

PARENT HANDBOOK



LEARN
LEAD
LIVE



St John

ACADEMY

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WELCOME TO THE ST JOHN WA FAMILY

We are excited to introduce you to the St John Academy program, designed specifically for young people aged 12 to 17 years. This program offers fantastic opportunities for your children to meet new friends, develop essential skills, and experience a variety of engaging activities—all while having fun!

At St John Academy, we prioritise leadership and personal growth. Our program promotes community service, teaches valuable life skills, and provides real leadership training opportunities. We believe that by encouraging your child to take on responsibilities, they will not only grow as individuals but also contribute positively to their community.

During their time with St John WA, your child will learn critical skills in caring for others and managing emergency situations. These experiences are designed to instil a sense of responsibility and belonging to an organisation that plays a vital role in Western Australia.

We encourage your child to actively participate in the wide range of activities offered by St John WA. Involvement in their division and district activities will enhance their experience and foster a deeper connection to the program. The more they engage, the more they will gain from their time with us.

We hope your child will take full advantage of the opportunities available through St John Academy. These experiences will equip them to face the challenges of life with confidence and resilience.



Thank you for entrusting us with your child's development. Together, we can help them grow into capable, compassionate leaders of tomorrow.

ABOUT ST JOHN WA

Who are we?

St John WA is a charitable, non-profit, humanitarian organisation teaching first aid to the community, delivering the State's ambulance service while also shaping and leading the sector nationally.

St John WA has been servicing and operating as an integral part of the Western Australian community for more than 130 years. Our organisation is everchanging to better serve humanity and we couldn't do it without our committed Team members and volunteers.

Our Purpose

To serve humanity and build resilient communities through the relief of sickness, distress, suffering and danger.

We do this by:

- » Making first aid a part of everyone's life.
- » Delivering high-quality, cost-effective ambulance services to West Australians.
- » Providing appropriate, timely and equitable access into the health system for unscheduled care.

Our Values

The following values guide us in our work with St John WA. Your child's behaviour and actions should always demonstrate these values:

Lead with Heart



We champion inclusivity, kindness, respect, and open dialogue, driven by our deep passion for purpose.

Think Team



We inspire and challenge each other to grow, leveraging our diversity to unite us as one strong St John WA team.

Make it Better



We prioritise people and community, lead with continuous improvement, foster innovation, and maintain a focus on our overarching goal.

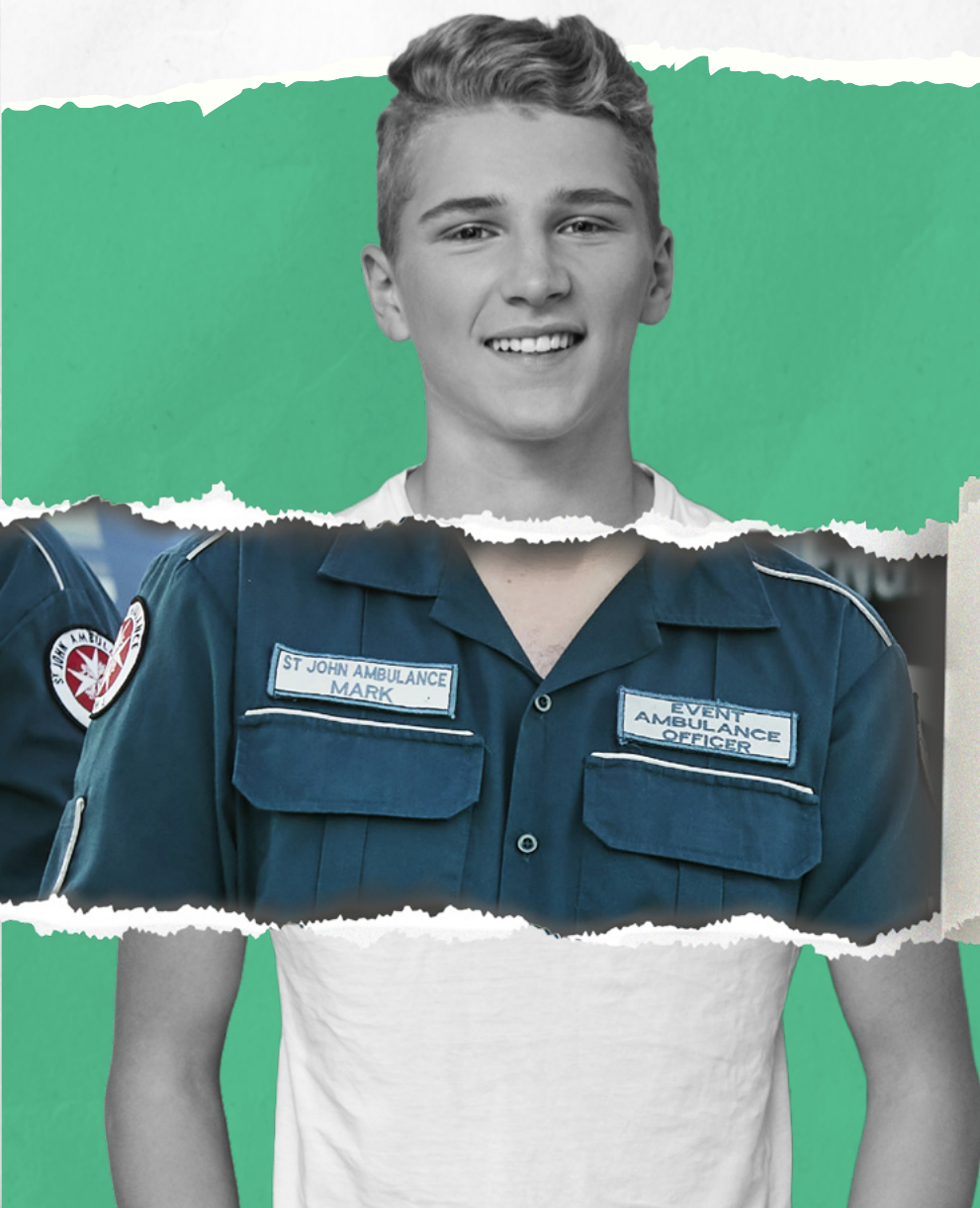
Walk the Talk



We uphold reliability, accountability, transparency, and unwavering integrity in all our actions.

THE YOUTH PROMISE

**"I promise
To do my best
To be true to myself and develop my beliefs
To assist and support my community
To take pride in my service to others
To be inclusive and value diversity
To be truthful and just in all things and
To encourage those around me to uphold these values
And to observe the mottoes of the order which are:
Pro Fide and Pro Utilitate Hominum"**



THE ST JOHN ACADEMY PROGRAM

Proficiency Courses

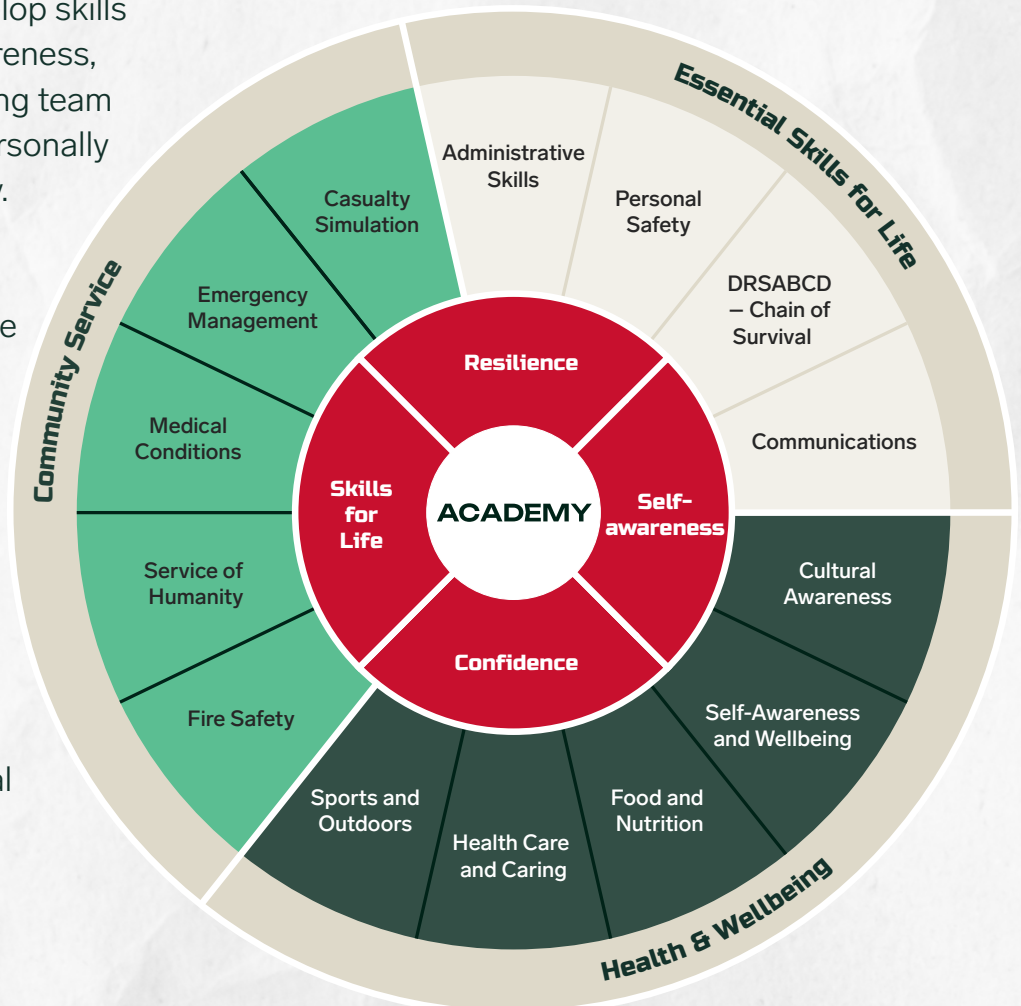
There are fourteen proficiency badges available to earn, each recognising development in different areas. To achieve a proficiency badge, team members must actively engage throughout the term, completing weekly activities and demonstrating growth in both knowledge and skills related to a particular subject.

Each proficiency is aligned with one of three key pillars of development:

1. **Essential Life Skills:** Fostering critical thinking, creativity, collaboration, and communication.
2. **Community Service:** Encouraging meaningful participation in local service projects to inspire positive change.
3. **Health and Wellbeing:** Equipping young people with the knowledge and skills to contribute to building healthier, more resilient communities.

In addition to these pillars, each proficiency also helps develop skills for life, resilience, self-awareness, and confidence, empowering team members to thrive both personally and within their community.

Each St John Academy division will offer up to three proficiency courses each year. The proficiency courses cover a very broad range of subjects: from recreational activities to adventure, educational and personal challenges. The proficiency courses are designed to be interesting, fun, educational and challenging!



When a team member has completed a proficiency course, they will be awarded a badge which is placed on their brassard (a band that is worn around a sleeve).

Proficiency courses are designed to be completed in a minimum of 10 weeks—some by their nature may take a little longer.

What happens each Academy Division Meeting

Each Academy Division Meeting is structured in the same way. The following table provides an example of the structure.

Time	Type
10 mins	Icebreaker
40 mins	First Aid Skill Activity
60 mins	Proficiency Activities
10 mins	Reflection Journal

Icebreaker: Each Academy Division Meeting begins with an interactive icebreaker, this will help the team members to get to know each other and get them ready for the rest of the meeting.

First Aid Skill Activity: This is then followed by a hands-on first aid skill session, where team members actively learn and practice essential first aid techniques. Each year, team members are provided with a first aid workbook that outlines the key skills to be covered. The topics follow a rotating 3-year cycle, ensuring a comprehensive and progressive learning experience. Core topics, such as the DRSABCD action plan, choking, personal safety, burns, resuscitation, and shock, are practiced every year through a variety of engaging activities.

Proficiency Activities: Team members will then move into proficiency work, where they

develop knowledge in 14 different areas. They will work on one proficiency over a period of 10 weeks which will include engaging and hands-on learning activities that will develop their skills and knowledge across a broad range of topics that are linked to each proficiency.

Reflection Journalling: At the end of each session, our team members will engage in reflective journalling, a practice that helps them consolidate their learning, reflect on their progress, and identify areas for personal growth. This activity enhances their critical thinking and self-awareness, promotes emotional intelligence, and encourages continuous personal development by allowing them to document their thoughts and experiences regularly. By incorporating reflective journalling into our program, we aim to equip youth with essential skills for lifelong learning and personal growth.

ACHIEVEMENTS

At St John Academy, we believe that tracking progress is essential for personal growth and development. Our team members can achieve various awards and milestones that recognise their hard work and dedication. Here's an overview of how your child can track their journey, and the significance of each achievement.

Proficiency Badges

Proficiency badges are awarded for demonstrating skills and knowledge in specific areas. To earn a badge, team members must engage in weekly activities throughout the term, showcasing their development in a chosen subject. Most divisions offer two to three proficiency courses each year, covering a wide range of topics—from recreational activities to educational and personal challenges. Completing a proficiency course results in a fabric badge that is proudly displayed on their brassard, symbolising their achievements.

Community Service Shield

St John WA encourages team members to take an active role in their community by awarding community service badges to recognise volunteer hours.

It is important that team members always keep a note of the hours they have completed so they can be awarded these badges. Team members will use the activity log in their handbook to record their volunteer hours.

Grand Prior's Award

One of the biggest achievements for St John team members around the world is the prestigious Grand Prior's Award! This international award recognises Team members hard work, dedication, and skills, putting them on the global stage with fellow Youth Members. It's not just a badge—it's a symbol of excellence!

To earn this award, your child must complete four compulsory badges, eight optional badges, gain a 'Provide First Aid' certificate, and contribute a minimum of 100 hours of community service. This rigorous process not only highlights their dedication but also their impact on the community.

4 Mandatory Proficiencies



Chain of Survival



Personal Safety



Service to Humanity



Self-Awareness

8 Optional Proficiencies



Provide First Aid Certificate



Community Service 100 hours



Team member Leadership Badges

Recognition for leadership is a vital part of the Academy experience.

Team members can take on various leadership responsibilities, categorised into team member Levels 1, 2, and 3. Each level builds on the previous one, focusing on essential skills such as time management, behaviour management, and team building.

These team members complete special training courses to be eligible for promotion to these roles. Team members have important contributions to make in helping the division's management team. Team members may assist in organising events and activities, helping to provide first aid training demonstrations, or running games.

Leading Others

**Team member
Level 1**

Leading Teams

**Team member
Level 2**

Leading Change

**Team member
Level 3**

Level 1

Team member Level 1 course includes the following topics:

- » Time management
- » Awareness of behaviour management, principles and practices
- » Role modelling
- » Conducting games
- » Demonstration skills
- » Leadership
- » Team building

Level 2

Team member Level 2 course includes the following topics:

- » Leadership
- » Conducting training sessions
- » Supervision and safety requirements
- » Resolution and referral of disputes
- » Behaviour management principles and strategies
- » Child safety
- » St John's governance and services Australia-wide

Level 3

Team member Level 3 course includes the following topics:

- » Planning and conducting Academy Division Meetings
- » Planning and conducting training sessions
- » Handling finance
- » Dispute resolution
- » The St John Awards System
- » Workplace health and safety
- » Policy awareness and access
- » Internal and external communication
- » Planning and staging promotional events
- » Representing St John (including working with the media)
- » Child safety

Team member of the Year Badge

Recognises an individual who exemplifies teamwork, leadership, and dedication throughout the year.

PATHWAYS FOR TEAM MEMBERS

At St John Academy, we are dedicated to providing meaningful pathways that support the personal and professional growth of our team members. These pathways encompass opportunities to volunteer, engage with their community, pursue further education, and explore potential career options in healthcare and beyond.

Our program is designed to equip team members with valuable skills, experiences, and connections that enrich their lives and prepare them for the future.

Volunteer and Community Engagement

Volunteering and connecting with the community are central to our mission at St John Academy. We aim to help team members discover ways to contribute to their communities in a manner that aligns with their interests and passions. By volunteering, team members can experience:

- » **Personal enrichment:** Gaining a sense of fulfilment and purpose from supporting others.
- » **Belonging:** Building strong connections within their community and feeling part of something greater.
- » **Skill development:** Strengthening leadership, teamwork, and communication skills in real-world contexts.

Our Academy team Leaders and Program Design Team are committed to identifying opportunities that allow team members to engage with their community in meaningful ways. Whether this be through supporting local events, participating in health initiatives, or mentoring others, these experiences empower young people to give back in ways that resonate with their values and aspirations.

Educational and Career Pathways

In addition to community engagement, the Academy is designed to provide transferable skills and knowledge that support educational and career pathways. Key features include:

- » **Alignment with education frameworks:** We are working to ensure the Academy curriculum connects with school, vocational education, and higher education frameworks to support and enable recognition of Academy participation.

- » **Skill articulation:** By completing the 10-week proficiencies, team members can confidently demonstrate their transferable skills, enhancing their readiness for employment or further studies and will be a great addition to their resumes and portfolios.
- » **Career exploration:** The program introduces team members to healthcare specific information and practices, and broader career opportunities, laying the groundwork for their future success.

SCASA Endorsement

As part of our commitment to excellence, St John Academy is working with the School Curriculum and Standards Authority (SCASA) in Western Australia with the aim to achieve endorsement for Year 10, 11, and 12 students. This recognition, if successful, is planned for 2026, with the hope to further validate the skills and experiences gained through the program, supporting Team members' educational and career aspirations.

Through volunteering, community engagement, education, and career preparation, St John Academy empowers young people to thrive, create meaningful connections, and make a positive impact in their lives and communities.

UNIFORM INFORMATION

All St John Academy team members will be required to wear a St John Academy uniform as part of the program. Uniforms bring everyone together and give the youth a sense of pride and identity. The Academy uniform requirements have been outlined below:

What team members will receive as part of the uniform

St John Academy team members will be provided the following items as part of the initial uniform:

- » Team member Polo Shirt
- » Team member Black Jacket
- » Name Badge
- » Team member Badge
- » Team member Cap
- » Brassard

What's not included in the issued uniform

The initial uniform covers essential items provided by St John WA. However, we ask parents to ensure their child has the following personal items, which are not included:

- » Black pants
- » Black enclosed footwear
- » A belt

These items are needed for activities where team members are formally representing St John Academy in the community or at St John events. For weekly Academy Division Meetings, team members can wear enclosed shoes and their own choice of comfortable and appropriate pants, shorts, or skirts.

Costs

The initial uniform is covered for 2025. Additional uniform pieces will be outlined on the order form. If you would like to purchase additional or replacement uniform items, these can be ordered individually at an additional cost. We'll provide a clear breakdown of prices for each item to help you plan as needed.



Ordering Information

Once the enrolment and term fees have been paid at the start of the program, parents will receive an order form to select the correct size for their child. The completed form will be processed by the Academy Support Team, who will arrange and distribute the uniform.

Please allow a few weeks for delivery. If you have any questions about the ordering process or need to follow up on an order, feel free to contact us at youthacademy@stjohnwa.com.au. We're happy to assist!

General Uniform Guidelines

Present in a neat, clean and professional appearance in the uniform provided by St John WA.

To achieve a professional appearance as a minimum standard, all uniforms are to be ironed or pressed free of wrinkles.

Team members will not wear their uniform outside of Academy Division Meetings or St John Academy events.

Hair should be in keeping with the professional image of our organisation. Hair must be neat, clean, and tied back in a safe and hygienic manner.

Disposal of Uniform Items

All unused or damaged St John Academy uniform items will remain the property of St John WA, and as such, these items must be returned to a St John WA State Office or your child's local St John Academy division.

Stolen Uniform Items

All stolen uniform items must be reported to an Academy Team Leader at your child's division.

Specific Academy Uniform Guidelines

Footwear

Enclosed footwear must always be worn whilst at division or during St John Academy events and must be clean. In addition, footwear must be zipped up and shoelaces always tied when being worn.

Polo Shirts

Uniform shirts must always be neatly tucked in and buttoned up whilst involved in Academy activities. No long sleeve undergarments can be worn under the polo.

Badging

The name badge supplied by St John WA must be worn by all Academy team members as part of the uniform. This badge is approved to show the team member's first name. Nicknames, surnames, symbols and numbers are not acceptable and do not meet uniform guideline requirements. Any alternate name must be approved by the Academy Support Team.

Note: St John Academy team members have the discretion to remove identification whilst attending any situation where they are able to provide that there are reasonable grounds for concern about their personal safety. Team Leaders must be advised and approve this first.

Badge Layout



High Visibility Vests

High visibility clothing must be worn in all circumstances as defined by the St John Academy Risk Register for its use, including being worn outside of division buildings.

Headwear

- » Only St John Academy-issued caps may be worn as part of the uniform.
- » Issued headwear must not be worn if it interferes with the wearing of St John WA personal protective equipment.
- » Issued St John Academy headwear is not to be worn outside of Academy activities and division attendance.
- » All approved and issued St John Academy headwear must be maintained in a clean and tidy condition at all times whilst engaged in Academy activities.

Cultural Headwear

- » Headwear of cultural or religious significance, such as turbans, are allowed to be worn in conjunction with the St John WA uniform.
- » All approved headwear must be maintained in a clean and tidy condition at all times whilst on duty.
- » Approved cultural headwear may need to be removed if it interferes with the wearing of St John WA PPE (if not the team member must remove themselves from the hazard).

Specific Guidelines – Personal Appearance

General

Academy team members should be aware of their personal hygiene, such as body odour, as well as the application of perfumes and colognes. Scents should be kept to a minimum.

Hair

- » Must be kept clean, neat and tidy at all times, and should be in keeping with the professional image of our organisation. Hair must be secured/ maintained to remain away from the team member's face when performing the tasks of their role.
- » Hair that falls below the bottom of the collar, must be secured (tied back) in a fashion that does not impede the effective use of approved PPE.
- » If hair bands or other hair accessories are worn by uniformed team members, they must be of a colour and style to match the uniform.

Hands and Nails

Hands must always be visibly clean; fingernails must be kept clean and cut to a length that will not damage medical examination gloves or risk causing injury to a patient.

Make-up and Jewellery

- » All St John Academy team members will keep jewellery to a minimum as it can be a potential risk to other team members during activities on the grounds of health and safety. All jewellery, including that worn for religious reasons, must always be hidden from sight inside the uniform shirt.
- » Any form of visible body piercing with jewellery, such as eyebrow, nose rings etc. is not acceptable and must be removed whilst at division or during Academy activities. Ear piercing jewellery should consist of one pair of studs only.
- » Medical alert bracelets or necklaces may be worn.

- » Make-up should be kept to a minimum and be in keeping with the professional image of St John WA. Nail polish must be neutral in colour. Bright nail polish colours are not permitted whilst the team member is representing St John Academy at external events.

Name Badge

Team member name badges are to be attached to the Velcro on the right-hand side of the shirt.

Brassard

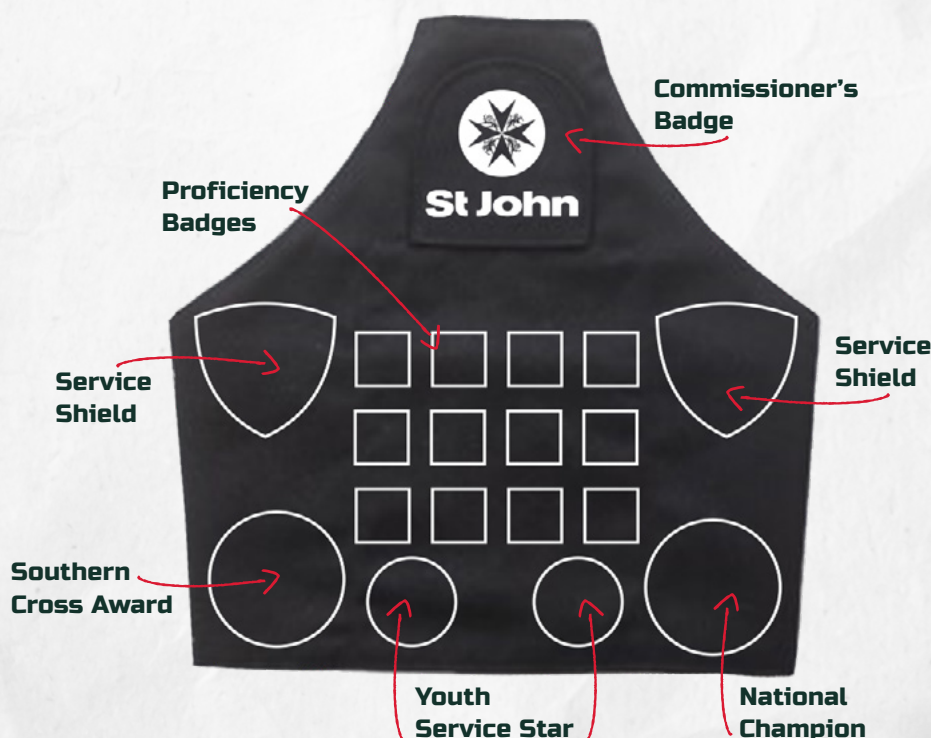
The brassard goes on the left arm of team members shirt (if they're not wearing a jacket) unless they're told otherwise.

By following these guidelines, your child will not only look their best but also develop a sense of responsibility and belonging to our academy community. Wearing the uniform with pride reflects our commitment to excellence and unity.

Thank you for your support in helping your child represent St John Academy. Together, we can create an environment that encourages pride in our St John WA identity and values.



Team member Brassard



Wearing badges on the Brassard

Up to twelve proficiency badges may be worn on the brassard. If the Grand Prior's Award is achieved, then that replaces the proficiency badges.

FEE MANAGEMENT

Fees

The fees for St John Academy are as follows:

- » Term Fee: \$50 per term. This fee covers regular activities, materials, and other operational costs associated with each term.
- » Enrolment Fee: \$50, due at the time of registration.

Payment Schedule

- » Term Fees are due at the beginning of each term.
- » Enrolment Fees are paid upon initial enrolment and are non-refundable.

How to Pay

You will be provided with instructions on how to pay fees. Only online/ electronic payment types can be accepted.

Trial Period

We understand that sometimes plans change. Academy team members can withdraw from the program within two weeks of their first term commencement. They will be eligible to have their term fees refunded, however, enrolment fees are non-refundable.

Withdrawal and Refund Process

We understand that circumstances may change, and your child may need to withdraw from the program. Below are the key guidelines for withdrawal and refunds:

Enrolment and Term Fees

- » **Enrolment Period:** When enrolling, team members commit to a 12-month period, with re-enrolment required each year to continue in the program.
- » **Term Fees:** Fees are payable at the start of each term. If a team member chooses to leave before the term starts, they must inform us in writing before the start of the term to avoid being charged for that term.

Refund Policy

- » **Trial Period (First Term Only):** If your child withdraws during the two-week trial period, you will receive a full refund for the term.
- » **Post-Trial Period:** If your child withdraws after the trial period or partway through a term, no refund will be provided for that term.

- » **Pre-Paid Annual Fees:** If you have paid for the entire year upfront, you may receive a refund for any unused terms, provided the withdrawal notice is submitted at least two weeks before the start of the next term.

How to Withdraw

- » **Written Notice:** All withdrawal requests must be made in writing (email) to the Academy Support Team and include:
 - Team member's full name.
 - Division or location.
 - Confirmation of withdrawal.
- » **Notice Period:** Withdrawal requests must be received at least two weeks before the next term begins for a refund of pre-paid fees.

Important Withdrawal and Refund Notes

- » Withdrawals are finalised only when written notice is received and acknowledged by the Academy Support Team.
- » Refunds are processed within 14 business days of confirmation.
- » Uniforms and non-refundable costs (e.g. badges and enrolment fee) are not eligible for a refund.

SAFETY AND CHILD PROTECTION

At St John Academy, the safety and well-being of your child are our top priorities. We are committed to creating an environment where children and young people can learn, grow, and thrive in a safe and supportive space. Our child safeguarding policies are designed to ensure that every activity, including weekly Academy Division Meetings, special events, training sessions, and camps, is conducted with the highest standards of safety and care.

St John WA is working towards aligning with the National Principles for becoming a Child Safe Organisation, ensuring our practices, governance, and culture promote and protect the well-being of all children and young people involved in our programs.

Recognising Child Abuse

Child abuse refers to any behaviour by an adult—or another child—that harms a child, particularly in relationships of trust, responsibility, or power. This can include, but is not limited to:

Physical Harm	Physical abuse is when a child is deliberately hurt or is at serious risk of being hurt by someone they know such as a family member, relative, carer, another adult or child. The signs of physical abuse may be subtle and may be easier to spot if the child has no way of concealing the injury. Possible indicators or signs of physical abuse include (but are not limited to): broken bones; unexplained bruising and/or burns in different stages of healing; the child being unable to explain an injury or giving inconsistent, vague or unlikely explanations for an injury; starting fires or being fascinated with fire; and destroying property.
Emotional Harm	Emotional abuse occurs when a child is repeatedly rejected, isolated, threatened or humiliated. Emotional abuse also includes exposure to family and domestic violence which causes serious emotional, physical and psychological harm to children, as well as placing them at increased likelihood of other kinds of abuse and neglect. Possible signs of emotional abuse include (but are not limited to): unexplained mood swings between aggressive and passive behaviour; language delay or stuttering; poor self-image; low self-esteem; and compulsively lying or stealing.
Sexual Harm	Child sexual abuse is when a child is forced or persuaded to take part in sexual activities. This may involve physical contact or noncontact activities and can happen online or offline. A child may not always understand that they are being sexually abused. Possible indicators or signs of sexual abuse include (but are not limited to): being afraid of being alone with a particular person; frequent head aches and stomach pains; and knowing more about sexual activities than other children their age.
Neglect or exploitation	Neglect is when a child does not receive adequate food or shelter, medical treatment, supervision, care or nurturance to the extent that their development is harmed, or they are injured. Possible signs of neglect include (but are not limited to): showing signs of malnutrition and hunger; begging; stealing or hoarding food; persistent uncleanliness and poor personal hygiene such as matted hair, dirty skin, sores and/or body odour, and frequently ill; untreated medical problems, or lack of routine medical care.

For more information on recognising signs of child abuse, please refer to the [Government of Western Australia's Recognising Child Abuse](#) document.

If you have concerns about your child's safety or well-being, we encourage you to speak with a trusted St John Academy Team Leader or contact our Child Safeguarding Officer.

Recruitment and Screening of Team Leaders

Our Academy Division Leads and Team Leaders play a vital role in maintaining a safe environment for all members. To ensure their suitability:

- » All Leaders undergo a comprehensive recruitment process, including interviews and reference checks.
- » All Team Leaders must complete mandatory child safeguarding training.
- » Each Team Leader is required to hold a Working with Children Check (WWC) and provide a current Police Clearance.

Empowering Children and Young People

We believe in empowering children to protect themselves and others.

- » Team members will receive Personal Safety Education, equipping them with knowledge and tools to navigate safety issues confidently.
- » We encourage open conversations about safety and provide guidance on reporting concerns.

Risk Management

St John WA is proactive in identifying and managing risks to child safety.

- » A detailed risk assessment is conducted before confirming any St John Academy location or activity.
- » Academy Division Leads are trained to recognise and mitigate risks during activities, always ensuring your child's safety.

Access to Child Safety Policies

We place the highest priority on child safety.

- » All child safety policies and procedures are reviewed annually to maintain best practices.
- » These policies will be available to parents.

Support and Reporting Concerns

If you have concerns about your child's safety or well-being, or if you would like to report an issue, we are here to help:

- » Speak to your child's Academy Division Lead or Team Leader.
- » Contact the Child Safeguarding Officer for guidance or to make a formal report.
- » All concerns will be addressed promptly and with the utmost care and confidentiality.

FIRST AID CAMPS, EVENTS, AND COMPETITIONS

First aid competitions are a great learning experience and are good fun! Team members may be given opportunities to compete in youth first aid competitions. Youth first aid competitions consist of two elements:

1. Challenges in clinical skills.
2. Challenges in other skills and attributes.

Competitions are held at local, regional, state or territory and national levels and can be individual or team events. Team members can enter individual or team events.

International competitions have been held in many places across the globe including Australia, New Zealand, Hong Kong, Malaysia and more!

What can team members get out of being part of competitions?

- » Gain useful pre-competition practice.
- » Demonstrate their clinical skills in a competitive setting.
- » Demonstrate the other non-clinical skills and attributes they have learned.
- » Meet other competitors of similar age and with the same interests.
- » Gain confidence, courage, and competence.
- » Enjoy and celebrate success.
- » Learn from the experience.
- » Acknowledge the skills of other competitors.

Learning how to compete fairly is a major outcome of competition events.

Parents will be provided with information on any scheduled, planned or upcoming events.

KEY PARENT INFORMATION

COMMUNICATION AND PARENT INVOLVEMENT

Keeping Parents Informed

We keep parents up to date with their child's progress, upcoming events, and Academy news via:

- » Newsletters
- » Emails
- » Social Media

Feedback

At the end of each term, St John Academy will actively encourage feedback from parents to improve the Academy experience for team members. This feedback will cover various aspects including skills and knowledge progress, facilitator quality (Team Leaders), communication, and overall Academy environment. The feedback will help identify strengths and areas for improvement, enabling the St John Academy to make informed decisions and strengthen the development of current and future Team members.

Volunteering Opportunities

Parents are encouraged to get involved by supporting events and camps through becoming a Divisional Aide. There are some requirements that need to be met to become a Divisional Aide, so please reach out to your child's Division Team Leaders for more information.

Communication Between Parents and Team Leaders

Clear communication between parents and Team Leaders is essential for a positive experience at St John Academy.

Parent-Team Leader Communication

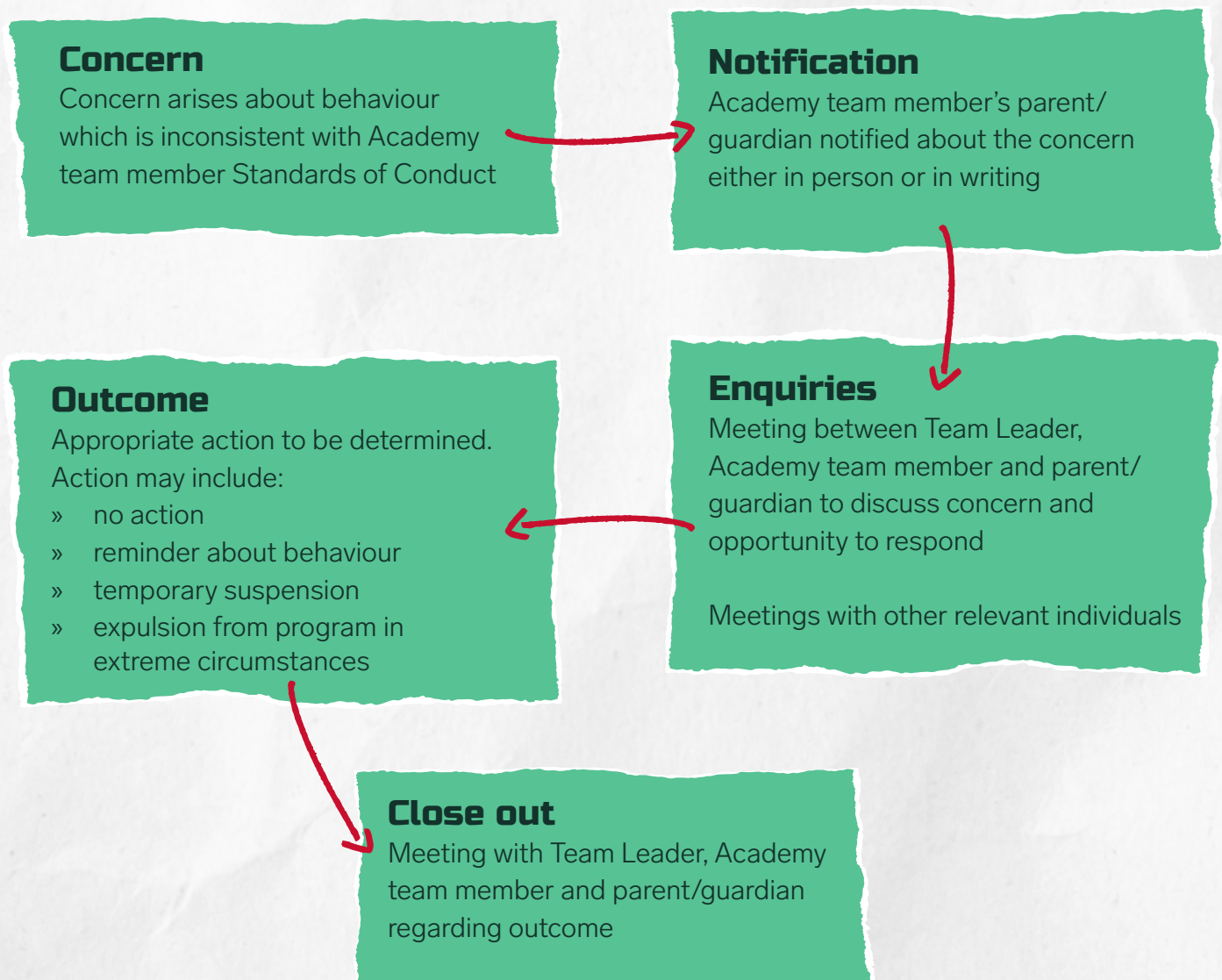
Scenario/Event	Parent/Guardian Procedure
Absence or Late Arrival Notification	Notify the Team Leader as early as possible if your child will be absent or arrive late to a meeting.
Early Pick-Up or Change in Pick-Up Arrangements	Inform the Team Leader in advance if there will be any changes to your child's pick-up arrangements.
Medical and Special Requirements Disclosure	Let the Team Leader know about any medical conditions, required accommodations, or changes in your child's needs.
Reporting Safety or Child Protection Concerns	Follow the reporting procedure for any concerns about the safety or well-being of your child or other youth members.
Progress or Developmental Feedback Requests	You are welcome to request feedback on your child's progress in the program by speaking with the Team Leader.
Complaints or Concerns Related to Division Meetings	We value your feedback. If you have a complaint, please refer to www.stjohnwa.com.au/academy to submit it.
Update of Contact Information	Ensure your contact details (phone, email, address) are current. Notify the Team Leader promptly of any changes.
Incident Reporting Process	Report any incidents (e.g., injuries, conflicts, or safety concerns) to the Team Leader. If needed, escalate through the Academy's formal reporting procedure.
Withdrawal Process	Follow the withdrawal procedure, including providing notice and understanding the fee refund policy.
Emergency Contact During Meetings	Use the designated emergency contact method provided by the Academy for urgent communication during meetings.
Uniform Issues	If a uniform item doesn't fit or needs replacement, contact the Academy Support Team for assistance. Additional items can be purchased as needed.
Attendance Expectations	Encourage regular attendance to help your child benefit fully from the program. If there are challenges, speak with the Team Leader to discuss support options.
Bullying or Behavioural Concerns	Report any bullying or behavioural issues to the Team Leader. The Academy will work with you to address concerns promptly and ensure a safe environment.
General Communication	For non-urgent matters, you can contact the Team Leader via email or request a call. We aim to respond within 48 hours.

Important Policies and Procedures

Standards of Conduct: We expect all team members to adhere to a clear set of behavioural expectations to ensure a positive and respectful environment for everyone. If a team member violates the Standards of Conduct, there may be disciplinary actions taken. In such cases, we will inform parents and work together to address the issue appropriately.

Attendance and Punctuality: Regular attendance and punctuality are essential for your child's success and the smooth functioning of the team. If your child is unable to attend a meeting or event, we kindly ask that you notify the Team Leader in advance. If your child will be late or unable to attend a scheduled activity, we appreciate your cooperation in keeping us informed as soon as possible.

Behaviour and Discipline: We are committed to handling all behavioural issues with fairness, transparency, and respect. If there are concerns about your child's behaviour, we will involve you in the following process of addressing and resolving the issue:



PEOPLE SUPPORTING YOUR DIVISION

ACADEMY CONTACTS

St John Academy is committed to providing the best possible experience for your child by ensuring each division is supported by a skilled and dedicated team. Below is an overview of the key individuals and their roles in supporting your child's division.

Academy Contacts

If you have any questions, concerns, or feedback, please don't hesitate to reach out. Key contact details will be provided to parents at the start of the program and updated as needed.

Division Leads and Team Leaders

Division Lead:

The Division Lead is the senior person in charge of your child's division. They are responsible for the efficient operation of the division, which includes:

- » Leadership and overall coordination of the division.
- » Administrative tasks to ensure smooth operations.
- » Planning and delivering training sessions.
- » Supporting the development and welfare of all members.
- » Maintaining discipline and ensuring a positive, safe environment.
- » Organising leaders and volunteers to assist with division activities and events.

Team Leaders:

Team Leaders work closely with the Division Lead to provide hands-on support and guidance to team members. They are your child's first point of contact during weekly Academy Division Meetings and activities. Team Leaders are trained to assist with member development and foster a supportive, inclusive environment.

Academy Support Team

The Academy Support Team is a centralised group that provides additional support to all divisions. They assist with program logistics, uniform orders, communications, and other operational needs. For inquiries not handled at the division level, you can contact the Academy Support Team at youthacademy@stjohnwa.com.au.

Child Safeguarding Officer

The Child Safeguarding Officer is a dedicated role within St John Academy to address child safety and well-being concerns. They are trained in child safeguarding and are available to assist parents and Team members with:

- » Reporting and resolving safety concerns.
- » Providing advice and support on child welfare matters.
- » Ensuring that all Academy activities comply with St John WA's child protection policies.

To report concerns or discuss any safety or welfare issues, you can reach out to the Child Support Officer via safeguarding@stjohnwa.com.au or by contacting your Academy Division Lead, who can guide you through the process.

Additional Support

Other individuals may play important roles in your child's Academy experience, including specialised trainers, event coordinators, and health educators. Information about these individuals and their contributions will be shared during specific activities or events.



St John

stjohnwa.com.au/academy

ACADEMY