale of that division.

Since leaving the post of Station Manager he has undertaken leadership positions in the State Operations Centre (SOC) where he was heavily involved in the design, development and implementation of the current State Operations Centre when it moved from its former location in 2006.

To coincide with the relocation of the SOC, a new position of Manager State Ambulance Operations was created and he was the first person to undertake this new role. From 2009-2010, he was a key member of the State Operations Centre Review Working Group and in 2011, upon promotion to Operations Manager SOC, he was tasked with managing and leading transformation projects. These were the introduction and implementation of the Medical Priority Dispatch System; the development and implementation of an Ambulance Secondary Triage System (Via Health Direct); and the establishment of a stand-alone fully equipped back-up SOC with dedicated training facilities situated within the Wangara Hub location.

He has positioned the SOC as an invaluable and successful part of the organisation and a key contributor to St John in Western Australia's objective of the provision of world class and cost effective emergency ambulance services. He is an excellent role model to his peers and demonstrates persistent determination in ensuring the SOC continues to outperform expectations.

Mr Whiteside has provided distinguished service throughout a long career and he has significantly contributed to St John Ambulance and to the community of Western Australia.

AMBULANCE SERVICE MEDAL (ASM)

South Australia

Mr David Mark JAENSCH, Whyalla SA 5600

Mr Jaensch has served the South Australia Ambulance Service (SAAS) for over 38 years, starting as a volunteer and progressing through the organisation in the roles of Paramedic, Regional Communications Officer, Intensive Care Paramedic, Station Officer, Clinical Team Leader, Operations Manager and most recently Community Paramedic.

For the last 3 years he has taken on the newly developing role of Community Paramedic in Ceduna and it is in this role that he has utilised his many years of experience to significantly influence how this unique primary health service is being delivered to a very specific set of clients. He is widely respected across the organisation and has served as a general duties Paramedic and Intensive Care Paramedic in regional locations across the state.

After six years in Murray Bridge and Mt Barker, then four years in Port Lincoln, Mr Jaensch moved to Whyalla as a Station Officer and then Clinical Team Leader for 15 years. After this he took the opportunity to work as the Operations Manager for the West Coast for a few years and during that time influenced much of how that region functions today. During a period of time in the role as Operations Manager he missed his clinical role and opted to return to a clinical position at Whyalla where he invested his energies into the team, helping to develop and support paramedics whilst also working as a Commercial Diver and Dive Medical Technician. He also worked for Operation Flinders as a Team Leader and SAAS medic during this time.

Mr Jaensch was an inaugural member of the SAAS Remote team in the Northern Region, training in vertical rescue and difficult access to casualties, and he has become a passionate, well informed advocate for this program and its integration into daily operations around the region.

As a Community Paramedic he has been instrumental in developing the highly regarded and successful program in Ceduna that, among other things, is seeing ongoing and effective engagement of itinerant Indigenous Australians. By building strong trust relationships over time with this marginalised and vulnerable group they have increased their health literacy and medication compliance resulting in significantly improved health outcomes. He has become a well-regarded member across Eyre Peninsula communities where he has lived and worked for over 32 years.

Mr Jaensch's commitment and dedication to SAAS, to the development of paramedics, and service to the wider community of South Australia is commendable.

AMBULANCE SERVICE MEDAL (ASM)

Tasmania

Mrs Lorraine Joy GARDINER, Launceston TAS 7250

Mrs Gardiner commenced volunteering with Ambulance Tasmania at Beaconsfield in 1988 and during her 31 years of service as a volunteer she has provided invaluable support to the Branch Station Officers and the other volunteers. She has always been active in recruiting new volunteers and instils the attributes that make a Volunteer Ambulance Officer an integral role in a successful Branch Station.

She is also one of the founding members of the Volunteer Ambulance Officers Association of Tasmania which formed in 1996. This association represents volunteers across Tasmania.

She has demonstrated her dedication to the community, not only through her long service with Ambulance Tasmania providing clinical care to the community but through supporting roles during times of community need, including during the 2006 Beaconsfield mine collapse when she provided support to grieving families at the local recovery centre.

Mrs Gardner's dedicated and committed service to Ambulance Tasmania, and to the community of Beaconsfield, has been exemplary.

Mr Han-Wei LEE, West Hobart TAS 7000

Mr Lee commenced his service with Ambulance Victoria in 2003 and during this time he played a large role in the implementation and early development of the Triple Zero Referral Service. He commenced with Ambulance Tasmania as a Paramedic in 2011. Since that time he has been vital to a number of critical Responder and Public Safety projects. Of note these include improved radio duress capability and Project Manager of the In-Vehicle Information System. The latter involved extensive change management, integration with the existing computer aided dispatch system, contract variation process, and implementation of hardware into Ambulance Tasmania's fleet.

He has also undertaken high level manager positions within Ambulance Tasmania including acting Manager Technical Services and Manager of Capability and Development. During this period, he successfully ensured operability of an ageing Computer Aided Dispatch system whilst providing management oversight of the implementation of the new Emergency Services Computer Aided Dispatch (ESCAD). This project required extensive consultation with other Emergency Services project team members. Due to his diligence and consistent high-level skills Ambulance Tasmania successfully transitioned to the new system in 2019. In 2016 he was awarded the Tasmanian Project Management Student of the Year by the Australian Institute of Project Management (Tasmania).

He remains a proficient clinical practitioner with cave rescue skills and in 2018 he was awarded a professional commendation from the National Search and Rescue Council for extraordinary search and rescue efforts during a complex multi-agency cave rescue.

Mr Lee's dedicated and committed service to Ambulance Tasmania, and to the community, is most deserving of recognition.