



# Annual Report

—  
**2018**

St John Ambulance  
Australia (VIC) Inc



## Our Mission

St John Ambulance Victoria is a charity in the Australian community working for the Service of Humanity. We exist to help those who are in sickness, distress, suffering or danger.



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# Chairman's Report

I am delighted to present the St John Ambulance Victoria Annual Report which charts our progress and achievements in 2018.



Virginia Bourke

In a year characterised by Royal Commissions and inquiries, a common thread identified in some of these ethical and cultural organisational failures has been the erosion of trust by the community in institutions. In this challenging climate, St John is an organisation which is not suffering from a lack of trust. While we are not perfect, we do enjoy the confidence and the trust of the community we serve. Our very existence in the Victorian community is reassuring to our community because we are trusted.

2018 has seen our Board engage with the executive team on developing our Strategic Plan for the next 5 years.

Our focus has been on increasing our capacity to deliver community health programs through diversifying and strengthening our commercial enterprises. Each of our community programs is underpinned by an ultimate purpose to save lives through First Aid and we are certainly focussed on developing and delivering more community programs which align with our mission and our organisational strengths. We look forward to engaging with all of our stakeholders in the launch of our Strategic Plan in early 2019.

Our existing community programs remain a source of great pride to the organisation. Our flagship program, First Aid in Schools together with our mobile CPR Lab, provision of debrillators to sporting groups and our Community Transport Service actively represent our ongoing commitment to the service of many thousands of members of the Victorian community.

We were delighted this year to sign up to the GoodSAM app, in partnership with Ambulance Victoria. The GoodSAM app connects trained first aiders and health professionals with people suffering cardiac arrest nearby them in the community. It has already saved lives and is a tremendous example of the use of technology, collaboration between organisations and the service of individuals.

Each of our community programs and our capacity to develop new programs depends upon the success of our commercial operations which encompass training, product sales and non-emergency patient transport. Each of these operations continues to perform strongly in the face of challenging market conditions and engagement with significant technology projects which will underpin our growth and revenue diversification.

Our 2300 volunteers are the face of St John at public events and emergencies and at the heart of our organisation. In 2018 our volunteers attended more than 4600 events and emergencies giving more than 319,000 hours of their time to serve the Victorian community. Our volunteers are highly engaged and member numbers are increasing with an enviable level of gender and age diversity. Senior volunteer members together with our staff have led a renewed focus on our clinical governance framework which is critical to our continued leadership in the areas of Event Health Services and Non-Emergency Patient Transport and our delivery of quality person-centred care.

Our relationships with key members of the State government and the Opposition together with members of the National Board and executive of St John Ambulance Australia have

strengthened through regular contact and invitations to events and for site visits. We believe that St John should play a key role in assisting government to develop sound policy in relation to emergency response and First Aid Services and will continue to advocate and provide thought leadership in this area. Our Board continues our commitment to national collaboration for the mutual benefit of each member of the St John federation and most importantly for the continuation of our mission in the service of the wider Australian community.

During 2018 we were delighted to welcome Dr Andrea Diamond as a member of the Board. Andi is the CEO of City of Monash and has

significant experience as an executive and company director including as President of the Metropolitan Fire Brigade. I am indebted to Andi and all of my Board colleagues - Mark Engel, Rod Collins, George Braitberg, Caroline Elliott and Paul Davidson for their ongoing support, wise counsel and commitment to St John Ambulance Victoria throughout 2018.

As we enter 2019, it is timely to remember that the trust which the community has placed in St John Ambulance Victoria is built upon our shared organisational and individual commitment to our underlying mission – the service of humanity. Whether as employees or volunteers, the way that we deliver first aid or deliver care, even the smallest acts of kindness and service to others, embody our mission and generate true hope and optimism in the communities we serve.

In closing, I extend my sincere thanks to our tireless CEO, Gordon Botwright, the executive management team,

Our 2300+ volunteers are the face of St John at public events and emergencies and at the heart of our organisation ... Our volunteers are highly engaged and member numbers are increasing with an enviable level of gender and age diversity.

staff, members of the Order of St John and members of the Board for their passion and outstanding contributions throughout 2018. I particularly thank our volunteers across Victoria for their continuing and dedicated service to the Victorian community.

# Chief Executive Officer's Report

I'm pleased to report that in 2018 we delivered on our mission to save lives through First Aid – and assist those who were in sickness, distress, suffering and danger.

St John Ambulance Victoria is a diverse organisation, dedicated to serving the Victorian community.

As you read this annual report I'm confident that, like me, you'll be inspired by our people and all they have achieved over the last year.

Whether it's a First Aid volunteer assisting at an event, a customer service officer selling a defibrillator, a trainer educating a First Aid class or an ambulance attendant moving a patient, everyone contributes to our purpose in their own important way.

We are blessed to have so many people devoted to the service of others through our mission.

In 2018 our Event Health Service volunteers attended 4,690 events across Victoria and treated 51,314 people – from those who simply needed a band-aid to the acutely ill.

The growing use of drugs at music festivals has required our highly-trained volunteers to provide more lifesaving interventions than ever before. Thanks to their fast response times and leading clinical practices, they saved 11 young lives at music festivals this year.

These incredible acts of service are seldom noted in the media. However, I would like to acknowledge them and say thank you – as I do to all our volunteers who, so tirelessly, keep our community safe.

In recognition of our superior capabilities and customer-centric

approach, St John Ambulance Victoria retained the First Aid service contract at Marvel Stadium for a further five years. In fact, we have resecured all our major venue contracts in the last two years.

In 2018 we enthusiastically supported Ambulance Victoria's GoodSAM app. More than 250 of our volunteers registered their willingness to attend to a person suffering from sudden cardiac arrest near them.

**Our other community programs also performed strongly this year, with the following notable achievements:**

- > We trained nearly 190,000 primary school children in First Aid free of charge through our First Aid in Schools program
- > We provided free CPR lessons to 14,000 people through our CPRLab program
- > We transported more than 1,000 vulnerable people to doctor's appointments or helped them get home through our Community Patient Transport Service (which we only recently launched in late 2017)

I extend my heartfelt appreciation to everyone who helped make these community programs possible.

Another highlight this year was the launch of our First Aid Action Hero game – a fun and engaging way for children to learn First Aid. In just a few weeks, more than 5,000 children around the world downloaded and played this free game. We hope it will give them confidence to help



Gordon Botwright

their friends or family in a medical emergency if ever needed.

This year we also continued our partnership with the Department of Health and Human Services by delivering nearly 400 subsidised defibrillators to Victorian sporting clubs. Each unit is a potential lifesaver for those communities. This milestone completed our initial commitment of 1,000 defibrillators. However, I'm pleased to confirm that the Department has extended the program by another 400 units.

The men and women of our transport services fulfil our mission to serve humanity daily. Our ever-caring Patient Transport team moved 26,374 people on behalf of Ambulance Victoria, Peninsula Health and St Vincent's Hospital. Meanwhile, our Deceased Persons Crew moved more than 7,500 deceased persons with dignity and compassion.

It's my honour to acknowledge the service of our volunteers. Our annual parade at Government House is one of the small ways we say thank you, and this year's event was exceptional.

I also congratulate everyone who was admitted and promoted in the Most Venerable Order of the Hospital of St John Jerusalem. The Investiture is an occasion rich in historic observance.

Another highlight this year was our inaugural First Aid Champion Awards. This event gave us the opportunity to acknowledge everyday Victorians who

have used their First Aid skills to save a life or help someone in need. The recipients' heart-warming stories were testimony to the importance of people being prepared to provide First Aid in the community. I look forward to this event growing in significance over the years to come.

In 2018 we were beneficiaries of a \$1.1M bequest from the estate of the late Jean Stewart – a long-time donor of St John Ambulance Victoria. We are thankful and humbled by her generosity. Thank you too, to our many other donors and supporters. Every gift and grant helps.

From a commercial perspective, 2018 required hard work and focus, and our revenue grew modestly by 6% to \$34M.

We are blessed to have so many people devoted to the service of others through our mission.

Accounting for 32% of total revenue, product sales was the standout with 7% growth on 2017. This was primarily driven by an increased demand for defibrillators – an encouraging indication that the message is finally spreading.

We trained 52,500 people in First Aid and experienced strong growth in our corporate onsite training. However, overall training numbers were down.

We continued to invest in a number of digital transformation projects which increased our costs as expected. Designed to help us become a more customer-centric organisation,

these projects will give our staff and volunteers the tools they need to become more effective and efficient.

This year we also reactivated our Chaplaincy Program – as we welcomed Reverend Jim Pilmer to the organisation. His vast experience working with the Police and other agencies has been a great benefit to us. Many of our volunteers and staff have found it easy to reach out to him for support thanks to his warm, approachable manner.

During the year the Board and Executive Team came together to work on the Strategic Plan 2019 – 2023. By the time this report is published, we'll have launched the plan with our staff and volunteers, as well as our business, government and community partners.

**Centred on our broad mission For the Service of Humanity, the plan has the following four priorities:**

1. Maximise our Community Health Contribution
2. Diversify our Commercial Activities
3. Deliver Person Centred Care
4. Inspire our People

We have made strong commitments within each priority, and these will be integrated into our future business plans. The Strategic Plan communicates an exciting vision and I encourage everyone to get behind us as we seek to have a greater impact on our community.

As always, I thank our Chairman Virginia Bourke for her enormous contribution and wise leadership. She is always available and responsive whenever we need her.

My appreciation also goes to all Board members who provide guidance, keep us accountable and give their time to make sure we are well governed and on purpose.

Lastly, it's a privilege to work with an Executive Team whose dedication to our mission is absolute. Thank you to each of you for your hard work, leadership and support.

Looking ahead, 2019 is set to be a year of growth and innovation.

To begin with, Ambulance Victoria has shown its confidence in our abilities as a Non-emergency Patient Transport provider by significantly increasing our workload under a new contract which begins in July. Ambulance services are in our blood, so it's stirring to see this part of our organisation grow.

We also plan to launch a new style of First Aid training in the coming year. By educating the public and our commercial customers in more creative and engaging ways, we believe they will be better equipped to assist others in a medical emergency.

Thanks to these and many more exciting initiatives we have planned, I am confident that 2019 will be a success in our Service of Humanity.

# Highlights



## January

- > Australia Day Honours awarded to Professor Jeffrey Rosenfeld AC and Professor George Braitberg AM
- > St John VIC place second at the National Youth First Aid Championships

## February

- > Barbara Davis awarded Victorian Premier's Volunteer Champions Award

## March

- > **30th:** St John supports the Good Friday Appeal with 916 hours of free coverage and CPR Lab training 406 on the day
- > Launch of free Defibrillators competition – giving away 5 Defibs to a business in need

## April

- > St John provides free ANZAC Day coverage at 70 events throughout the state

## May

- > NEPT celebrates 5 years of operations
- > **21st:** National Volunteer Week celebrations
- > **23rd:** St John attends the Work Health and Safety Show
- > **29th:** St John supports launch of GoodSAM with 250+ staff and volunteers registered
- > **31st:** Brian Cantlon inducted onto the Victorian Health Volunteers Honour Roll at the Minister for Health Volunteer Awards

## June

- > **14th:** Celebration of 135 years of St John Ambulance in Victoria
- > **22nd:** St John participates in Take Your Dog to Work Day
- > **25th:** New First Aid in Schools modules launched, giving children access to more knowledge and skills through the free program
- > Rev Jim Pilmer begins as St John Chaplain

## July

- > **26th:** Investiture saw 12 Members promoted or admitted to the Order of St John

## August

- > Christine Morrison and Maroondah Division awarded at the 2018 Deakin Community Awards

## September

- > **7th:** Inaugural First Aid Champion Awards
- > **10th:** Christine Morrison receives Victorian Premier's Volunteer Champions Award

## October

- > **11th:** Launch of First Aid Action Hero App
- > **30th:** New Geelong training venue at Kardinia Park

## November

- > Government House Volunteer awards
- > New Command Vehicle launches

## December

- > St John supports Carols by Candlelight with First Aid coverage

# Event Health Services

Event Health Services enjoyed steady growth in 2018, with increased community demand and volunteer participation. Although they faced more challenging cases than ever, our First Aid responders delivered the same high level of professionalism and care that St John has been known for – for over 135 years.



## Volunteer Performance

St John volunteers provided almost 130,000 hours towards Event Health Services in 2018.

This is a staggering level of commitment from the community – to the community.

They also undertook a record number of lifesaving intubations (12) and a substantial number of resuscitations (7) during the year.



**319,620**

Hours volunteered



**51,314**

People treated at events

## Volunteer membership growth

We received a strong number of volunteer applications this year and were delighted to appoint 179 new adult members. This growth will enhance our community impact next year.

Over the last 12 months, our number of credentialed health professionals grew by an impressive 27% – enhancing our pooled expertise and overall capacity.

	2018	2017
<b>Nurses</b>	140	123
<b>Paramedics</b>	36	27
<b>Doctors</b>	55	32
<b>TOTAL</b>	<b>231</b>	<b>182</b>



## Key contract achievements



### MELBOURNE STADIUMS LIMITED (OPERATORS OF MARVEL STADIUM)

Following a competitive tender process, St John won a 5-year extension as the sole Event Health Services provider for this iconic Melbourne venue.



### SOLE MOTIVE

This major event provider awarded us a 3-year contract extension.



### TOUGH MUDDER

St John was reappointed as the Event Health Services partner for this fast-growing Melbourne event after several years.



### VISION AUSTRALIA CAROLS BY CANDLELIGHT (SIDNEY MYER MUSIC BOWL)

St John was also reappointed for this landmark event after several years.



### BABYLON FESTIVAL

A new contract in 2017, St John was once again selected for the 2018 festival. Following exceptional results for the second year in a row, we're pleased to confirm we'll be back in 2019.



## More 2018 highlights



### GOODSAM APP

Indicative of our strong partnership with Ambulance Victoria, more than 250 St John volunteers and staff registered for the GoodSAM app in 2018. Our enthusiastic participation in this initiative is closely connected to our vision and directly linked to our 2019–2023 Strategic Plan – which outlines our commitment to improving sudden cardiac arrest survival rates.



### CHILDWISE ACCREDITATION

St John is close to being Childwise accredited thanks to the hard work of our People & Culture, Event Health Services and St John Youth teams.



### THOUGHT-LEADERSHIP

We continue to take an active leadership role in the First Aid and medical services industry. Several senior leaders presented at conferences throughout 2018, and in 2019 a number of volunteer members will present research papers for the first time in recent years.



### COMMUNITY TRANSPORT SERVICE

Led by our Event Health Services team, the St John Community Transport Service enjoyed strong growth in 2018. Offering an exciting new volunteering opportunity within St John, we expect this wonderful service to grow further in 2019.



### ePCR PORTAL

We delivered an enhanced ePCR portal which has been well received by customers.



## Voice of the Customer program

This year we launched our new 'Voice of the Customer' program.

Using a post-event survey, we are now drawing meaningful feedback from customers on their personal experiences with St John.

This data is already giving us a deeper insight into our customers and new ideas for how we can enhance our service. It's also allowing us to identify and acknowledge the strong performance of specific Event Health Services personnel.

## Revenue growth

During May to September 2018, St John deployed more volunteer and paid workforce hours – and achieved a higher overall revenue – compared to the same period last year.

This was due to a targeted strategy to increase opportunities over this traditionally quiet period.

# St John Youth

In 2018 we continued to engage young people (12–17 years) in our First Aid-oriented youth program. Designed to meet the future needs of our community and St John, this initiative contributes to our goal of saving lives through First Aid.

## Continual improvements

This year we introduced a new system to improve how we manage parent contact details, fee payments and health information for our youth members.

The new online platform is already improving internal efficiencies, health condition management and parent communication.

During the year, we also produced a new guide and resources to help our youth staff improve behaviour management and support the safe, positive participation of our youth members.



26

Divisions with Youth Programs



477

Members in Youth Programs



## Competition success

The year began with a great result at the National Youth First Aid Championships in South Australia. Victoria won the team event – and placed second overall.

Many of our members also participated in the State Youth First Aid Competitions in September.

## Developing our leaders

We conducted two leadership courses for our youth members this year – as well as a management course for our adult leaders.

This year's annual staff development day was also supplemented by an additional professional development session on behaviour management.

## Recognising an outstanding contributor

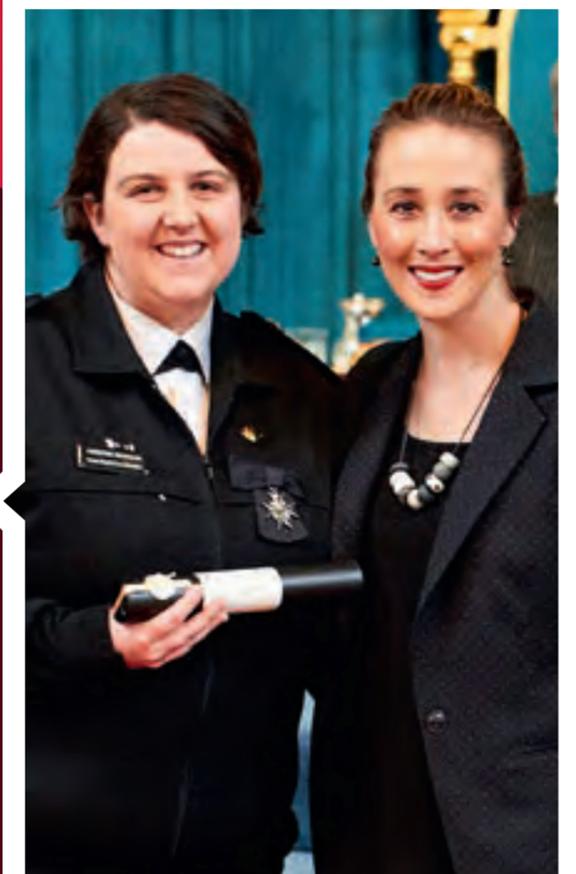
This year we were delighted to see Christine Morrison recognised for her outstanding contribution to the St John Youth program.

Christine received the 2018 Norma Bell National Youth Leader Award from the Australian Youth Advisory Network of St John Ambulance Australia. Chancellor Professor Mark Compton presented her with the award at the National Member Convention in Canberra.

Later in the year Christine also won a Service Award at the Victorian Premier's Volunteer Champions Awards.

Christine's contribution to the St John Youth program has allowed hundreds of young people to learn life-saving First Aid skills and realise their leadership potential.

Her work has had a lasting positive impact on shaping the lives of our young members.



# Fleet Capabilities

## Medical Assistance Team (MAT)

A static field hospital, consisting of doctors, paramedics and nurses with advanced equipment and capability to manage the widest variety and highest acuity of medical emergencies at an event.



**x1** FUSO Truck



**x1** Mercedes-Benz Sprinter Van



**x1** Toyota HiAce SLWB



## Bicycle Emergency Response Team (BERT)

St John First Responder Medics, equipped with a bicycle that enables rapid access to casualties across wide event areas.



**x1** Ford Transit



**x12** Bicycles



## Non-Emergency Patient Transport (NEPT)

Utilising GPS location tracking systems to monitor arrival times of patients, the vehicle features include specialist bariatric and dual stretcher equipment with high acuity complex patient capabilities.



**x22** Mercedes-Benz Sprinter



## Health Emergency Response Team (HERT)

Mobile crew of two (2) Health Professionals with advanced life saving equipment and medications to treat high acuity casualties.



**x7** Hyundai Santa Fe



## Deceased Persons Services

An appropriate OH&S Safe Systems of Work equipment including, but not limited to, personal protective clothing and related safety equipment, cleaning materials, lifting and manual handling equipment capable of transporting Deceased Persons, including bariatric cases. The Coroners Court Contract vehicles include the same GPS system as in the NEPT vehicles along with 0-4 degrees celsius refrigerated vehicles for long distance transport.

**x1** Vehicle with 4 berth configuration

**x2** Refrigerated vehicles with 2 berth configuration

**x4** Vehicles with 2 berth configuration



## Command + Communication Vehicles

- x1** Toyota Camry 
- x5** Hyundai i40 
- x7** Hyundai i30 
- x1** Mitsubishi Triton 
- x1** Mercedes Sprinter Comms Vehicle 
- x1** Mazda T3500 Bus 
- x1** Iveco Daily 70C Command Vehicle 

## Intra-event Patient Transport Buggies

- x3** 
- x1** 

## Mobile First Aid Posts

- x8** Mercedes-Benz Vito 

## 4WDs fitted with 1 Stretcher

- x6** Toyota Landcruiser 

## Mobile Single Stretcher First Aid Posts

- x54** Toyota HiAce SLWB 
- x4** Mercedes-Benz Sprinter 
- x1** Hyundai iLoad 

## Personnel Transportation Buses

- x2** Toyota HiAce 12 Seater Commuter Bus 

## CPR Lab

- x1** Mercedes-Benz ELWB Sprinter 

## Community Transport

- x2** Toyota Prius V 1.8 Hybrid CVT 

## Kit Servicing

- x2** Volkswagen Caddy 
- x1** Volkswagen Caddy Crewvan 



# Commercial Service Performance

Representing 54% of our total revenue in 2018, our product sales and training services continue to drive the financial success of our organisation.

## THESE INCLUDE THE:

- > Delivery of accredited and non-accredited First Aid and allied training courses online and offline (in workplaces and through St John training venues across the state)
- > Manufacture and supply of First Aid kits for homes and businesses, distributed directly to the public and via retail channels
- > Supply of health-related equipment including defibrillators, monitors and consumables

Thanks to these commercial services, St John remains in a strong long-term position to deliver and grow our vital community programs.



**26,374**

Patients moved through our Transport services



**52,587**

Victorians trained in First Aid

## Sales and business development

We are pleased to report that our Business Development team exceeded its sales targets for 2018.

### During the year we also implemented a number of changes, including:

- > Appointing a new sales manager who oversees the sales, call centre and kit servicing teams
- > Implementing Salesforce CRM

## Product sales

St John experienced solid growth in First Aid product sales in 2018, with a 7% increase on last year.

### Key highlights included:

- > The delivery, installation and training of defibrillators to 416 sporting clubs as part of our Department of Health and Human Services and Fisheries contracts (representing a 6% increase on 2017).
- > The insourcing of our manufacturing and warehousing operations which improved our efficiency and integrated logistics activities across our training and transport services.



## Training courses

We trained 52,587 people at workplaces and St John training venues in 2018.

Although this represents an overall decrease of 5% on 2017, our core public course performance was on par with last year. The decrease was due to a decline in our non-core course performance.

What's more, we saw 6.5% growth in our regional training participants.

In late 2017, we lost a major corporate customer, which has impacted the total number of people trained this year. If we were to

exclude this customer from last year's calculations, our corporate training numbers actually increased by 9.5% in 2018.

We also experienced strong growth in several courses, including Mental Health, Asthma and Anaphylaxis, and Child Care First Aid.

In 2019 we will continue to diversify our training offerings and invest in significant improvements to our delivery. This will ensure we continue to provide industry best-practice training and outcomes – and give participants confidence to use their First Aid skills in medical emergencies.

# Transport Services

Committed to growing this important community service in 2018, we are pleased to report that we moved 26,374 patients throughout the year – a 4% increase on 2017.

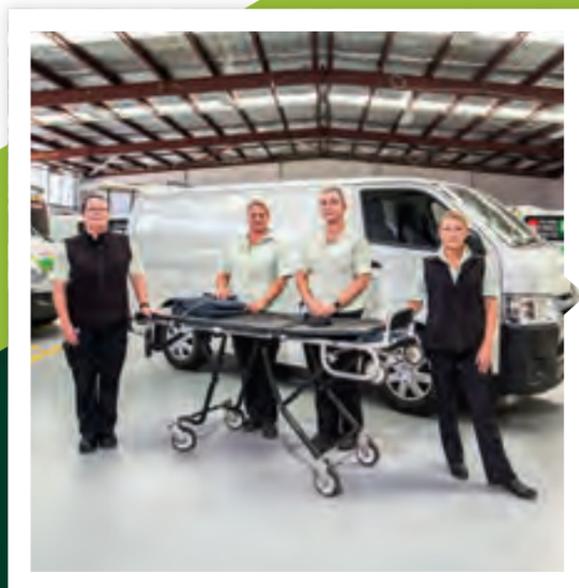


## Non-emergency Patient Transport

Our service levels continued to meet or exceed our clients' expectations.

A significant milestone this year was the success of our major tender submission for Ambulance Victoria. St John was awarded a significant increase in our workload, which will begin July 2019. As part of this new contract, our geographic footprint will extend to Geelong, Ballarat and western Melbourne.

This year we also delivered our Non-emergency Patient Transport course (Certificate III) to 21 participants.



## Coroners Court contract

Now in its third year, our Coroners Court contract remains integral to our mission: Service of Humanity.

This year we completed 4.9% fewer cases than 2017 (5.4% fewer in metro areas and 3.5% fewer in regional areas).

However, our on-time performance improved in 2018, which was at 92% for metro cases.

We also improved in regional areas, completing all cases on the same or next business day (unless otherwise requested). This was a solid increase on 2017, where we completed 4% of cases the next business day plus one.

## Fundraising, Grants, Trusts and Bequests

St John Ambulance Victoria is grateful to the many individuals, community groups, foundations and organisations who support our work.

Many donors have been giving to our organisation for over 20 years. They make such a difference to our work, helping to continually train and equip our volunteers and grow our community programs.

This year the late Jean Stewart left an incredible gift in her Will to support our volunteers. This was the largest bequest we have ever received – and it will make a significant difference to our organisation for many years. That said, we appreciate every Gift in Will, all of which enable us to continue saving lives.

We are also proud to acknowledge the Ken and Rosie Day Foundation for their generosity this year. They made a

generous contribution to our First Aid in Schools program and our new First Aid Action Hero app.

We implemented two direct mail appeals. Our Tax Appeal featured Sam and Connor who saved their mum's life

after attending our First Aid in Schools program – and our Christmas Appeal featured Sharon Carpenter, a long-serving St John volunteer.

Late 2018 also saw the launch of our first Regular Giving Appeal, a critical component of our fundraising growth plans in the years to come.

Finally, our Grant Program remains the backbone of our fundraising strategy. During the year we received 23 grants from various philanthropic and government bodies. These grants funded equipment and volunteer vehicles – and enabled us to reach more primary school students through our First Aid in Schools program.

... we appreciate every Gift in Will, all of which enable us to continue saving lives.



# Community Programs

At the heart of our mission, educating and empowering the community with first aid knowledge and the skills to save a life is an important part of our work.



## Our thriving flagship program: First Aid in Schools

Now in its sixth year, First Aid in Schools reached new heights in 2018 – connecting the community with our mission more strongly than ever before.

From Portland to Mildura to Sale, our passionate presenters delivered training at schools across Victoria to a record 188,399 primary students throughout the year (just shy of our 200,000 target).

This year we recognised the need to evolve and expand our program to reflect changing community needs. Specifically, we have now branched out beyond the formative DRSABC modules to include Anaphylaxis, Asthma, Cuts and Grazes, Bites and Stings, and Burns.

We held an official media launch for our program expansion at Port Melbourne Primary School in June, where a staggering number of students (more than 35) suffer from anaphylaxis or a severe allergy.

Students and teachers across the state have already shared their positive feedback on these changes. This has spurred us to further innovate and adapt First Aid in Schools in 2019 and beyond – a critical requirement for any program to thrive.

During 2018 we also delivered the program to special developmental schools for the first time in several years. This truly ties us to our mission in the service of humanity, which does not discriminate.

Thank you to the many people involved in delivering our flagship program. We are very proud of your hard work and dedication.

We look forward to First Aid in Schools progressing even further in 2019 – and hearing more stories of little heroes like the ones on the opposite page.



This year we recognised the need to evolve and expand our program to reflect changing community needs.

## Sam and Connor Algie

Sam and Connor, aged 10 and 8, completed our First Aid in Schools program at Miners Rest Primary School early 2018.

That's why they knew exactly what to do when their mum Sarah suddenly collapsed to the kitchen floor a few weeks later.

Staying calm, Sam rang Triple Zero immediately – and together the brothers checked for signs of breathing before moving their mum into the recovery position. Connor then waited outside for the ambulance while Sam stayed to monitor her condition.

Sarah was taken to hospital in the ambulance and has since made a full recovery. The brothers continue to practise their First Aid skills at home with their mum.



## Annalise Vella

A couple of weeks after 12-year-old Annalise completed the First Aid in Schools program at Mackellar Primary School in Delahey, her dad Rodney accidentally sliced his arm in a grinder.

Alone in the shed at the time, Rodney passed out and lost lots of blood.

Almost 90 minutes later, Annalise saw her dad and immediately sprang into action.

She called for an ambulance within seconds, before placing him into the recovery position. What's more, she remained calm throughout the entire ordeal.

Rodney believes he wouldn't be alive today if it wasn't for his daughter. Although he may not get full movement back in his hand, he is recovering extremely well.

## Supporting our mission with a strong brand

With a rich 135-year history, St John has an enviable reputation within the Victorian community.

We strive to uphold trust in everything we do so that people continue to turn to us with confidence at their most vulnerable times.

By spreading the message through PR, social media, videos and more, our marketing team is successfully driving awareness of our strong customer focus, humanitarian approach and greater purpose.

New initiatives in 2019 will cement our position as a trusted charity and brand of choice for a myriad of community, business and government organisations.

## A world of opportunity: First Aid Action Hero app

Following 18 months of development and prototype user testing, we officially launched our First Aid Action Hero app in October 2018.

A fun and interactive children's game, the app complements our First Aid in Schools program – allowing us to engage countless more children with basic First Aid knowledge and confidence.

By the end of the year, a pleasing 5,379 users downloaded the game.

That means thousands more children all over the world (from the Philippines, Brazil, South Africa and more) now know how to check breathing, place someone in the recovery position and call for help.

An important contribution to our mission, the app is free and available from the Apple and Google Play stores.

We're planning more innovations to the app in 2019 to keep the game current and engaging.



**5379**

Downloads of the First Aid Action Hero App



**13,931**

people CPR trained for free



## A community life force: CPR Lab

After only three years of operation, CPR Lab taught a total of 13,931 people CPR in 2018 – which is an incredible feat.

Present at all types of events, from the Grand Prix to Good Friday Appeal, CPR Lab has successfully spread the St John message beyond those who have been formally trained.

The program has become a community life force and a public symbol of St John.

We now receive regular demand from event organisers and venues of all types – especially shopping centres including Westfield.

Throughout 2018 we set out to travel far and wide to support regional areas, where cardiac arrest survival rates are at their lowest and CPR knowledge is most needed.

Our trainers travelled to Warrnambool, Tatura, Shepparton, Geelong and Wodonga as part of our inaugural 'Rural Roadshow'.

This year we also trialled defibrillator demonstrations alongside our CPR demonstrations. This was in direct response to our goal of ensuring that 50% of cardiac arrest patients in Victoria receive defibrillation. We'll continue to communicate the importance of defibrillators to all CPR Lab visitors in 2019.



The program has become a community life force and a public symbol of St John.



# Celebrating our unsung heroes:

## FIRST AID+ Champion AWARDS

This year St John launched the inaugural First Aid Champion Awards.

These awards present a new and unique opportunity for Victorians to honour unsung heroes – including colleagues, classmates, friends and family members – who have changed or saved a life by using their First Aid skills.

After receiving many strong nominations, we awarded the following worthy winners for their incredible acts of First Aid at our ceremony on Friday 7 September 2018.



### Victorian First Aid Champion (Overall Winner)

**KIRRA WALKER (19), ROMSEY**

Just after completing a First Aid training course with St John, Kirra helped four people in life-threatening situations.

Incredibly, all four incidents were unrelated, and occurred over a two-day period.

Kirra performed CPR on her best friend while waiting for an ambulance. She assisted two women having seizures in separate incidents – and also helped a woman in shock following a car accident.



### Junior First Aid Champion (Under 12)

**SIENNA VULIN (11), BEACONSFIELD**

Sienna assisted her mother who collapsed after suffering a stroke one morning.

Calm the entire time, Sienna called Triple Zero, ensured their large dog was put away, opened the gates for the ambulance – and looked after her younger brother throughout the ordeal.



### Youth First Aid Champion (Under 18)

**ANGUS MANSON (18), NEWRY**

Angus was staying with his grandmother Fay one weekend when he heard her coughing and spluttering in the kitchen.

He soon realised she was choking, gagging and becoming anxious. So he quickly jumped into action.

Having completed First Aid training two weeks earlier, Angus performed several airway clearance back blows. This dislodged the peppermint immediately – and saved his grandmother's life.

### School First Aid Champion

**FATIMA TAWIL & RAYANNE EL HOULI, TRUGANINA**

Co-workers and sisters, Fatima and Rayanne helped a student with epilepsy after he bumped his head and suffered a seizure.

Fatima placed the boy into the recovery position while Rayanne came over to assist, helping to control the crowd and calm the other children.



### Workplace First Aid Champion

**JULIET BUTLER, PAKENHAM**

Juliet administered CPR for 12 minutes on a collapsed female at her Community Centre workplace before paramedics arrived.

Thanks to Juliet's quick thinking and immediate action, the woman survived. The CPR saved her life.

We're told that the woman is now in excellent health and continues to visit the centre each week to attend her community group.

Juliet completes CPR training every year with St John.



### Community First Aid Champion

**ANDY NOTT (19), GLEN IRIS**

While jet skiing one afternoon, Andy noticed a capsized boat and quickly sped over.

To his shock, Andy saw a 9-year old boy trapped under the boat. Without hesitation, he placed him on his jet ski and took him to a nearby boat ramp. From there he instructed bystanders to call Triple Zero and performed CPR for almost 30 minutes.

The child made a full recovery with no apparent hypoxic brain damage.



# People and Culture

ENGAGE – EDUCATE – EMPOWER



## Diversity and gender equality

St John Ambulance Victoria fosters an inclusive and equitable work environment for all.

We believe diversity drives innovation – and seek to build a culture where difference is valued. That's why we celebrate multiple approaches and perspectives at every opportunity.

Our skilled, compassionate volunteers and employees comprise of people with different backgrounds and experiences. These include age, gender identity, disability, ethnicity, marital and family status, religious or cultural background and sexual orientation.

In 2018 St John supported the Midsumma Pride March and Multicultural Food Day.

We are also proud of our strong gender balance, where females represent:

- > 63% of our volunteer membership (45% of whom are in leadership roles)
- > 53% of our employee workforce (42% of whom are in leadership roles)

St John reports to the Workforce Gender Equality Agency (WGEA) annually and was compliant with the Workplace Gender Equality Act 2012 for the 2017/2018 period.



## Volunteer and staff engagement



### INSIGHT

Our People & Culture Engagement Strategy in 2018 focused on offsite employees and enhanced volunteer connection.

A key component of this strategy was our 'Why' program. This program provided insight into why our volunteers choose St John – and what ignites their passion for our brand.

This year we also ran a staff survey and geographically-based focus groups to determine staff satisfaction areas and opportunities for enriching the employee experience.



### NEW AND IMPROVED INITIATIVES

In 2018 we supported a number of initiatives across the organisation to promote wellness, job satisfaction and happiness in the workplace.

#### These included:

- > Online enhancement of the FISH! program
- > 'Empower Hour' sessions that covered topics including Mental Health and Financial Skills
- > An Employee Assistance Program
- > A pastoral care program (with the appointment of a State Chaplain)
- > Onsite yoga and massages
- > A mindfulness meditation app
- > 'Take Your Dog to Work Day' program



### LEADERSHIP PROGRAM

The 2018 St John Leadership and Future Leaders Program emphasised:

- > Mentoring and coaching
- > Building leadership capacity
- > Developing resilience within changing work environments
- > Creating and contributing to psychological safety within teams and work environments

Our vision statement for this program was 'Care, Connect, Inspire'. This culminated in peer-to-peer presentations that gave participants the opportunity to consolidate and present the information they absorbed during the year.



### TEAM BUILDING

St John entered the Police and Emergency Services Games, which was a fantastic team bonding experience.

We competed in Table Tennis, Badminton, Soccer, Beach Volleyball and Athletics – and walked away with four gold medals in Athletics and a silver in Table Tennis.



### STAFF RECOGNITION

At the end of 2018, People & Culture recognised a number of valued staff members with our Staff Excellence Awards. These awards celebrated individuals who made an outstanding contribution in customer service, continuous improvement and promoting positive behaviours in our organisation.

Key awards this year included Innovation, Customer Centricity, FISH! (Play, Make their Day, Choose your Attitude, Be There), Our Why and Safety Super Hero.



## Child Safety Certification

St John is working towards becoming certified as a Child Safe organisation in 2019.

This milestone will position us as a leader in Child Safety and Wellbeing, and instil the community with confidence that every child in our care is physically and psychologically safe.

Throughout 2018, our Child Safety Certification Working Group Committee made progress on a range of operations and programs. These covered policy, procedures, consultation, recruitment, supervision and performance management, training and induction.



## Health and wellbeing (commercial)

This year St John embarked on a new service offering: influenza vaccinations in the workplace.

Introduced on the back of the deadly 2017 Australian influenza season, this new initiative is in direct response to increasing customer and community demand.

Also integral to our ongoing health and wellbeing growth strategy, this program helped to protect our customers – and prevent influenza outbreaks in their workplaces and communities throughout 2018.

As part of this service, we provided simple online appointment scheduling and a professionally-trained nursing team who attended workplaces across Victoria.

## Work health and safety

St John introduced a number of safety initiatives in 2018.

One standout was our 'Make a Pact with Safety' campaign, which is part of our ongoing St John Safety Superhero series. This incorporated 'Make a Pact with Ergonomics' as well as 'Make a Pact with Psychological Safety' –

a crucial factor in creating a safe and healthy workplace at St John.

This year we also promoted strategies to educate our people on how to alleviate stress and prevent mental illness. Plus, in our effort to ensure our people feel

supported, we promoted the importance of 'checking in' with colleagues to ensure they are 'OK'.

# State Chaplain's Report

Having been appointed State Chaplain on 29th June 2018 my short time with St John has been primarily spent on orientation, learning about the many aspects of the organisation's work and observing the diverse roles performed within it.



Rev Jim Pilmer PSM

My role includes that of chaplain to the Order of St John, with some ceremonial responsibilities, and to St John Ambulance. Prior to my appointment I was privileged to gain some small insight into the wider Australian picture by attending the St John National Convention in Canberra in May 2018.

The early weeks in the role involved briefly addressing the Event Health Services Conference, visiting the State Training Centre, completing a shift as an observer with a Patient Transport crew and attending the Manikato Stakes twilight meeting at Mooney Valley, ostensibly to observe procedures and meet the St John volunteers on duty. I participated in the annual Order of St John service at St Paul's Cathedral in June and represented the Sub Prelate, Bishop Richard Hurford, at a national Priory meeting in Melbourne in November.

A particular focus of my work has been to make weekly

visits to the Transport Branch and the Coronial Services team in particular. This has led to working with Ms Kelly Hartley (People and Culture Engagement Co-ordinator) on the production of a set of guidelines relating to religious

The overall role of the chaplain is to provide pastoral care and spiritual support to St John staff, volunteers and Order members on a 24/7 basis...

customs and expectations at the time of a death and the potential grief reactions which may be encountered by staff when attending the homes or scenes of deceased people of various Faith backgrounds and cultures.

In December I gave a presentation to Peer Support Co-ordinators on the topic of spiritual support after traumatic events. Increasing my contact with Peer Support members is a priority for 2019.

The overall role of the chaplain is to provide pastoral care and spiritual support to St John staff, volunteers and Order members on a 24/7 basis, regardless of background. The demand for counselling is beginning to grow and it's encouraging to see that some have felt able to approach me with work issues or personal problems. I would like to emphasise that such contacts or visits are totally confidential, usually quite informal, and can be made out of office hours. Informal phone support is also available.

I am most appreciative of the warm welcome I have received as I have begun to explore the *St John family*. I look forward to deepening that relationship in the year ahead.



# Order Affairs

A key focus of the Order Affairs Committee during 2018 has been building strategies to further engage Order members in the work and mission of St John Victoria. We look forward to releasing a new program in 2019 to support this.

## Investiture

The Investiture was held at Government House in Melbourne on Thursday 26 July 2018.

At the event, Professor Mark Compton AM GCStJ (Chancellor of St John Ambulance Australia) presented insignia to 12 members who were admitted to or promoted in the Order.

On this occasion, Her Excellency the Honourable Linda Dessau AC DStJ, Governor of Victoria, was represented by her husband Mr Anthony Howard AM QC.



**12**

Members admitted to the Order



**467**

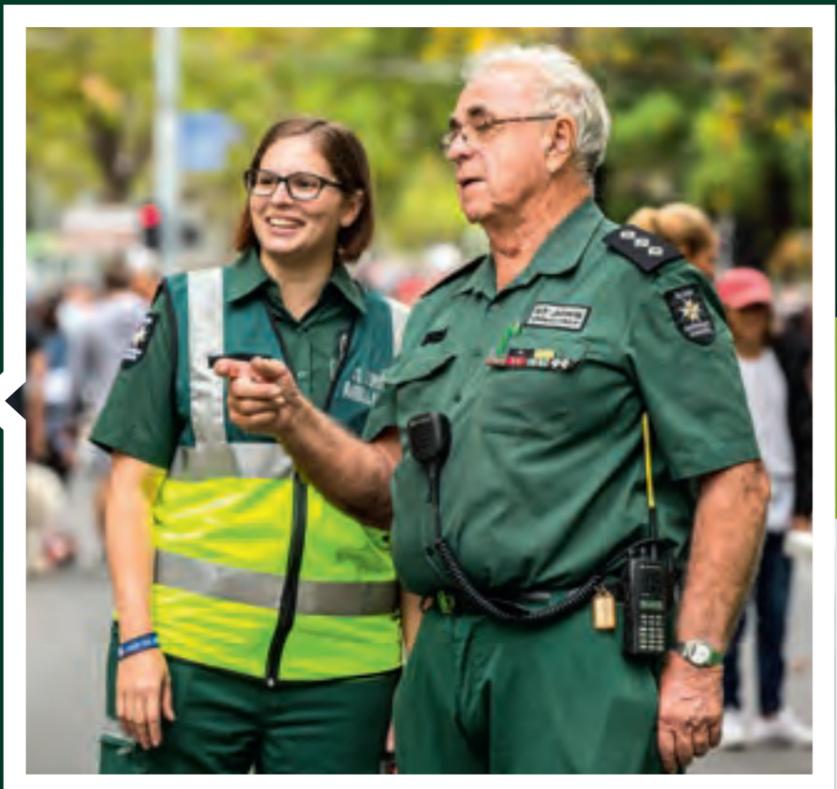
Members of the Order

## Annual Church Parade and Service

On Sunday 24 June 2018, the feast day of St John the Baptist, the annual Church Parade and Service for Members of the Order of St John were held at St Paul's Cathedral in Melbourne.

The Dean of Melbourne, the Very Rev Dr Andreas Loewe OStJ officiated the service, and the Precentor, Rev Canon Heather Patacca MStJ, delivered a wonderful sermon.

It was pleasing to see a number of St John volunteers also support this special occasion.



## Annual Dinner

The Annual Dinner for Victorian members of the Order was held on Saturday 8 September 2018 at the William Angliss Institute in Melbourne.

As guest speaker, Associate Professor Tony Walker ASM (CEO of Ambulance Victoria) spoke on recent developments in pre-hospital emergency care.

# Victorian Members of the Order



## For Promotion to Knight

Mr Brian Cantlon MBE, KStJ

## For Promotion to Commander

Mr Michael Connelly CStJ  
Mr Robert Wilson CStJ

## For Promotion to Officer

Mr Alistair Dunn OStJ

## For Admission as Member

Mr Ashely Bear MStJ	Mr Ryan Jacobsen MStJ
Mr Jack Boessler MStJ	Ms Robyn Jones MStJ
Ms Anita Christini MStJ	Ms Claire Moore MStJ
Dr Daniel Compton MStJ	Mr Phillip Pritchett MStJ
Mr George Hetrel MStJ	Mr Coling Pumpa MStJ
Mrs Patricia Hetrel MStJ	Ms Petra Reynolds MStJ

## Vale

Maj Gen Francis Poke AO, RFD, ED, KStJ  
Mr Francis Kuffer OAM, OStJ  
Mr Stuart McEwan OStJ  
Mr Peter Oakley MStJ  
Mr Robert Wallace MStJ



# The most Venerable Order of the Hospital of St John Jerusalem

## Knights of Justice

The Right Reverend  
Dr. Peter Hollingworth  
AC, OBE, KStJ  
Dr Iain Nicolson KStJ

## Knights and Dames of Grace

Her Excellency  
Linda Dessau AC, DStJ  
Miss Dorothy Bache DStJ  
Mr Richard Bluck  
AM, RFD, KStJ  
Dr Edward Brentnall  
MBE, OAM KStJ  
Mr Peter Burke KStJ  
Mr Brian Cantlon MBE, KStJ  
Mrs Elizabeth Chernov DStJ  
The Honourable  
Alex Chernov AC, QC, KStJ  
Lady Anna Cowen DStJ  
Mr John F. Crennan KStJ  
Mr Frederick Davidson  
AM, KStJ  
Mrs Barbara Davis DStJ  
Mrs Janice de Kretser DStJ  
Professor David de Kretser  
AO, KStJ  
Mr Wayne Deakes KStJ  
Mr William Foley KStJ  
Mrs Lorraine Glover DStJ  
The Honourable Sir James

Gobbo KG, AK, GCMG  
GCVO, KBE, PC, QC, KStJ  
Mr Stewart Granger  
BEM, KStJ  
Mrs. Kathleen Ann  
Hollingworth DStJ  
Mrs Lynne Landy DStJ  
Mr John Landy  
AC, MBE, KStJ  
Mr Ashley (Edgar) Mason KStJ  
Dr Allan (James) Mawdsley  
OAM, KStJ  
Mrs Joan Patterson  
OAM, DStJ  
Professor Jeffrey Rosenfeld,  
AM, OBE, KStJ  
Mrs Margaret Switzer DStJ

## Chaplains

The Most Reverend  
Philip Freier ChStJ  
Very Reverend  
David Richardson ChStJ

## Commanders

A/Professor Brett Aimers CStJ  
A/Professor Francis Archer,  
OAM, CStJ  
Mrs Gladys Blackstock CStJ  
Dr John Byrne CStJ  
Mrs Janet Calvert-Jones  
AO, CStJ  
Mrs Merle Carey CStJ  
Ms Dawn Cochrane CStJ  
Mr Michael Connelly CStJ  
Mr Robert Correa CStJ  
Mr Peter Cudlipp CStJ

Mr Jerome Currie CStJ  
Mr Charles Curwen  
CVO, OBE, CStJ  
Dr Alan S. Davis CStJ  
Mr Neil Dine JP, CStJ  
Mr Timothy Duncan CStJ  
Mr Justin Dunlop ASM, CStJ  
Mr Alan Eade ASM, CStJ  
Mrs Gloria Flatt CStJ  
Mrs Beryl Granger CStJ  
Mr Benjamin Gronow CStJ  
Mr James Humphrey CStJ  
Mr John Ireland CStJ  
Mr George Jackson CStJ  
Mr Gavan Keane CStJ  
Mr Bruce Kidney CStJ  
Dr Peter Leffler CStJ  
Mr William Mackieson CStJ  
Mr Alan Marshall CStJ  
Mr John Marshall CStJ  
Mrs June McRae CStJ  
Mr Sinclair Miller  
AO, LVO, QPM, CStJ  
Mr Peter Neylon CStJ  
Mr Anthony Oxford  
ASM, OAM, CStJ  
Mr Cameron Oxley CStJ  
Mrs Julia Penaluna CStJ  
Mr Max Penaluna CStJ  
Mr Maxwell Phelan CStJ  
Mr Ian Rogers ASM CStJ  
Mr Michael Sellar CStJ  
Mrs Grace Shaw CStJ  
Lady Valery Stephen CStJ  
Mrs Deborah Taylor CStJ  
Mrs Correne Wassertheil CStJ

Mr Alan Williams CStJ  
Mr Robert Wilson CStJ

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Dr Robyn Anker OStJ  
Miss Kristy Austin OStJ  
Mrs Judy Bacon OStJ  
Mr Anthony Baker OStJ  
Mr Carl Barnard OStJ  
Mrs Betty Barned OStJ  
Sister Joan Batson OStJ  
Mr Lindsay Bent OStJ  
Mrs Margaret Briggs OStJ  
Ms Kathleen Buick OStJ  
Ms Virginia Bourke OStJ  
Mrs Lynne Burgess OStJ  
Dr Mark Burton OStJ  
Ms Tania Canidisech OStJ  
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Mr Pierra Guillemin OSTJ  
Mrs Cynthia Gurner  
OAM, OSTJ  
Mr Ross Harlock OSTJ  
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Mr Christopher Huggins OSTJ  
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Miss Alva Lamprell OSTJ  
Mr Harry Larchin OSTJ  
The Very Revd  
Dr Andreas Loewe OSTJ  
Mr Kevin Lomas OSTJ  
Dr Colin N Luth OSTJ  
Mrs Judith Mackieson OSTJ  
Mr James Mays OSTJ  
Mrs Lily McDonald OSTJ  
Mr Kenneth McDougall OSTJ  
Mr Scott McMurtrie OSTJ  
Mr Laurence McQuade OSTJ  
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Mr Leslie Parkinson OSTJ  
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Mr Anthony Smith OSTJ  
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Mr Leo Van Der Toorren  
PSM, OSTJ  
Mr Henry Van Ginkel OSTJ  
Dr Geoffrey Vaughan OSTJ  
Mr Leslie Vearing OSTJ  
Mrs Evelyn Warner OSTJ  
Dr Sherrie Wentworth OSTJ  
Ms Mary Wilkinson OSTJ  
Miss Daphne Womersley OSTJ  
Mrs Loris Zaal OSTJ

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Mr Stephen Aitken MStJ  
Mr Neil Akers MStJ  
Mr Ben Allan MStJ  
Mr Aaron Altonhof MStJ  
Mr Peter Altonhof MStJ  
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Mrs Amy Anderson MStJ  
Mr Keith M. Anker MStJ  
Mr Edward Bahn MStJ  
Mr David Bannister MStJ  
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Mr John Barton MStJ  
Mr Malcolm Beal MStJ  
Mr Ashley Bear MStJ  
Mrs Kay Bell MStJ  
Miss Heather Blackman MStJ  
Mr Paul Blaich MStJ  
Mr Jack Boessler MStJ  
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Mr Frederick Brown MStJ  
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Mrs Joy Burnell MStJ

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Mr Paul Burton MStJ  
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Mr David Evans MStJ  
Mr Graham Fary MStJ  
Dr Rodney Fawcett MStJ  
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Mr James Kennedy MStJ  
Mrs Constance Kennedy MStJ  
Mr Brenton Key MStJ  
Dr Elizabeth Killoh MStJ  
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Ms Amy Kwik MStJ  
Ms Fay Langstaff MStJ  
Ms Heather Lavery MStJ  
Mr Ian Lawrence MStJ  
Ms Barbara Jane Lean MStJ  
Mrs Margaret Ledley MStJ

Mr Han-Wei Lee MStJ  
Mr Trevor Lemke MStJ  
Mr Richard Lodder MStJ  
Arch Dec. Frank Lowe MStJ  
Miss Georgina Luckman MStJ  
Mr Frederick Luke MStJ  
Dr Howard Marks MStJ  
Ms Angela Marroncelli MStJ  
Mr Andy Marshall MStJ  
Mr Kenneth Marshall MStJ  
Mr Francis John Mason MStJ  
Mrs Gwendoline Mathieson  
MStJ  
Ms Bridget Maxwell MStJ  
Dr James McCusker MStJ  
Mrs Lily McDonald MStJ  
Mr Andrew McDonell  
ASM, MStJ  
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Mr Ian McPherson MStJ  
Mr Ronald McTaggart MStJ  
Dr Hugh Melville MStJ  
Dr Lachlan Miles MStJ  
Mr Peter Mill OAM MStJ  
Miss Helen Miller MStJ  
Mr Robert Miller MStJ  
Mr Robert Milliken MStJ  
Mr Domenico Misale MStJ  
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Miss Christine Morrison MStJ  
Mrs Shirley Moxon MStJ  
Mr Gordon Muir MStJ

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OAM, MStJ  
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Mrs Jaime Oxford-Nadin MStJ  
Mr Symeon Panayiotou MStJ  
Ms Marie Parker MStJ  
Reverend Canon Heather  
Patacca MStJ  
Mr Nigel Patience MStJ  
Dr Emma Patterson MStJ  
Ms Ann Payne MStJ  
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Mr Daniel Petrotta MStJ  
Mrs Beverley Phillips MStJ  
Mr Rodney Phillips MStJ  
Mr Donald Pickens MStJ  
Mrs Catherine Polinelli MStJ  
Mr Jeffrey Priest MStJ  
Mr David Priestley MStJ  
Mr Darron Pritchett MStJ  
Mr Phillip Pritchett MStJ  
Mr Colin Pumpa MStJ  
Dr David Quin MStJ  
Mr Dale Quinn MStJ  
Mrs Yvonne Radcliffe MStJ  
Mr Ian Ramsdale MStJ  
Miss Edith Rawson MStJ  
Mr Michael Ray MStJ  
Ms Petra Reynolds MStJ  
Mr Graeme Robinson MStJ  
Dr Charles Roseby MStJ  
Mrs Julie Rubira MStJ  
Mrs Michelle Ruemmler MStJ  
Mr Graham Ryan MStJ  
Mr Peter Ryan MStJ  
Mrs Maree Salter MStJ  
Mr Peter Sambell MStJ  
Mr Cary Sandell MStJ  
Mr Daniel Sefton MStJ  
Mr Kenneth Shields MStJ  
Mrs Margaret Shine MStJ  
Mr Harold Simberg MStJ  
Ms Jessica Simpson MStJ  
Mrs Kathleen Simpson MStJ  
Mr Russell Sincock MStJ

Mrs Martha Smith MStJ  
Mr Peter Smith MStJ  
Ms Wendy Smith MStJ  
Dr Eugene Spangaro MStJ  
Ms Bernadette Sparkes MStJ  
Mr William Spinks MStJ  
Mrs Margaret Spinks MStJ  
Mr Charles Spiteri MStJ  
Mr Lyle Spokes MStJ  
Mrs Edith Spoons MStJ  
Mrs Theresa Sprekos MStJ  
Mrs Lillian Stephens MStJ  
Miss Nellie Stephenson MStJ  
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Mr Paul Symmons MStJ  
Mrs Sharon Taucher MStJ  
Ms Catherine Taylor MStJ  
Mr John Teague MStJ  
Mrs Patricia Thompson MStJ  
Mr Bruce Trappett MStJ  
Mrs Barbara Trimnell MStJ  
Mr Harry Turner MStJ  
The Very Reverend Dennis  
Arnold Van Derwolf MStJ  
Dr Matthew Waixel MStJ  
Mrs Heather Waldron MStJ  
Ms Erin Wallace MStJ  
Mrs Eveline Walters MStJ  
Mr Kevin Wanstall MStJ  
Mr Andrew Wassertheil MStJ  
Sister Winifred Watts MStJ  
Mrs Ida Webster MStJ  
Mr Neil West MStJ  
Dr Robert West MStJ  
Dr Leslie Wheeler MStJ  
Mr Donald White MStJ  
Mr Mark White MStJ  
Mr Greg Williamson MStJ  
Mr Keith Wilson MStJ  
Mr Greg Wilton MStJ  
Mr Claus Peter Winckler MStJ  
Mr John A. Wiseman MStJ  
Dr John F. Wiseman MStJ  
Ms Michelle Wos MStJ  
Mr Donald Wright MStJ  
Mrs Kathleen Wright MStJ  
Mr Gary Wyatt MStJ  
Mrs Sheila Wylie MStJ  
Dr James Xavier MStJ  
Mr Rodney Young MStJ



# Honours and Awards

## Laurel Leaf

**REPRESENTING  
52 YEARS SERVICE**

Mr Michael Sellar  
Mr Henry Van Ginkel

## 4th Gilt BAR

**REPRESENTING  
47 YEARS SERVICE**

Mr Michael Connelly  
Mr James Mays

## 3rd Gilt BAR

**REPRESENTING  
42 YEARS SERVICE**

Ms Margaret Dart  
Mr Alan Marshall  
Ms Gwen Neylon  
Ms Deborah Taylor

## 2nd Gilt BAR

**REPRESENTING  
37 YEARS SERVICE**

Mr Robert Correa  
Mr Laurie McQuade  
Mr Grant Parker  
Mrs Ann Payne  
Mr Lindsay Tremethick

## 1st Gilt BAR

**REPRESENTING  
32 YEARS SERVICE**

Mr Scott Humphrey  
Mrs Shirley Moon  
Mrs Ann Payne  
Mr David Rose  
Ms Robyn Stone  
Mr Douglas Ware

## 2nd BAR

**REPRESENTING  
22 YEARS SERVICE**

Ms Kay Bell  
Ms Vicky Evans  
Mr Graham Fary  
Ms Susan Fayers  
Mr John Golino  
Mr Jay Hateley  
Mr Joseph Lambourn  
Ms Ke Li  
Ms Janene McCahon  
Mr Domenic Misale  
Mr Jeffrey Priest  
Mr Phillip Pritchett

## 1st BAR

**REPRESENTING  
17 YEARS SERVICE**

Ms Lindsey Booth  
Miss Tania Canidisech  
Ms Kerry Gouldson  
Mr John Piscopo  
Rr James Xavier

## 12-Year Long Service Medal

Mrs Chennell Allan  
Mr Daniel Beattie  
Ms Hayley Birch  
Mr Paul Blaich  
Mr Tak Chan  
Mr Andrew Graham  
Mr Ben Gorrie  
Ms Jen Heywood  
Late Mr Christopher Hoeboer  
Mr Brad Kast  
Miss Heather Lavery

Mr Ben Longden  
Mr Brendan McLaren  
Mr Norman McWilliam  
Mrs Jeanne Porter  
Mr Krishna Rajendram  
Mr Dean Reading  
Ms Christine Reynolds  
Mr Simon Singer  
Mr Michael Smith  
Mr Rhys Webb  
Mr Greg Williamson

## Grand Prior's Award

Miss Susan Alex  
Mr Ammar Haque  
Miss Sabriah Peterson  
Miss Carine Wessels  
Mr Isaac Winzer  
Mr Raphael Yip

## 1000 Hours Certificate

Mr Thomas Marcus

## Silver Commendation

Mrs Deborah Taylor CSTJ

# Thank You



I recently completed the two day first aid training at King St in Melbourne. This is the second time I've chosen to attend this particular training and location, and after years of doing various first aid courses, this is definitely my first preference. Jo, the trainer, is down to earth and practical, and keeps you interested and engaged for the full two days. I finished feeling confident that my first aid skills are fully refreshed and up to date, and I will have the ability to respond appropriately in a crisis situation. Thanks Jo (and the team @ St Johns Victoria).

– Lana Blue



Fred was a delight! He went above and beyond to make me feel safe, secure and comfortable. A gold star from me!

– Teresa



The students were engaged and loved the presentation. They looked forward to participating and learning about First Aid. Thank you so much Kerry. We will definitely book again for 2019.

**– Sonia Dunne,  
The Currajong School**



The presenter (Matt) was very engaging with the students. He related to them quickly and spoke with them at their age level, making sure he changed how he presented for the different age groups. He was extremely knowledgeable and was sure to pass this on to the students. The use of an iPad to support what was discussed was a great way to break up the session. All teachers at our school were very impressed with the sessions presented.

**– Erin Lewis, Dimboola Primary School**



Just want to say a massive thank you to the St John Ambulance workers who worked last night at I Am Hardstyle at Festival Hall (inside the actual venue) - towards the end of the night I was having major issues with asthma and you helped me multiple times within an hour and avoided me having a full asthma attack. Not only were you helpful, you were also friendly and really patient.

**– Ebony Elise**



Yesterday I was at St Kilda Fest and my friend went to first aid with a head bump and a panic attack. Your workers did such a good job to calm her down and I was very impressed. Thank you so much and keep up the amazing work you guys are doing.

**– Maddie Heffernan**



I attended CPR training this morning in Warrnambool. Tom the instructor was great, he took a bit of extra time to have a chat about our daughters food allergies and treatment, and I am so appreciative for his advice and time.

**– Melissa  
Boswell-Happ**

# Financial Overview

St John enjoyed a financially successful 2018. Revenue from our commercial activities and Event Health Services continued to grow on previous years – and we achieved a healthy surplus. This success allowed us to continue investing in our vital community programs.



## Financial summary

	2018 \$000s	2017 \$000s	Variance \$000s
<b>Commercial revenue</b>	27,618	26,688	930
<b>Government grants</b>	169	565	(396)
<b>Fundraising revenue</b>	1,550	649	901
<b>First Aid services revenue</b>	3,230	3,174	56
<b>Other non-commercial revenue</b>	1,758	1,294	464
<b>TOTAL REVENUE</b>	<b>34,325</b>	<b>32,370</b>	<b>1,955</b>
<b>SURPLUS/(DEFICIT)</b>	<b>1,769</b>	<b>1,728</b>	<b>41</b>

## Income

As an independent not-for-profit organisation and registered charity, St John is not part of any government agency or authority.

We therefore generate almost all of our revenue through our commercial and fundraising activities.

Thanks to funding from our philanthropic supporters, we are able to continue providing many critical services to the Victorian community. We are also incredibly grateful to the many generous individuals who donated and left bequests to St John during the year.

**Our revenue grew 5.4% across the organisation in 2018 – with the following notable achievements:**

- > A \$2.2M subsidy towards our range of community programs.
- > First Aid product sales continued to be the standout performer.
- > Our Non-emergency Patient Transport and Coroners Court services both performed to expectations, and continue to achieve best-practice efficiency ratings from the regulator.
- > Customer demand for Event Health Services continued to grow, with a 4% revenue increase on 2017.
- > Fundraising revenue increased thanks to a number of generous bequests and two effective direct mail campaigns.
- > The Commonwealth and Victorian State Governments provided a number of equipment and project grants throughout the year.

## Expenses and capital expenditure

St John continued to invest in people and capabilities during the year. Our management team has done another excellent job in maximising efficiency and minimising costs in 2018.

Meanwhile, we invested \$1.6M into capital during the year. Our priority continued to be replacing our ageing software systems, vehicles and equipment.

### Highlights include:

- > We commissioned another five vehicles as part of our Event Health Services fleet replacement plan
- > We commissioned an Event Health Services Command Vehicle
- > We replaced our HQ server infrastructure
- > We implemented Office 365
- > We continued to invest in our CRM platform
- > We began the St John Museum redevelopment

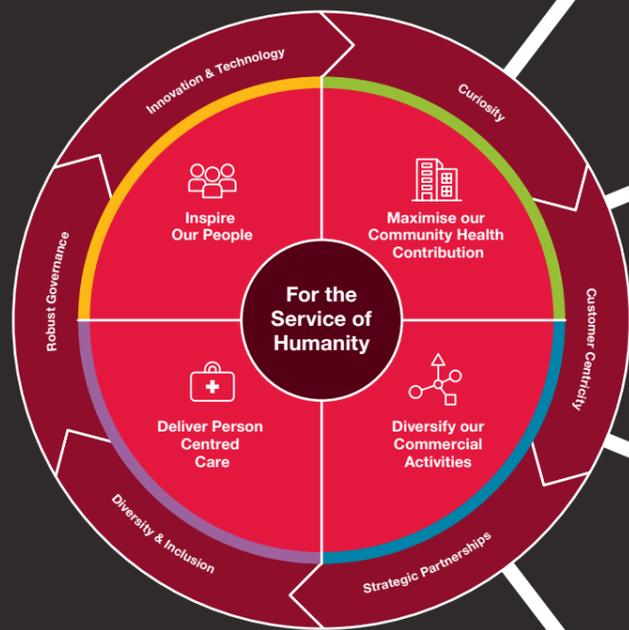
## 2019 outlook

With 2019 being the first year of our new 5-year Strategic Plan, we will centre activities on the key priorities relating to the plan. We intend to:

- > Transition into the new Ambulance Victoria Non-emergency Patient Transport contract from 1 July 2019
- > Continue to invest in sustainable community projects consistent with our mission
- > Invest further in our volunteer recruitment and retention programs to grow membership and engagement
- > Grow our revenue and profit margins through commercial diversification
- > Remain disciplined on costs and opportunities
- > Continue to invest in people and other assets to ensure we conduct all activities professionally and safely



# 2019 Strategic Plan



Our Strategic Plan 2019–2023, is both a vision and a statement of intent with our mission firmly at the centre of all we will do.



## Maximise our Community Health Contribution

St John Ambulance Victoria is a reassuring presence in the Victorian community. Our activities and programs build resilience in and give confidence to the communities which we serve.

### OUR COMMITMENTS BY 2023:

- > 33% of the Victorian population engaged in First Aid knowledge building annually
- > Two new community programs
- > 50% of sudden cardiac arrests receive defibrillation
- > Significantly grow our Community Transport Services
- > 90% of sudden cardiac arrests receive CPR



## Diversify our Commercial Activities

Best described as a social enterprise, St John is a not-for-profit organisation that receives no recurrent government funding. We rely on our commercial activities to fund our community programs – and to realise our mission.

### OUR COMMITMENTS BY 2023:

- > Create a Centre of Excellence in Healthcare and Industrial Compliance Training
- > Launch an agency for aged care and inhome care workers
- > Increase Fundraising's contribution 90% of sudden cardiac arrests receive CPR
- > Provide corporate health and wellbeing services



## Deliver Person-Centred Care

We exist to serve people in sickness, distress, suffering and danger. To do this wholeheartedly, we must always focus on the specific needs of each and every person we help.

### OUR COMMITMENTS BY 2023:

- > Develop and maintain a clinical governance framework
- > Support research in First Aid and healthcare
- > Deliver effective measures to report and improve the patient experience
- > Innovate First Aid training to improve bystander preparedness



## Inspire Our People

We aim to create a culture which encourages our people to thrive and achieve incredible things. We want everyone to know that they are contributing to our mission – whatever their role in the organisation.

### OUR COMMITMENTS BY 2023:

- > Expand our Employee Value Proposition
- > Child Safe Certification
- > A great place to volunteer
- > Provide a Safe Place for our people

# Governance – Board of Directors Victoria

St John Ambulance Australia (Victoria) Inc is an independent Incorporated Association and a member of the St John Ambulance Australia Federation.



**Virginia Bourke**  
OSTJ  
**CHAIRMAN**



**Rod Collins**  
APM OAM MStJ  
**DIRECTOR**



**Mark Engel**  
MStJ  
**DIRECTOR**



**George Braitberg**  
AM  
**DIRECTOR**



**Caroline Elliott**  
**DIRECTOR**



**Paul Davidson**  
**DIRECTOR**



**Andi Diamond**  
**DIRECTOR**

## Meeting of Members

During the financial year, 9 meetings of members were held. Attendance by each member was as follows:

2018 Board Meeting Members	Eligible to Attend	Attended
Virginia Bourke	9	9
Rod Collins	9	6
Mark Engel	9	8
George Braitberg	9	7
Caroline Elliott	9	8
Paul Davidson	9	9
Andi Diamond	7	7

# Acknowledgements

We sincerely thank each donor who has supported the work of St John. Their generous support enables us to continue to provide our services to the Victorian community. We also acknowledge the donors who wish to remain anonymous and those not listed below.

## Trusts, Foundations and Prescribed Funds

Kel and Rosie Day Foundation  
The Russell Foundation  
Whitehorse Community Chest Inc.  
The William Angliss Charitable Fund  
Gringlas Family Charitable Fund  
Gras Foundation Trust

## Community Groups

Biccys Op Shop Supporters Inc.  
All Souls Opportunity Shop  
Altona RSL  
Warren Opportunity Shop Inc  
Pakenham Opportunity Shop Inc.  
Lions Club of Portland  
Chandler Park Primary School  
Freemasons Victoria

Ballan Lioness Club  
Kyneton Uniting Church  
Opportunity Shop  
RSL – Kyneton Sub Branch

## Bequests

Estate of Jean Stewart  
Estate of Richard Sydney  
Benedict Divall  
Estate of Jennifer Anne Hiatt  
Estate of William Shipperlee

## Government

Emergency Management Victoria  
Hobsons Bay City Council  
City of Whittlesea  
Melton City Council  
City of Casey

## Corporates

Pressfast Industries Pty Ltd  
Fonterra Dairy for Life

## Individuals

A Cohen	M White
A Sowerwin	M S Ross
B Boell	M Whitworth
B Neill	P Eade
B Heyward	P McColl
B Howells	P Spencer
C Peryer	R Andre
C Tucker	R Robin
D & L Koadlow	R Pitcher
E Watson	R Southby
H Foster	S Adams
H Swan	S Binks
J Danks	S Shalit & M Faine
J Conroy	S Tuck lai
J Le Feuvre	S Webbs
J Manger	
J Walker	
J Wellings	
K Cosgrave	
K Knowles	
K Thomas	
L Gourlay	





# St John

## St John Ambulance Australia (VIC) Inc

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Mt Waverley, VIC 3149

PO Box 573  
Mt Waverley, VIC 3149

info@stjohnvic.com.au  
www.stjohnvic.com.au

ABN 69 061 844 380

Charity number: 10096



### GENERAL ENQUIRIES

03 8588 8590

### FIRST AID TRAINING, BOOKINGS AND SALES

1300 ST JOHN

### DONATIONS AND BEQUESTS

03 8588 8888

### FIRST AID AT EVENTS

03 8588 8360

### TO VOLUNTEER

1300 ST JOHN



stjohnvic



@stjohnvic



St John  
Ambulance (Vic)



@StJohnVic



St John Victoria