



Centres of Expertise

Introduction

1. Grand Council 2008, in its consideration of Strategic Planning issues, supported the development of a Concept for Centres of Excellence, through the process initiated by PEG, for eventual Grand Council endorsement.
2. The work in PEG to develop such a concept quickly concluded that the concept was better titled "Centres of Expertise", and as such, this is now the term used.
3. For the purposes of this paper the term Establishment means a Priory, an Association, the St John Eye Hospital or the Order Secretariat.

Discussion

4. The development for a concept of Centres of Expertise is seen as a simple method to promote the provision of "Good Practice" by Establishments with developed capability in particular issues, making that expertise available to other Establishments who might wish to take advantage of it. This would avoid duplication of effort with potential for savings in both time and resources. From an initial proposal within PEG, the idea has caught hold enthusiastically to develop a simple system for which no additional resources would be required that could be introduced for the benefit of all Establishments throughout the world of St John.
5. The system is envisaged to be of a voluntary nature, with opt-in by Establishments to the use of Centres of Expertise, who would act very much on the basis of waiting to be consulted by those in need of such information, provided without charge subject to there being no resource implications on the Centre. It is envisaged that it would not be necessary to have any particular criteria for a Centre of Expertise, who would volunteer themselves on the basis of self-selection.
6. For an Establishment considering how best to deliver or undertake a particular issue, there are two considerations for working out the best methodology. One is where such things are governed by existing regulations or policy; a particularly obvious one is the St John Visual Identity system, which is governed by the Visual Identity Manual, mandated by Grand Council. The alternative is where existing regulation

does not exist and advice can be sought from current practitioners by the Establishment concerned and actions implemented in accordance with the internal decisions of that Establishment. It is these latter circumstances that the Centres of Expertise process is designed to assist with. It is recognised that potential customers of Centres of Expertise could consult more than one centre on a given subject.

The Concept

7. The following is the basis of the concept for Centres of Expertise:
 - a. Centres of Expertise would be established on a subject basis;
 - b. Establishments would offer themselves as Centres of Expertise on a self-select basis;
 - c. In offering themselves as Centres of Expertise, an Establishment is at liberty to determine the different level of expertise it wishes to offer, ie. the degree of width of the offer. It will be left to offering Establishments to indicate the extent of the width of the expertise they are prepared to make available;
 - d. Such expertise would be provided to other Establishments on a basis similar to that of a Consultancy, but without charge subject to there being no significant resource implications for each Centre;
 - e. Customers of Centres of Expertise could consult more than one centre on a given subject where these existed. Such consultations should only be initiated by authorised individuals in the Customer's HQ;
 - f. A Centre of Expertise and a customer are encouraged to consider the use of a simple form of Service Level Agreement (SLA) between themselves if this will assist their relationship, to set out clearly the basis on which they are to co-operate;
 - g. It is nevertheless accepted and understood that there can be several ways in which a particular issue might be dealt with and customers of Centres of Expertise have a right to do things differently if they so choose, subject to the issue not being governed by existing Order-wide regulation.
 - h. No specific extra funding would be required under this concept;
 - i. Centres of Expertise would share good practice, acting in a consultancy capacity to other Establishments;
 - j. Centres of Expertise would be expected to provide information that is solely advice on a particular issue. They are not expected to become involved in regard to the implementation of that advice, unless they wish to do so of their own volition;

- k. Centres of Expertise would be expected to remain progressive and innovative;
 - l. Expertise developed by a centre would be on a basis of the centre's own business requirements rather than any perceived specific requirement outside a Centre;
 - m. A Centre is not to be held liable for any information or advice made available to a "customer";
 - n. Centres should inform the Secretary General of any particular lessons or insights emerging from experience implementing the Concept. In addition, a brief report of any activity is to be made annually by each Centre of Expertise, as at 31 December, to Grand Council through the Secretary General; and
 - o. Similarly, "customer" Establishments will report annually as at 31 December any assistance sought under this policy and the benefit received.
- 8. An initial list of some subject areas for such Centres is at Annex A, others may well emerge with experience.
 - 9. Following agreement, it is proposed to publish the list of subjects and an initial set of Centres based on Establishments offers.
 - 10. At Annex B is a list of St John Association "Desiderata" on which support is being sought.
 - 11. At Annex C is a synopsis of this policy for ease of reference for St John Associations.
 - 12. This concept is to be reviewed after 5 years' experience.

Grand Council
31 March 2009

Annex: A Register of Centres of Expertise
 B St John Associations "Desiderata"

Register of Centres of Expertise as at 31 March 2009

	Centre	Point of Contact
1. Governance and Compliance a. Federated Structures b. Leadership/Management Development c. Risk Management and Registers d. Strategic Planning and Organisational Development	Priory of Canada Priory in Australia Priory in New Zealand Priory of England Priory in New Zealand Order of Secretariat Priory in New Zealand	Dawn.Roach@nhq.sja.ca dceo@stjohn.org.au tom.dodd@stjohn.org.nz gary.maydon@nhq.sja.org.uk michael.boorer@stjohn.org.nz Pippa@orderofstjohn.org james.wood@stjohn.org.nz
2. Service Delivery a. Home Based Care and Advanced Home Based Care b. Emergency Response and Therapy Pets c. Carer Support Schemes d. First Responder Schemes e. iFirst Aid Downloads f. Early Years First Aid Training (for people working with infants) g. Event First Aid Services h. Ambulance Services i. Clinical Issues	Priory for South Africa Priory of Canada Priory in New Zealand Priory of England Priory in New Zealand Priory of England Priory of England Priory of England Priory of England Priory of England Priory in New Zealand Priory in New Zealand Priory in New Zealand	ceo@orderofstjohn.org.za ljohnson@nhq.sja.ca michael.brookes@stjohn.org.nz gary.maydon@nhq.sja.org.uk michael.brooke@stjohn.org.nz gary.maydon@nhq.sja.org.uk gary.maydon@nhq.sja.org.uk gary.maydon@nhq.sja.org.uk gary.maydon@nhq.sja.org.uk tony.blaber@stjohn.org.nz tony.blaber@stjohn.org.nz tony.smith@stjohn.org.nz

	Centre	Point of Contact
3. Technology and Programmes <ul style="list-style-type: none"> a. e-learning b. Induction and Orientation c. e-commerce d. Intranet e. Websites f. Social networks/Blogs 	Priory in Australia Priory in New Zealand Priory of Canada Priory in Australia Priory in New Zealand Priory in Australia Priory in Australia Priory in New Zealand Priory in Australia Order Secretariat Priory in New Zealand Priory of England Priory in Australia Priory in New Zealand	dceo@stjohn.org.au michael.brooke@stjohn.org.nz Dawn.Roach@nhq.sja.ca dceo@stjohn.org.au tom.dodd@stjohn.org.nz dceo@stjohn.org.au dceo@stjohn.org.au peter.mcdowall@stjohn.org.nz dceo@stjohn.org.au gemma@orderofstjohn.org peter.mcdowall@stjohn.org.nz gary.maydon@nhq.sja.org.uk dceo@stjohn.org.au peter.mcdowall@stjohn.org.nz
4. Youth <ul style="list-style-type: none"> a. Strategies b. Trends/Status c. Child Protection d. Schools Programmes 	Priory of England Priory in New Zealand Priory of England Priory in New Zealand Priory of England Priory of Canada Priory of England	gary.maydon@nhq.sja.org.uk michael.brooke@stjohn.org.nz gary.maydon@nhq.sja.org.uk michael.brooke@stjohn.org.nz gary.maydon@nhq.sja.org.uk ljohnson@nhq.sja.ca gary.maydon@nhq.sja.org.uk
5. Fundraising <ul style="list-style-type: none"> a. Committed Giving Programmes b. Accessing Lottery Grants c. Accessing Government funding 	Priory of England Priory in New Zealand Priory of England Priory in New Zealand Priory of England Priory in New Zealand	gary.maydon@nhq.sja.org.uk brian.scott@stjohn.org.nz gary.maydon@nhq.sja.org.uk brian.scott@stjohn.org.nz gary.maydon@nhq.sja.org.uk james.wood@stjohn.org.nz

	Centre	Point of Contact
6. Communications a. Internal Communications b. External Communications c. Brand	Order Secretariat Priory in New Zealand Order Secretariat Priory in New Zealand Order Secretariat Priory in New Zealand	gemma@orderofstjohn.org brian.scott@stjohn.org.nz gemma@orderofstjohn.org brian.scott@stjohn.org.nz gemma@orderofstjohn.org brian.scott@stjohn.org.nz
7. Volunteers a. Recruitment and Retention b. Disciplinary and Grievance Procedures	Priory for Wales Priory in New Zealand Priory of England	damian.thomas@stjohnwales.org.uk tom.dodd@stjohn.org.nz gary.maydon@nhq.sja.org.uk
8. Major International Events	Priory of England Priory in New Zealand	gary.maydon@nhq.sja.org.uk stephen.franklin@stjohn.org.nz
9. The Fellowship	Priory of England	gary.maydon@nhq.sja.org.uk
10. Chivalric Issues a. Honours and Awards b. Ceremonial	Order Secretariat Priory in New Zealand Order Secretariat Priory in New Zealand	SecretaryGeneral@orderofstjohn.org peter.wood@stjohn.org.nz SecretaryGeneral@orderofstjohn.org peter.wood@stjohn.org.nz

St John Association “Desiderata”

1. Strategies for communicating with Governments and Health Departments
2. Train the trainer programmes
3. Youth engagement and training resources
4. Fundraising, including Strategies, Legacies and High Value Donors
5. Marketing
6. Development of proposals to funding bodies
7. Management of ambulance services
8. Purchase and sourcing first aid equipment and uniforms
9. Communication strategies including web development
10. Sourcing volunteers to assist in program development, e.g. gap students
11. First aid training strategies, support material and training packages