



19 November 2012

Eugene Brouwer
Future Events Pty Ltd
222 York St
SOUTH MELBOURNE VIC 3205

Dear Eugene,

Re: EVENT FIRST AID AND HEALTH SERVICE PROPOSAL – GOOD LIFE FESTIVAL 2013

St John Ambulance Australia (NSW) is pleased to provide a proposal for the provision of event first aid and health services for the 2013 Good Life Festival.

The service requirements outlined in the below proposal are well known to St John (NSW), as we have previously provided first aid and health service coverage for a similar events at the Randwick Racecourse. As such, we are well positioned to provide safe, timely and professional solutions for the event.

St John (NSW) will provide Future Events Pty Ltd with several key benefits which include:

- The largest event first aid and health service provider in NSW
- Extensive communications network which includes a modern Communications Centre
- A dedicated Command team for the duration of the event with extensive experience
- Extensive experience with music festivals
- An extensive in office support team for all reporting and statistic requirements.
- The large and diverse range of vehicles available for use within the event.
- Seamless integration with the Ambulance Service of New South Wales (ASNSW), NSW Police, Fire and Rescue Services and other emergency service organisations.

Your event first aid and health service coverage will be provided by professionally trained First Responders, Advanced Responders and Health Care Professionals staffing static posts at various locations along with an Advanced Clinical Management Centre (ACMC), mobile teams, transport units, Bicycle Emergency Response Teams (BERT) and Mobile Emergency Response Teams (MERT). A representative for Event Operations Centre (EOC), Sydney Communications Operation Centre (Burwood) as well a Commander and a Deputy Commander will be provided for this event. The anticipated donation for the event first aid and health service coverage at your event is \$10,000.

We thank you for the opportunity to provide a proposal and look forward to continue to develop a strong partnership with you. Should you require any further information concerning this, please do not hesitate to contact me, Lee Easton, on 02 9745 8706.


Rod O'Donnell, CSM, JP
General Manager, People Membership and Community Services



Proposal for Event First Aid and Health Services

Good Life 2013

**Internal and approved
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November 2012

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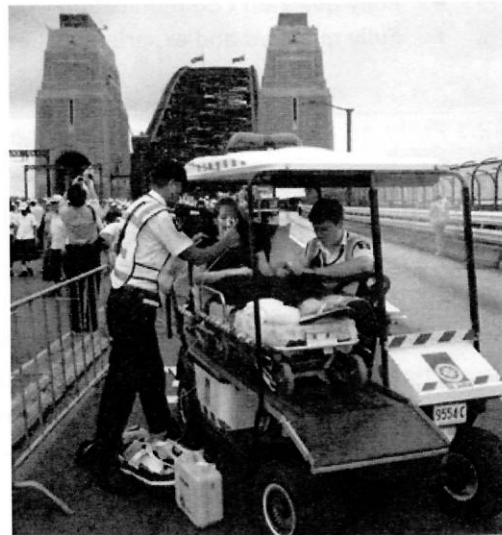
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1. ORGANISATIONAL PROFILE – ST JOHN AMBULANCE AUSTRALIA (NSW)

St John (NSW) is a self-funded charity that has been serving the community since 1883 and trains over 79,000 people in first aid annually. Our First Aid Services (or commonly referred to as our 'black & white') volunteers provide event first aid and health services at community gatherings and celebrations. In 2011, our first aid volunteers treated 29,287 patients and logged over 311,341 hours of voluntary first service and skills development and they attended 8,092 events and emergencies.

St John (NSW) is the leading provider of event first aid and health services in NSW and has provided coverage at a range of events across the NSW from small scale local events to major public gatherings including:

- World Youth Day
- FIFA Fan Fest
- Sydney World Masters Games
- Royal Easter Show
- New Years Eve celebrations
- City to Surf
- Big Day Out
- Australia Day
- Good Vibrations
- ANZAC Day
- Sydney Running Festival
- Stereosonic
- SMH Half Marathon
- Future Music Festival



At most events across NSW, St John (NSW) is the sole provider in the field with significant integration with the Ambulance Service of NSW (ASNSW).

2. GOOD LIFE FESTIVAL – Event First Aid and Health Service Capabilities

St John (NSW) can provide Event Organisers with a number of specialised event first aid and health services which include:

- Fully qualified First Responders
- Fully qualified Advanced Responders
- Fully qualified Bicycle Emergency Response Team (BERT)
- Fully staffed Advanced Clinical Management Centre (ACMC)
- Fully qualified Transport Operators
- Mobile Emergency Response Teams (MERT)
- Fully qualified Communication Operators
- Fully qualified and experienced Commanders

2.1 Fully qualified First Responders

St John (NSW) will provide a team of fully qualified First Responders. These members provide the initial first aid service to patrons in need.

Our First Responders hold current Advanced First Aid Qualifications incorporating Advanced Life Support (ALS) qualifications which include training in the use of the Oxygen Resuscitation Equipment, Semi Automatic External Defibrillation (AED) equipment and the administration of pain reducing medication.



2.2 Fully qualified Advanced Responders

St John (NSW) will provide fully qualified Advanced Responders. These members hold the same qualifications as First Responders with some extra specialist training in:

- Spinal Injury management.
- Advanced vital signs/clinical assessment.

These members will provide extra clinical assistance to the First Responders at first aid posts and be able to quickly establish patients that require further or more specialist medical treatment and management.



2.3 Fully qualified Bicycle Emergency Response Teams



St John (NSW) will provide several fully qualified Bicycle Emergency Response Teams (BERT) consisting of two members. These teams facilitate rapid response to requests away from first aid posts and usually patrol the outer perimeter of the venues and can rapidly respond to patients in need in the event site.

These members hold the same qualifications as First Responders or Advanced Responders with all bike teams have Advanced Life Support capability.

2.4 Fully staffed Advanced Clinical Management Centre (ACMC)

St John (NSW) will operate an Advanced Clinical Management Centre (ACMC) staffed by qualified Health Care Professionals (doctors, nurses, paramedics) and Advanced Responders.

The role of this group is to provide advanced care including fluid resuscitation to patrons to reduce the number of patients transferred to hospital.

The ACMC will also serve as a base for the event first aid and Health Emergency Response Team (MERT) and internal transport (medicab/patient transport buggy). This ACMC will aim to service the entire event site, and act as a triage point for any incoming Ambulance Service of NSW (ASNSW) vehicles.

2.5 Mobile Emergency Response Team (MERT)

St John (NSW) will provide Mobile Emergency Response Teams (MERT), comprising of qualified Health Care Professionals. They will be based at the Advanced Clinical Management Centre (ACMC). Their role is to stabilise casualties in the event site and provide advanced clinical support to response teams. MERTs carry advanced equipment that allows them to stabilise casualties in the field and enable safe transport from the event to the ACMC.



2.6 Fully qualified Transport Operators

St John (NSW) will provide fully qualified transport operators (medicab/transport buggy) at this event to move casualties from most locations in the event site to a first aid post, ACMC or handover directly to ASNSW.

2.7 Fully qualified Communications Operators and Supervisors



St John (NSW) operates and maintains its own secure radio network across NSW. For Good Life all communications for St John (NSW) will be coordinated through the St John (NSW) State Operations Centre with a liaison officer working remotely in the EOC (Event Operations Centre).

St John (NSW) will provide fully qualified Radio Operators who are supported by Communication Supervisors to service events. Our Radio Operators and Communication Supervisors undertake additional training before they undertake these technical roles.

All structural hardware is provided by St John (NSW) for the duration of any event. This includes, aerials, portable masts, cabling, radio consoles for posts and handheld radios for members in the field.

2.8 Fully qualified and experienced Command Staff

St John (NSW) will provide fully qualified and experienced Commanders to service this event. Our Commanders undertake additional training and development opportunities that better prepare them for different situations that they may be confronted with at events.



2.9 Assumed and intended staffing for Good Life 2013

St John (NSW) has devised the below outline of assumed and intended requirements for event first aid and health services of Good Life 2013. This outline is based on previous experience with other music festivals. From the current understanding of the event, the event first aid and health services model will comprise of:

- Command Team.
- Communications – UHF Network and qualified operators.
- 3 first aid post with capability to manage serious cases.
- 1 x staffed Advanced Clinical Management Centre (ACMC).
- 1 x Mobile Emergency Response Teams (MERT).
- 1 x Patient Transport Medicab (for internal patient transport).
- 2 x BERT (to provide service for ingress and egress at both Alison Rd and High St entry/exit points.
- Up to 20 St John (NSW) members dedicated to the above comprising of First Responders, Advanced Responders and Health Care Professionals.

3. THE ST JOHN (NSW) – Value Add Offering

3.1 Other service integration

St John (NSW) has a long history of close integration with all Emergency Service Organisations and Health Care Agencies. During emergency/disaster deployments and major incident, St John (NSW) works under the direction of the Ambulance Service of New South Wales (ASNSW) and is specifically written into the Department of Health (DoH) State Disaster Plan (DISPLAN).

St John (NSW) has a strong relationship with ASNSW at large events and work cooperatively to manage incidents onsite, minimising the demands on the Public Health System.

3.2 Event First Aid Knowledge

St John (NSW) has been providing first aid to the public for over 125 years. During this time, things have obviously changed. St John (NSW) has been at the forefront of the First Aid field and has proven itself to be not only a market leader but a change agent. We continued this recently with becoming the first event first aid and health service provider to have a dedicated Bicycle Emergency Response Team (BERT) with ALS capability.

3.3 Command Team

St John (NSW) has a proven training program to give members the skills to command. This is not an easy task considering the conditions that our volunteers work under which can at times be stressful. Our leadership programs and Team Leader training give our members knowledge to command and our integrated command mentor systems ensure that this knowledge can be put into action under the oversight of experienced commanders, to pass down on the ground, skills that can only be learnt on the job.

3.4 Vehicle Support

St John (NSW) has the largest fleet of dedicated patient and member transport vehicles. The variety of vehicle capability gives St John (NSW) the flexibility of deploying the right vehicle for the right purpose. This is a very unique position to be in and something other organisations are envious of.

3.5 Equipment & Member Welfare Support

St John (NSW) has a diverse range of emergency medical equipment that is deployed to events to enable our members to provide the best possible care to the sick and injured. We are constantly upgrading our equipment to ensure the highest possible standards are met. This equipment ranges from bandaids and bandages to advanced life support Automatic External Defibrillators (AEDS) and Oxy Viva Resuscitation units.

For Good Life , St John (NSW) will provide all necessary medical equipment to support the service model proposed.

St John (NSW) has a dedicated member welfare support system through our chaplaincy team. Members of this team are also available to provide these services to patrons in a limited capacity.

