



**St John**

St John Tasmania

# Reconciliation Action Plan

Sep 2024 – Feb 2026





## Acknowledgment of Country

St John Tasmania acknowledges the Tasmanian Aboriginal people as the Traditional Custodians of lutruwita/Tasmania and pays respect to Elders past and present.

For countless generations, Palawa/Pakana communities have cared for country — for all that lies beneath the surface, all that grows and moves upon it, and all that stretches to the sky.

We honour this enduring connection and their deep knowledge that continues to guide healing, community care, and resilience today.

We pay respects to all Aboriginal and Torres Strait Islander peoples across Australia, and recognise that sovereignty was never ceded — always was, and always will be, Aboriginal land.

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## About the Artist

Bianca Templar is a proud Truwulway / Bunurong woman who resides on the unceded banks of the Kanamaluka (Launceston). As a young girl, Bianca watched her nan shell string and became fascinated with learning more about her culture and cultural practices. When she was 14 she was taken by some elders to Truwana (Cape Barren Island) where she learnt more about her nan's upbringing on the islands and the survival of her people. In 2019, Bianca started her own business, 'Takamuna rrala designs', which is Palawa Kani for 'Stand Strong Designs'. This name is homage to her ability to strive despite the adversities thrown her way and to her old people, whose strength and determination allows her to be the strong cultured woman she is today. Bianca's art tells stories about her cultural connections to Lutruwita, from the use of native plants to how her old people utilised the stars as a guide.

## About the Artwork

Bianca wanted her artwork to represent her experience as a St John cadet, as well as representing the work St John does for her community across the state. The artwork featured in the St John Reconciliation Action Plan is of native medicine plants, demonstrating the connection between traditional and modern medicines, while the feet represent the learning journey they are on in terms of their RAP and further learnings on traditional medicines. The artwork is also a practical guide on ways others can utilise native plants for their medicinal purposes. Although other petroglyphs are featured throughout the artwork, unfortunately due to colonisation meanings are unknown, however we do know that combined they tell a story. Bianca and other Tasmanian Aboriginal Artists continue to use the petroglyphs in their work to ensure the symbols themselves don't get lost over time.

**Wattle:** The flower can be used to soothe itches when mixed with water. The sap can also be used to soothe stomach aches when mixed with water.

**Pepper Berry:** When ingested pepper berry is a great anti-inflammatory.

**Kunzea:** The oil can be used to relieve joint pain and soothe skin irritations.

**Tasmanian Blue Gum:** The leaves can be used as an antiseptic to relieve the symptoms of colds, sore throats or chest infections.

**Bracken fern:** The new little leaf can be used to soothe insect bites.



## Message from The Board and CEO

At St John Tasmania, we proudly recognise the rich histories and enduring cultures of First Nations peoples, whose connection to Country stretches back more than 60,000 years. While our head office stands in nipaluna/Hobart, on the lands of the Muwinina people, our work spans the entire island — reaching communities from major centres to the most remote areas. Across lutruwita, we are committed to walking alongside communities on a shared path of healing, respect, and reconciliation.

The Board and Executive of St John Tasmania are committed to meaningful action through our Reflect Reconciliation Action Plan (RAP), recognising the important role we play in advancing reconciliation. As part of our mission to serve humanity, we are dedicated to providing an environment that is culturally safe for Aboriginal and Torres Strait Islander peoples, and to ensuring that the care and services we deliver respect and value their cultures.

Our Reflect RAP sets tangible goals to guide our journey towards deeper understanding and stronger partnerships with Aboriginal and Torres Strait Islander communities across Tasmania. It is a critical first step in embedding reconciliation across everything we do — today and into the future.



# Statement from CEO of Reconciliation Australia



Reconciliation Australia welcomes St John Ambulance Tasmania to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

St John Ambulance Tasmania joins a network of more than 3,000 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program's potential for impact is greater than ever, with close to 3 million people now working or studying in an organisation with a RAP.

The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP will lay the foundations, priming the workplace for future RAPs and reconciliation initiatives.

The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with its own business objectives, for the most effective outcomes.

These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance. It is critical to not only uphold all five dimensions of reconciliation, but also increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables St John Ambulance Tasmania to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions. Getting these first steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations St John Ambulance Tasmania, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

**Karen Mundine**  
Chief Executive Officer  
Reconciliation Australia



## Our Business

St John Ambulance Tasmania has been a trusted and comforting presence in the Tasmanian community since 1887. As a self-funded charity, we care for the well-being of all Tasmanians through the provision of first aid at events, first aid training and products, youth development, and social inclusion programs.

We fund our activities as far as possible from our own efforts, primarily through public first aid training, sales and servicing of kits and first aid supplies, and non-

urgent patient transport with additional funding provided by private donations, bequests, and corporate sponsorship.

As a proud member of The Order of St John, our legacy spans over 900 years, embodying a profound commitment to aiding those in times of sickness, distress, suffering, or danger. As an organisation, the dedication, enthusiasm, professionalism, and caring attitude that our volunteers, trainers, and staff continually demonstrate across our diverse organisation, have given St John Ambulance Tasmania a reputation for supporting the well-being of Tasmanians.

As a charitable organisation working to save lives through education, training and patient care, our mission is to make our Tasmanian community safer through first aid. As a self-funded charity, we aim to reinvest any surplus from our commercial activities directly back into our Tasmanian community.



For over 140 years, St John has worked to keep Tasmanians safe. Yet we know there is always more we can do to strengthen relationships, foster genuine trust, and contribute to greater equity in health, education, and opportunity.



Some of these initiatives include free education programs to school students across the state; offering first aid services at community events; and continued preparedness to assist in disaster response.

St John Ambulance Tasmania has 40 full time employees, 19 part time employees, 36 casual employees and an estimated 140 volunteers.

Through the RAP process we have had three staff identify as Aboriginal and/or Torres Strait Islander people, While the number of Aboriginal and Torres Strait Islander staff is currently not known, we will work within this RAP to determine culturally appropriate ways to understand this.

St John Ambulance Tasmania is committed to creating a culturally safe and welcoming environment that shows shared respect, meaning and knowledge.

St John Ambulance Tasmania has programs in Hobart, Launceston, Burnie and Devonport.



## Our RAP

St John Tasmania's key leaders, acknowledge the cultural survival of Tasmanian Aboriginal people, recognising that this land has never been ceded despite invasion and dispossession. They have championed the importance of truth-telling, truth-listening, and the necessity of reconciliation. In February 2022, St John Tasmania formally committed to this cause by developing a Reflect Reconciliation Action Plan (RAP) in partnership with Reconciliation Tasmania.

St John Tasmania is committed to providing educational opportunities for its employees and volunteers to deepen their understanding of the history and cultures of Aboriginal and Torres Strait Islander peoples in Australia. This education aims to foster a commitment to reconciliation and to embed these principles in their daily work and interactions.

To support this vision, the St John Tasmania Reconciliation Action Plan Working Group (RAPWG) was established.

### RAPWG Members include:

#### RAP Sponsor and Chair

Andrew Paynter, Chief Executive Officer

#### Reconciliation Champion

Joanna Curteis, Manager Marketing and Communications

Anne-Marie McNamar	Training Support Officer
Rebecca Williams	Chief Financial Officer
Margie Jacobson	Training Admin Officer
Brad Watson	Chair St John Tas Board



# Relationships



Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	September 2024	Lead: Manager Marketing and Communications
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	September 2024	Chief Executive Officer
	Identify and collaborate with Aboriginal controlled health services across the state to develop working relationships between agencies and to identify current health risks in Tasmania specific to Aboriginal and Torres Strait Islander people.	September 2025	Lead: Clinical Compliance Manager Support: Clinical Advisory Group
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2025	Lead: Manager Marketing and Communications
	RAP Working Group members to participate in an external National Reconciliation Week event.	27 May - 3 June 2025	Human Resources Manager
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate National Reconciliation Week.	27 May - 3 June 2025	Human Resources Manager
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	September 2024	Human Resources Manager
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	September 2024	Human Resources Manager Lead: CEO
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	February 2025	Support: Manager Marketing and Communications
	Develop relationships with other key stakeholders such as Diabetes Tasmania and Asthma Tasmania to develop a culturally appropriate health response regarding first aid initiatives.	February 2025	CEO
	Gain board endorsement to achieve "Close the Gap" outcomes as recommended by CAG.	December 2025	Lead: Clinical Compliance Manager Support: Clinical Advisory Group

# Relationships



Action	Deliverable	Timeline	Responsibility
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	March 2025	Human Resources Manager
	Research best practice and policies in areas of race relations and anti-discrimination.	June 2025	Human Resources Manager
5. Promote St John as a provider of choice of Aboriginal and Torres Strait Islander communities for first aid services	Identify and schedule attendances at significant Aboriginal events throughout the year.	January 2025	EHS Manager
	Identify and target schools, community groups, and early learning centres with high numbers of Aboriginal and Torres Strait Islander students to extend St John range of services (including First Aid in Schools).	December 2024	Manager Marketing and Communications
	At events promote first response demonstrations in addition to being at the events.	January 2025	EHS Manager

# Respect



Action	Deliverable	Timeline	Responsibility
6. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	November 2024	Human Resources Manager
	Conduct a review of cultural learning needs within our organisation, including trainer induction into unconscious bias.	August 2025	Human Resources Manager
	Develop a calendar of significant dates for Tasmanian First Nations peoples, and promote within the organisation.	December 2024	Human Resources Manager
	Ensure budget allocation for new (onboarding) and existing staff (reboarding) to participate in contemporary truth telling workshops run by Aboriginal and Torres Strait Islander groups.	June 2025	CFO



Action	Deliverable	Timeline	Responsibility
7. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	September 2024	Manager Marketing and Communications
	Increase staff & volunteer understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	September 2024	Lead: Manager Marketing and Communications Support: Human Resources
	Develop an Acknowledgment of Country for each region in Tasmania that we operate, that highlights local land name and Traditional Custodians, in consultation with local Aboriginal and Torres Strait Islander groups.	September 2024	Marketing and Communications
	Board to endorse a St John Tasmania Acknowledgment of Country in consultation with Aboriginal groups in Tasmania.	November 2024	CEO
8. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	June 2025	Manager Marketing and Communications
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2025	Manager Marketing and Communications
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2025	Human Resources Manager
9. Build improved accessibility and understanding of responsive first aid tools for first nations peoples in order to reach more people.	Collaborate with local Aboriginal and Torres Strait Islander groups to gather insights and knowledge about the specific health needs of First Nations people in Tasmania.	February 2025	Lead: Service Operations Manager Support: Training Admin Officer
	Develop fact sheets that provide first aid information tailored to address these relevant health needs, ensuring the content is culturally appropriate and accurate.	July 2025	Lead: Service Operations Manager Support: Training Admin Officer



Action	Deliverable	Timeline	Responsibility
10. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	February 2025	Human Resources Manager
	Review the recruitment policy to enhance opportunities for Aboriginal and Torres Strait Islander employment within our organisation.	September 2024	Human Resources Manager
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	September 2024	Human Resources Manager
	Explore the implementation of a St John Ambulance Tasmania scholarship in partnership with UTAS in Paramedicine and/or PTO course.	June 2025	Manager Marketing and Communications
	Create a business case for budget allocation to create an Aboriginal Facilitator training program for interested aboriginal community members to encourage career pathways into healthcare and/or education.	June 2025	Service Operations Manager
	Communicate St John services to local Aboriginal and Torres Strait Islander groups to encourage greater awareness of career pathways into the organisation.	July 2025	Manager Marketing and Communications
11. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	June 2025	Business Support Officer
	Review procurement policy and ensure preference toward Aboriginal and Torres Strait Islander owned businesses in Tasmania.	June 2025	Business Support Officer
	Investigate Supply Nation membership.	October 2024	CFO





Action	Deliverable	Timeline	Responsibility
12. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Maintain a RWG to govern RAP implementation.	May 2025	CEO
	Review, update and continue to apply a Terms of Reference for the RWG.	May 2025	CEO
	Maintain and strengthen Aboriginal and Torres Strait Islander representation on the RWG.	September 2024	CEO
13. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	June 2025	CEO
	Engage senior leaders in the delivery of RAP commitments.	February 2025	CEO
	Define appropriate systems and capability to track, measure and report on RAP commitments.	March 2025	CEO
14. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence.	30 September annually	Business Support Officer
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey.	June annually	Business Support Officer
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	1 August annually	Manager Marketing and Communications
15. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	December 2025	CEO







RECONCILIATION  
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REFLECT

## Contact Details

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**St John**

