YOU RESPONDED  
WE LISTENED

**OPPORTUNITIES**
St John Ambulance Australia would benefit by encouraging a good **balance** between work (e.g. training and providing services) and social and fun activities in the adult workforce.

**RECOGNITION**
St John would benefit from:
- Developing strategies to ensure a culture of recognition **based on merit** exists with St John, including adopting both formal and informal forms of recognition.
- Improving organisational communication processes nationally to ensure that opportunities for awards and recognition reach all young members.
- Undertaking further research with members aged 18 to 26 years to ascertain their current knowledge of St John award and recognition opportunities, as well as determining if these meet the needs of this cohort.

**FLEXIBILITY**
St John would benefit from:
- Investing in exploring avenues for **episodic volunteering opportunities** targeted at young people.
- More volunteer-based e- or web-based learning opportunities for volunteers, but especially young people.
- Adopting a **flexible approach to service requirements** and developing a culture of flexibility in expectations in dealing with young members.

**WELLBEING**
St John would benefit from:
- Mental health awareness training for leaders of young members.
- Developing a **bullying awareness program** to be undertaken by all members of St John.
- Developing **formal processes to better ensure the smooth transition of young people into adult environments**, such as a buddy system or mentoring programs.

**COMMUNICATION**
St John would benefit from conducting research with a view to better understanding how members wish to receive communication from St John, including the specific mediums that are favoured by members.

View the full National Youth Member Survey
[www.ayan.org.au](http://www.ayan.org.au)
DEcision-Making

One third of respondents:

• are dissatisfied with the ability of St John to engage young people in decision-making forums
• Do not feel empowered to influence decision-makers
• Are dissatisfied with St John’s ability to consult with young members.

St John must do more to create a culture of youth participation to empower and engage its young members.

CaReer ProGrEssion

Formal processes should be developed in all divisions to ensure that career pathways and opportunities for career progression are identified and support for young members to achieve their goals is provided.

Practices for appointments and promotions should be reviewed, with a focus on strengthening practices around ensuring that appointments and promotions are awarded on merit rather than on a ‘who you know’ basis.

ChallengE

The majority of respondents are satisfied with the opportunities provided to them to be challenged in the organisation. Older respondents are slightly less satisfied, and further research is required to determine the needs of this membership group.

Valuing Members

• St John entities should continue strong messaging on the role of Cadets/youth members and their scope of practice.
• St John continue to engage persons from all backgrounds in the organisation, particular in leadership roles.

The future

• The longer a respondent is a member of St John, the more likely they are to have thoughts about leaving the organisation and experience less enjoyment in their membership. Further research is needed to better understand this finding as contextual factors may impact on a respondent’s decision to think about leaving.
• The majority of respondents would recommend joining St John to someone they know. However, the longer a respondent is a member of St John, the less likely they are to recommend joining St John to someone they know.
• Respondents’ were most likely to volunteer with St John for altruistic reasons.

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