



**ANNUAL REPORT**

**VICTORIA 2013**



**St John**

**SAVING LIVES THROUGH**



**First Aid**

St John member Clara Filipini on duty at Ironman Melbourne

## OUR GOALS

We will:

- Make First Aid a part of everybody's life;
- Be the leading provider of First Aid services, training and products;
- Provide First Aid-related services which build community and individual resilience; and
- Provide highly accessible and effective ambulance services where contracted by Government.

## OUR VALUES

St John is a charity in the Australian community working for the Service of Humanity. Our vision for the future whether acting alone or in partnership with others, is the provision of charitable and humanitarian services to individuals, groups and organisations. Our relief work for people in sickness, distress, suffering or danger recognises no barrier of race, colour or creed. Funds raised for the services of St John provide a means of achieving the organisation's overall humanitarian objectives. Fundraising is not, nor will it be allowed to become, an end in itself. St John takes pride in its volunteer ethos, its ethical standards and its independence.

## OUR MISSION

At St John, we're about saving lives through First Aid.

## OUR VISION

We aim for at least one person educated, equipped and prepared to provide First Aid in every home, workplace and public gathering.



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# CHAIRMAN'S MESSAGE

**Cameron Oxley**  
Chairman



It is my pleasure to present the 2013 St John Ambulance Victoria annual report. 2013 was the year in which St John Victoria began to seriously deliver on our key aspiration – to have at least one person educated, equipped and prepared to provide First Aid in every household, workplace and public gathering in Victoria.

I am delighted to report that, following the successful pilot of our First Aid in Schools Program in 2012, St John provided basic First Aid training to over 70,000 Victorian school children, comfortably exceeding our target of 67,000 students. We will train 100,000 students in 2014 and our longer term target to teach 200,000 children per year is well within our reach. This program is funded entirely from St John's own resources and is available to every school in Victoria. This is an exciting investment in the Victorian community by St John Ambulance of which we can all be proud.

Our new CommunityFirst program, which provides introductory First Aid training for at-risk communities (particularly those prone to fire) was piloted in collaboration with the CFA. The program has been approved by the CFA for integration into the Victorian Government's 'Fire Ready Plan' 2014.

The defibrillators which St John Victoria donated to sporting clubs in 2012 continue to save lives and we have therefore continued to subsidise the purchase of defibrillators by other sporting clubs and community organisations. 300 defibrillators have now been put into the community at reduced or no cost.

The commercial business performed strongly in a difficult economic climate. The non-emergency patient transport business commenced within five months of completion of the tender process. This service is state of the art and has received consistently positive feedback from Ambulance Victoria. It is a great achievement by our commercial business to have developed such a significant enterprise off the ground in a short period of time with a minimum of fuss. This business will open up other commercial opportunities for us and will help fund St John's community activities well into the future.

St John Victoria also invested in our volunteers in 2013 by completing the first tranche of our \$4million, three year FAS fleet renewal plan. A total of 27 new Toyota stretcher capable and other divisional vehicles were commissioned.

The five year 'Towards 2013' strategic plan was reviewed by the Board and a new five year strategic plan was agreed that reaffirmed St John's future direction around our compelling vision of 'Saving Lives Through First Aid' and our key aspirational goal of achieving at least one person educated, equipped and prepared to provide First Aid in every home, workplace and public gathering. I commend the Strategic Plan 2014-2018 to you as it provides an excellent blue print for St John's further success in Victoria.

St John Victoria continues to strive to show leadership nationally. We are looking for ways to work more closely and efficiently with our interstate colleagues for our mutual benefit and most importantly, for the ultimate benefit of our communities. It is not always easy coordinating activities across state boundaries, however there is enormous goodwill amongst the St John family in Australia and there is much that can be achieved by working together.

We welcomed our newest Board member, Mr Cratis Hippocrates in 2013. Cratis brings to the Board an impressive set of skills from his distinguished career as a journalist and educator. He has special interest in online education and has already made a significant contribution to Board discussions.

My sincere thanks to our outstanding and tireless executive, staff and Board for your superb contributions in 2013. As always, a very special thanks to our volunteer members of St John Victoria for your continuing example of service to our Victorian community.

**Cameron Oxley**  
Chairman



Saving Lives Through





St John members active at the Australian Open Tennis Championships



# CEO'S REPORT

**Stephen Horton**  
Chief Executive Officer



**2013** was a standout year for St John in a community context and despite a challenging Victorian economy was also a satisfactory year for our business activities of First Aid training, First Aid kits and consumables that underpin our capacity to deliver on our key goal of making First Aid part of everyone's life.

Undoubtedly one of the major highlights of the year was the take up of our ambitious First Aid in Schools Program that provided free First Aid training to more than 70,000 Victorian school children. Advanced bookings indicate that we are well on track to meet our 2014 goal of training 100,000 school children en route to our ultimate objective of training 200,000 school children per annum within five years.

Another highlight of the year was winning the Melbourne Award for the Best Contribution to Community by a Community Organisation. This prestigious award was presented to St John by the City of Melbourne at a gala awards ceremony in recognition of the outstanding work of St John volunteers supporting the City of Melbourne community. The award is wonderful recognition of our extraordinary volunteers as they strive to make Melbourne and Victoria more broadly a safer place.

A business highlight was the addition of our new non-emergency patient transport "NEPT" business to our expanding suite of products and services. Introducing this new business within a tight five month time window required an incredible effort from our specialist NEPT team who were well supported by our corporate services, marketing and HR teams. I would like to congratulate all of our staff involved in this achievement that adds to our capability to support our community programs.

Demand for our range of First Aid services continued to increase with 1,889 volunteers committing 252,351 volunteer hours protecting Victorians attending events and at emergencies. Our volunteers managed 33,153 patient presentations including 2,246 patients with major health problems 505 of whom were treated and transferred to hospital. These interventions save the State health care system a significant financial impost. However, the costs of providing such an extensive service continued to test our limited resources.

The subsidy to support our First Aid services unit once again approached \$1M excluding fixed overheads.

I am delighted to report that our volunteer engagement levels increased once again improving our ability to service the community. Our capital investment program in support of our volunteers and business units increased to \$3.5M including 27 new First Aid services vehicles that are a significant improvement in member safety as we ultimately realign our fleet of more than 120 vehicles around fewer brands and models.

After a significant review and planning process our Board introduced a new five year strategic plan that will provide guidance to the organisation until 2018. The plan is reviewed annually to ensure relevance as we continue to realign our energies and resources around our aspirational goal to aim for at least one person educated, equipped and prepared to provide First Aid in every home, workplace and public gathering.

Looking ahead to 2014 we continue to focus on increasing our contribution to the community through existing signature programs and a pipeline of new initiatives that will help us build community resilience more broadly.

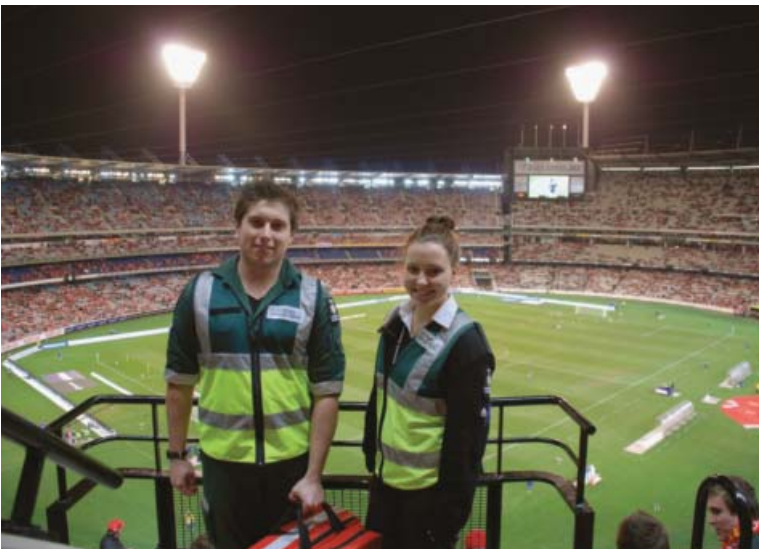
Whilst headwinds are forecast for the manufacturing based Victorian economy in the short to medium term our business model is nimble and resilient and importantly we are blessed with outstanding people. We are well placed to look forward to 2014 with great optimism.

**Stephen Horton**  
Chief Executive Officer





City of Melbourne Award winners, with Lord Mayor Robert Doyle and Deputy Lord Mayor Susan Riley: St John wins Best Contribution to Community by a Community Organisation



St John First Aiders attending the sold-out Liverpool FC match against Melbourne Victory

**How we help our community**

**252,351 Hours of First Aid provided**

**3,846 Events and emergencies attended**

**33,153 Patients treated**

**70,542 School children trained in First Aid**

**Building Community Resilience**

“ Thank you once again to our extraordinary volunteers and their families who are an ongoing inspiration to us all and to our outstanding executive, staff and Board for their contribution to another successful year of building stronger communities. ”

# FIRST AID SERVICES



## “At the heart of our Vision: our people practising First Aid in their communities”

At the heart of the St John vision of saving lives through First Aid are the dedicated people of our First Aid Services group. Almost two thousand men, women and young people volunteer their time to help others at emergencies and public events.

St John people come from all walks of life, but when they are working as First Aiders, first responders, nurses, doctors or even as support staff, they become united in caring for the sick or injured and in providing the highest level of care possible with the best possible health outcomes.

With 33,153 casualties treated in 2013 alone, the help provided by St John people throughout the Victorian community resulted in many less casualties needing to be transported to public hospitals by ambulance, thereby reducing congestion and impact on the public health system. St John intervention also reduces the acuity of illness/injury helping improve recovery outcomes. In many instances, lives are saved as a direct result of St John treatment.

Behind the good work, dedication and professionalism of volunteers stands a necessary and constant support infrastructure. People need to be trained and constantly developed. Uniforms, medical consumables and safety equipment is required. Vehicles, radios and specialist medical equipment must be acquired and maintained. Warehouses and logistics equipment are a must. Support staff and information technology infrastructure are used to manage the administrative detail right across the state and to ensure people are

kept up to date. All of this of course requires significant amounts of money to be spent each and every year that we operate. In this regard we rely on the continuing loyalty of our many event and government clients, grants from organisations who align with our Vision and Purpose as well as donations from Trusts, Foundations and generous individuals.

Continuous improvement and operational efficiency is also a major imperative for our organisation. Amongst a year of achievements in 2013, we were proud to introduce a more simple and contemporary event uniform, the St John ‘greens’, providing a fresh new look for our people as well as being more operationally efficient. The organisation also embarked on a major vehicle asset replacement program, and in 2013 replaced a significant tranche of older and less efficient operational vehicles with new, efficient and functional stretcher capable vehicles.

In 2014, St John will continue to develop our volunteering value proposition, edging closer to making St John Ambulance the organisation of choice for people wanting to invest time into helping their communities. The flip side of this being a growing demand for St John people by employers, a trend we see as highly desirable and one we encourage.

To our many dedicated and professional volunteers, and support staff (many of whom also volunteer their own time) we say thanks for your efforts in your communities throughout 2013.

### FIRST AID SERVICES

EVENTS & EMERGENCIES ATTENDED	3,846
CASUALTIES TREATED	33,153
TOTAL VOLUNTEER HOURS	252,351

### Economic Value of Volunteer Hours

The economic value of total volunteer hours for St John Victoria in 2013 was \$7.02M\*

\*Source: Soupourmas and Ironmonger, 2002, Giving Time: The economic and social value of volunteering in Victoria, published by the Department of Human Services, Victoria. Adjusted for 2013 basic rates of pay.







St John Bicycle Emergency Response Team (BERT) members  
Bethany Surtees and John Golino at Formula 1 Grand Prix

# COMMUNITY PROGRAMS



2013 was another successful year for St John community programs, which saw above target achievement for First Aid in Schools and the launch of another new program in CommunityFirst, tailoring First Aid to communities at-risk of bushfire.

Community Programs are the next important connection with our community to deliver sustained First Aid messages in achieving our goal of at least one person, educated, equipped and prepared to provide First Aid in every home, workplace and public gathering.

These programs build links between our structured activities such as accredited training courses to deliver contextualised First Aid to new community groups. In 2014, this development will continue to identify at-risk community segments and empower them with essential First Aid skills to build their resilience.



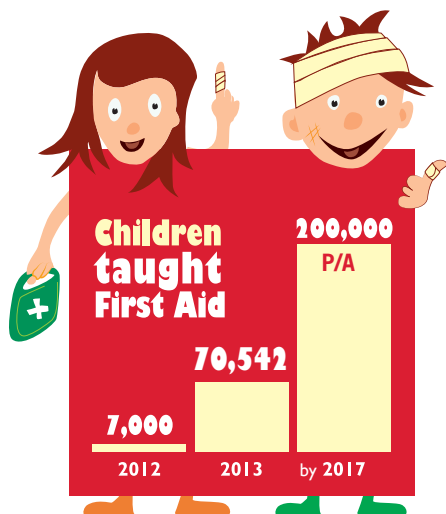
## Empowering students with First Aid knowledge

Since the program launch in 2012, St John continues to receive significant interest from teachers, parents and the broader school community lauding the organisation for this initiative that equips children with these skills for life.

In 2013, four full school terms delivered above target with a total of 70,542 children provided with age-specific First Aid training.

*"I liked how they taught me that D is for Danger. Clear all danger before going in somewhere. R is for Response like if someone is lying down and not speaking you shake their shoulders and check for response."*

**St Mary's grade one student.**



## CommunityFirst



To add to the continued growth in Community Programs, St John developed and tested CommunityFirst, a tailored and interactive First Aid session for communities at-risk of bushfire.

Developed in response to findings from the 2009 Bushfire Royal Commission, CommunityFirst seeks to move communities from reliance to resilience.

An integral component to the current CFA Fire Ready community meetings, CommunityFirst delivers preparatory advice and management techniques for situations that may arise in the lead up, during and following a bushfire. CommunityFirst echoes the advice recommended by the CFA to ensure that these at-risk communities are informed and ready to respond should the need arise.

CommunityFirst topics include: common injuries sustained in a fire, consequences of those injuries, First Aid management of burns and pre-planning: resources & prevention.

Piloted at 3 sites during 2013, with significant community appeal, CommunityFirst will be broadly deployed in 2014, taking First Aid to many more at-risk communities.

The profile of CommunityFirst was further bolstered by successfully winning the RACV Insurance Fire Innovation Grant, providing additional community awareness to this valuable program.





CommunityFirst at Snake Valley



St John and CFA join forces to deliver CommunityFirst at Snake Valley



Grade 5 students participating in St John First Aid in Schools Program at Marymede Catholic College



## Welcome to CommunityFirst

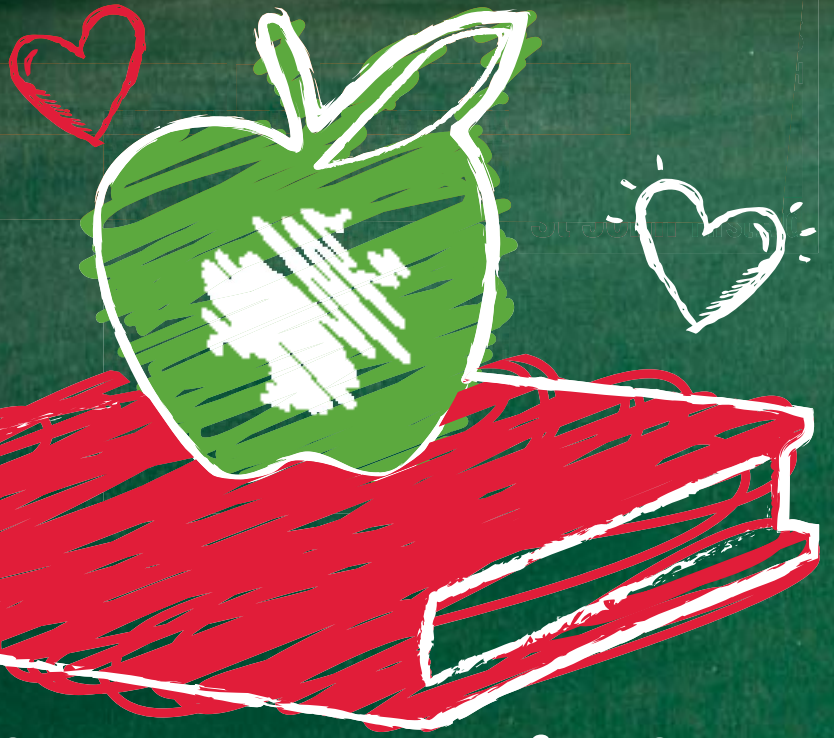
*Equipping your community with First Aid*

### Topics include:

- 1: Introduction
- 2: Common injuries sustained in a fire
- 3: Consequences of those injuries
- 4: First Aid management of burns
- 5: Pre-planning: Resources & Prevention

SUPPLIES • TRAINING • EVENTS • DEFIBS • PATIENT TRANSPORT

1300 360 455 [www.stjohnvic.com.au](http://www.stjohnvic.com.au)



# First Aid Schools Program

70,542 School Children taught First Aid in 2013

*This is the second year that we have been involved in St John's First Aid in Schools. We think it a very worthwhile program for all students in our school to participate in. As a result, all students in our school have some understanding of First Aid, from what to do in an emergency situation, to bandaging, to the basics of CPR.*



*A valuable program that links with our Curriculum. It provides real life skills that our students may need to use in emergency situations.*



# Quotes from Schools:



It was a great course for the students  
– real life and engaging!  
Students walked out with the knowledge  
that they can make a difference!

The students thoroughly enjoyed  
the presentation delivered by  
St John. It was informative  
and age appropriate.



I wish to extend to St John our appreciation  
for their terrific First Aid in Schools Program.  
The presenters were professional  
and skilled, working with every grade including Preps.  
Our teachers were amazed at the knowledge all  
the students have retained and the skills they have  
learned and we will certainly be including  
First Aid in Schools in our program every year.

The First Aid program was brilliant, promoting  
and building awareness of First Aid  
to a wide range of students.  
The presenters were engaging and promoted lots  
of healthy dialogue with the students.  
Congratulations on such a generous program!



The students loved the program.  
There was much discussion  
that followed the visit and seeing the older  
students fully engaged was wonderful.  
Thanks St John First Aid – fabulous job!



First Aid In Schools is a fantastic initiative.  
Our students thoroughly enjoyed the experience  
and learnt lots about what to do  
in an emergency situation.  
I have no hesitation in recommending  
this program to other schools.



Our staff, students and parents have all agreed  
that this program provides students with a good  
understanding of basic First Aid.  
Positive feedback has come from all areas  
of our school community.



# FUNDRAISING



In 2013 the St John fundraising team was again enthused by the on-going commitment of our St John volunteers, an inspirational group of trained First Aid volunteers. We acknowledge them as our on-going motivation to raise funds to recruit, train and equip our volunteers to save lives in the community through First Aid every year.

Throughout 2013, St John volunteers provided more than 252,000 hours of First Aid to our Victorian community, at times of natural disaster and at thousands of events they attend each year, delivering First Aid to a total of 33,153 patients.

Being "Emergency Ready" remained a consistent theme in 2013 as the extended summer fire season created significant demand on our divisions to be equipped and ready to respond within an

extremely short timeframe. The appeals raised much-needed funds to purchase First Aid equipment including defibrillators, patient stretchers, spine boards and medication modules.

Guided by our renewed vision to see at least one person educated, equipped and prepared to provide First Aid in every home, workplace and public gathering, St John produced the second edition of "Aspire" to demonstrate this vision in action. It showed the progress in our Community Programs as testament of the support we have received from our donors and supporters.

St John received generous support from Trusts and Foundations, Local, State and Federal Government bodies to assist in achieving our mission of saving lives through First Aid. We are grateful for that assistance.

### Summer Fire Emergency Appeal

**Fires are forecast – St John needs your support NOW to help our fire fighters and our community.**

Alarmingly, the TV and newspapers have already been full of fires and we're not even in December yet. Unfortunately, this summer homes and lives will again be at risk. All experts predict we'll be in for a long summer, hotter than previous years with Victorian bushfires forecast to be significant.

In response, St John needs to get prepared early and be ready to respond – possibly like never before.

For 130 years St John has played an indispensable role in protecting and serving our community, working alongside other emergency service agencies helping people in times of crisis.

**St John fire season preparations are NOT government funded, like other emergency services**

One of the many ways St John stands out from other agencies is that our preparations for the summer fire season receive no government funding, operating on revenue raised from training courses, the sale of First Aid kits and, critically, the generosity of people just like you. Due to the dire forecasts, and the catastrophic fires in NSW, we have been forced to launch our Summer Fire Emergency Appeal early with the objective of raising \$385,000 to get us ready to help in times of bushfire.

**Your assistance is vital**

Funds raised in the Summer Fire Emergency Appeal will fund equipment, training and the deployment of St John volunteers to fire-affected communities.

We thank you for your past support and encourage you to contribute generously to the Summer Fire Emergency Appeal.

*Stephen Horton*  
Chief Executive Officer  
St John Ambulance Australia (VIC) Inc

### 2013 State Fires Emergency Appeal

**Where there's fire, there's St John**

TURN on the television news during the summer of 2013 and more than likely there was a story about a bushfire. And not just in the country and regions. In January fire threatened suburban Epping, on Melbourne's northern fringe. It seemed the threat was everywhere.

As summer turns to autumn and Victoria's hot weather persists, the threat of fire remains real. Natural disasters are, sadly, an integral part of life in Australia.

At St John we know this well. For 130 years St John has played an indispensable role in protecting and serving the community, working alongside other emergency service agencies helping people in times of crisis.

**St John is not government funded, like other emergency services**

One of the many ways St John stands out from other agencies is that it receives no government funding, operating solely on revenue raised for the generosity of people such as you.

We are launching our 2013 State Fire Emergency Appeal with the objective of raising \$345,000 to help cover the increasing cost of our emergency response capacity.

Each year it costs more than \$2 million to support our emergency response capacity, whether it is used or not. St John First Aid volunteers are well-trained, highly qualified and consistently demonstrate that they have the skills and equipment to respond to an emergency. St John volunteers not only mend and heal but provide care and comfort for those caught up in these emergencies.

**Your assistance is vital**

Funds raised in the 2013 State Fires Emergency Appeal will fund equipment, training and the deployment of St John volunteers.

We thank you for your past support and encourage you to contribute generously to the 2013 State Fires Emergency Appeal. Your donation will ensure that St John Victoria is fully prepared to respond to future emergencies.

**'Help Us Help You'** and thank you for your ongoing support.

*Stephen Horton*  
Chief Executive Officer | St John Ambulance Australia (VIC) Inc

### Winter Appeal 2013

**Saved by St John, five year old boy survives trauma**

**Help us help you**

*Ethan, five, meets his St John Angels*

St John First Aid volunteer  
Fire and EMT  
routinist at the MCG

*Host: Ethan's mum, Joanne*

A happy family day at the football recently turned into a traumatic time for Ethan, a five-year-old Creswick boy who suffered a lacerate convulsion while watching his beloved Hawks for the first time, and needed immediate medical treatment. Ethan's mother came, with the help of two police officers, brought him to the St John medical rooms at the MCG where a team of First Aid volunteers were able to give him the urgent attention he needed.

**St John training kicks in**

As one of the 47 strong team on duty that day, St John First Aid Volunteer Emi remembers the St John volunteers working as a team to help Ethan.

"We all went into automatic mode that day. Everybody in that room did something, whether big or small, to help Ethan and his family. People like Jay and Ruthan deserve to be praised!"

Ethan has now fully recovered and a team of volunteers were thrilled to meet up again with Ethan and his family at the MCG.

Emi says "I am eternally thankful that Ethan is alive and well today".

We hope you agree it's inspiring to hear the stories of St John volunteers and the people they help. And now we're asking for your help.

**St John is not government funded**

St John receives no government funding, operating on revenue raised from First Aid training courses, the sale of First Aid kits and, critically, the generosity of people such as you. St John First Aid volunteers are well-trained, highly qualified and consistently demonstrate the ability to respond to an emergency. They not only mend and heal, but provide care and comfort to those family members who are rendered helpless in these situations.

**Your assistance is vital**

Today we launch the 2013 Winter Appeal with the objective of raising \$415,000 as our community presence at events has increased 14% this year.

We thank you for your past support and encourage you to give generously to our Winter Appeal. Your donation will contribute to vital First Aid equipment and training, to ensure that St John volunteers are ready to respond.

**'Help Us Help You'** and thank you for your ongoing support.

*Stephen Horton*  
Chief Executive Officer | St John Ambulance Victoria

**"NSW fires early warning of what may lie ahead"**

**"Melbourne's fringe a ring of fire risk, residents warned"**

**"Get ready for the fire season, Victorians warned"**

Source: The Age



**Summer Fire  
Emergency Appeal**

**2013 State Fires  
Emergency Appeal**

**Winter  
Appeal 2013**



The Hon. Mark Dreyfus, Attorney General presenting First Aid equipment to St John volunteers, Erin Wallace, James Gilbert and Cara Peake



Competitors having fun in the Great Amazing Race fundraiser for the Royal Children's Hospital



Adrian Tregrove, CBA Branch Manager presents a CBA grant for the St John First Aid in Schools Program



# ORDER AFFAIRS



The Most Venerable Order of the Hospital of St John of Jerusalem

An Investiture was held at Government House, Melbourne, on Friday, February 1st, where His Excellency the Honourable Alex Chernov AC QC KStJ, Governor of Victoria, presented insignia to members admitted and promoted in the Order.

The 2013 National Member Convention was held in Darwin from May 31st to June 2nd. Chapter Meeting was held on Saturday, June 1st, Church Service June 2nd and Historical Society streams occurred during the period of the Convention. It was pleasing to see a large number of Victorians who attended the Convention.

On Sunday, June 23rd, the annual Church Parade and Service for Members of the Order of St John was held at St Paul's Cathedral, Melbourne.

The Annual Dinner for Victorian members of the Order was held at the Sir William Angliss College on Friday, October 18th. The Guest speaker was the newly appointed Chairman and Chancellor for the Order of St John in Australia, Professor Mark Compton AM KStJ, who spoke about change within St John.

## Correne Wassertheil CSJ

Deputy Director of Ceremonies (Order Affairs)

## ADMISSION & PROMOTIONS

### Promoted as Officer

Ms Kristy Austin  
Mrs Cherie Cheshire  
Dr Martin Dutch  
Mr Terrence King  
Ms Robyn Stone

### Admission as Member

Mrs Sharon Boscacci  
Mrs Jennifer Fayers  
Mr Andrew Haywood  
Dr Lachlan Miles  
Mrs Jaimee Oxford-Nadin

### Vale

Mrs Phyllis Collery OSTJ  
Dr Ralph Howard OSTJ  
Mr Victor Joyce OSTJ  
Mr Wallis Ross OSTJ  
Mr William Smith OSTJ  
Mrs Shirley Wakefield MStJ  
Mr Donald Wright MStJ



His Excellency the Hon. Alex Chernov AC QC KStJ, Governor of Victoria and Mrs Chernov (centre) with proud new Members and Officers of the Order of St John





# VICTORIAN MEMBERS OF THE ORDER



## Knights of Justice

The Right Reverend Dr Peter Hollingworth, AC, OBE  
The Right Honourable Sir Ninian Stephen, KG, AK, GCMG

## Knights & Dames of Grace

His Excellency Alex Chernov, AO QC  
Miss Dorothy Bache  
Mr John Blackstock  
Mr Richard Bluck, AM, RFD  
Dr Edward Brentnall, MBE, OAM  
Mr Alan Bromwich, OBE, RFD  
Mr David Buchanan, CBE  
Mr Peter Burke  
Mr Brian Carey  
Mrs Elizabeth Chernov  
Lady Anna Cowen  
Mr John F. Crennan  
Mr Frederick Davidson, AM  
Mrs Barbara Davis  
Mrs Janice de Kretser  
Professor David de Kretser, AC  
Mr Wayne Deakes  
Mr William Foley  
Mrs Lorraine Glover  
The Honourable Sir James Gobbo, AC, CVO  
Mr Mervyn Goodall, OAM  
Mr Stewart Granger, BEM  
Mrs. Kathleen Hollingworth  
Mrs Lynne Landy  
Mr John Landy, AC, MBE  
Mr Edgar Mason  
Dr (James) Allan Mawdsley  
Mrs Joan Patterson  
Maj Gen Francis Poke, AO, RFD, ED  
Mrs Margaret Switzer

## Chaplains

The Most Reverend Philip Freier  
Very Reverend David Richardson

## Commanders

A/Professor Francis Archer, OAM  
Sister Yvonne Bird  
Mrs Gladys Blackstock  
Dr John Byrne  
Mrs Janet Calvert-Jones, AO  
Mr Brian Cantlon, MBE  
Mrs Merle Carey  
Mr David Cawte  
Ms Dawn Cochrane  
Mr Peter Cudlipp  
Mr Jerome Currie  
Mr Charles Curwen, CVO, OBE  
Dr Alan S. Davis  
Mr Neil Dine, JP  
Mr Alexander Donald  
Mr Timothy Duncan  
Mr Justin Dunlop  
Mr Alan Eade ASM  
Mrs Gloria Flatt

Mrs Beryl Granger  
Mr Benjamin Gronow  
Mr James Humphrey  
Mr John Ireland  
Mr George Jackson  
Mr Gavan Keane  
Dr Peter Leffler  
Mr William Mackieson  
Mr Alan Marshall  
Mr John Marshall  
Mrs June McRae  
Mr Sinclair Miller, AO, LVO, QPM  
Mr Peter Neylon  
Dr Iain Nicolson  
Mr Anthony Oxford, ASM  
Mrs Julia Penaluna  
Mr Max Penaluna  
Mr Maxwell Phelan  
Mr Ian Rogers  
Professor Jeffrey Rosenfeld, AM, OBE  
Mr Michael Sellar  
Mrs Grace Shaw  
Mr Colin Smith  
Lady Valery Stephen  
Mrs Deborah Taylor  
Mrs Correne Wassertheil  
Mr Alan Williams  
Mr Cyril Williams

## Officers

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Dr Robyn Anker  
Miss Kristy Austin  
Mrs Judy Bacon  
Mr Anthony Baker  
Mr Carl Barnard  
Mrs Betty Barned  
Sister Joan Batson  
Mr Lindsay Bent  
Mrs Margaret Briggs  
Ms Kathleen Buick  
Mrs Lynne Burgess  
Dr Mark Burton  
Mrs Cherie Cheshire  
Mr James Cheshire, JP  
Mr (Murray) Neil Comrie, AO, APM  
Mr Michael Connelly  
Mr Robert Correa  
Mr Peter Dalton  
Mr Trevor Daly  
Mr Richard Darling  
Mrs Margaret Dart  
Mr Norman Dart  
Mr William Davis  
Ms Diana De Silva  
Ms Dianne Dickson  
Frà Professor Richard Divall, AO, OBE  
Mr Wayne Donaldson  
Mr Alan Drayton

Mr Lucas Drew  
Dr Martin Dutch  
Mr Gary Edwards  
Mr Ian Ewart, OAM  
Mr John Feain  
Dr Nadine Fisher  
Miss Anne Fogarty  
Mrs Nancy Foley  
Major John Frewen  
Mr Alan Fry  
Miss Thelma Gibson  
Mr Kelvin Glare, AO, APM  
Mr John Graham  
Mr Paul Gsodam  
Mr Pierra Guillemain  
Mrs Cynthia Gurner, OAM  
Dr Francis Harder, OAM  
Mr Ross Harlock  
Mr Gary Harris  
Mr Lancelot Heard  
Mrs Nina Horton  
Sister Ailsa Howe  
Mr Christopher Huggins  
Mr Victor Ivory  
Mr Norman Jackson  
Mr David Johnson  
Mr Ian Johnson  
Dr Stewart Johnston  
Mr Walter Kelly  
Mr Bruce Kidney  
Mr Terrence King  
Mr Francis Kuffer, OAM  
Mr Geoff Lacey  
Miss Jeanette Lacy  
Miss Alva Lamprell  
Mr Harry Larchin  
Mr Alfred Layton  
Mr Raymond Lock  
Mr Kevin Lomas  
Dr Stephen Luke  
Dr Colin N Luth  
Mrs Judith Mackieson  
Mr James Mays  
Mr Kenneth McDougall  
Mr Stuart McEwan  
Mr Scott McMurtrie  
Mr Laurence McQuade  
Mr Alexander Medancic  
Mr Andrew Mentiplay  
Mr Anthony Mesman  
Mr Peter Mill, OAM  
Mrs Shirley Moon  
Mr Cameron Oxley  
Mrs Lynne Panayiotis  
Mr Grant Parker  
Mr Leslie Parkinson  
Mrs Woyna Pedretti  
Mr John Perry  
Mr Noel Pianto

Mr Gordon Robins  
Mr Jack Rowe  
Ms Lisa Senini  
Mrs Patricia Shields  
Mr Anthony Smith  
Mr Vaughan Smith  
Ms Robyn Stone  
Mrs Lesley Swallow  
Mr Robin Syme, AM  
Mrs Jane Teasdale  
Mr Brian Twomey  
Mr Arie Van Der Stoep  
Mr Leo Van Der Toorren  
Mr Henry Van Ginkel  
Dr Geoffrey Vaughan  
Mrs Evelyn Warner  
Dr Sherrie Wentworth  
Ms Mary Wilkinson  
Mr Robert Wilson  
Miss Daphne Womersley  
Mrs Loris Zaal

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Mr Neil Akers  
Dr Eric Allchin  
Mr Peter Altonhof  
Mrs Gladys Ampt  
Mrs Amy Anderson  
Mr Keith M. Anker  
Mr Edward Bahn  
Mr David Bannister  
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Mr Bernard Goss  
Mr Harold Gray  
Mr Graham Green  
Ms Jo-Anne Grenenger  
Mrs Tracy Grigg  
Mrs Gale Gronow  
Ms Katherine Gronow  
Ms Samantha Gronow  
Sister Inez Growse  
Dr Peter Hadley  
Mr Alan Harvey

Mr Jay Hateley  
Mr Anthony Hayes  
Mr Andrew Haywood  
Mrs Marjorie Henry  
Ms Elizabeth Herzog  
Ms Helen Hoffmann  
Ms Beverley Holder  
Mrs Megan Holmes  
Mrs Shirley Holt  
Mrs Marianne Hoogwerf  
Mr Stephen Horton  
Mr Brett Hume  
Mr Jarrod Hunter  
Mr Robert Hutchings  
Mrs Dorothy Hutchings  
Mr (Ernest) John l'Anson  
Mrs Lynette Iliffe  
Mr Ronald Jacobs  
Mrs Norma James  
Dr Nicholas Jansen  
Mr Donald Jarrett  
Mrs Lynette Johnson  
Mr Kevin Kain  
Mrs Ruth Kain  
Mr Reginald Kemp  
Mrs Constance Kennedy  
Dr Elizabeth Killoh  
Mr James Knopp  
Ms Amy Kwik  
Ms Fay Langstaff  
Mr Ian Lawrence  
Ms Barbara Lean  
Mrs Margaret Ledley  
Mr Han-Wei Lee  
Mr Trevor Lemke  
Arch Dec. Frank Lowe  
Miss Georgina Luckman  
Mr Frederick Luke  
Mrs Jennifer Luke  
Dr Howard Marks  
Mr Andrew Marshall  
Mr Kenneth Marshall  
Mr Gavin Martin  
Mr Francis John Mason  
Mrs Gwendoline Mathieson  
Ms Bridget Maxwell  
Dr James McCusker  
Mrs Lily McDonald  
Mr Andrew McDonell  
Mr George McEwan  
Ms Nicole McEwan  
Mr David McIndoe  
Mrs Brenda McIntosh  
Mr Michael McKeown  
Mr Peter McKinnon  
Ms Melanie McMurtrie  
Mr Ian McPherson  
Mrs Dorothy McPherson  
Mrs Jean McQuade

Mr Ronald McTaggart  
Dr Hugh Melville  
Dr Lachlan Miles  
Miss Helen Miller  
Mr Robert Miller  
Mr Robert Milliken  
Miss Gladys Mills  
Mr Domenico Misale  
Mrs Heather Mitchell  
Mr Peter Mitchell  
Mr Kevin Moloney  
Mr Wayne Moloney  
Mrs Leah Moore  
Mrs Lesley Moore  
Dr Ronald Moore  
Mr Martin Moran  
Mrs Shirley Moxon  
Mr Gordon Muir  
Mrs Virginia Murphy  
Mrs Jill Murray  
Mr Warren Nankervis  
Ms Gwen Neylon  
Mrs Elizabeth Nissen  
Mr Peter Oakley  
Mr Gordon Ortmann  
Mrs Clare O'Sullivan  
Mr Joseph O'Sullivan  
Mrs Jaimee Oxford-Nadin  
Mr Symeon Panayiotou  
Ms Marie Parker  
Mr Nigel Patience  
Ms Ann Payne  
Miss Simone Pearce  
Mr Daniel Petrotta  
Mrs Beverley Phillips  
Mr Rodney Phillips  
Mr Donald Pickens  
Mrs Catherine Polinelli  
Mr David Priestley  
Mr Darron Pritchett  
Mrs Maree Pritchett  
Dr David Quin  
Mr Dale Quin  
Mrs Yvonne Radcliffe  
Mr Ian Ramsdale  
Miss Edith Rawson  
Mr Graeme Robinson  
Dr Charles Roseby  
Mrs Julie Rubira  
Mrs Michelle Ruemmler  
Mr Graham Ryan  
Mr Peter Ryan  
Mr Peter Sambell  
Mr Cary Sandell  
Mr David Sedgwick  
Mr Daniel Sefton  
Mr Kenneth Shields  
Mrs Margaret Shine  
Mr Harold Simberg

Mrs Kathleen Simpson  
Mr Russell Sincock  
Mrs Martha Smith  
Mr Peter Smith  
Ms Wendy Smith  
Dr Eugene Spangaro  
Ms Bernadette Sparkes  
Mr William Spinks  
Mrs Margaret Spinks  
Mr Charles Spiteri  
Mr Lyle Spokes  
Mrs Edith Spoors  
Mrs Theresa Sprekos  
Mrs Lillian Stephens  
Miss Nellie Stephenson  
Dr William Straffon  
Mr Kenneth Swanson  
Mrs Sharon Taucher  
Mr John Teague  
Mrs Patricia Thompson  
Mr Bruce Trappett  
Mrs Barbara Trimmell  
Mr Harry Turner  
Mr Arthur Uren  
The Very Reverend  
Dennis Arnold Van Derwolf  
Mr Leslie Vearing  
Mrs Heather Waldron  
Mr Robert Wallace  
Mrs Eveline Walters  
Mr Kevin Wanstall  
Sister Winifred Watts  
Mrs Ida Webster  
Mr Neil West  
Dr Robert West  
Dr Leslie Wheeler  
Mr Donald White  
Mr Mark White  
Mr Greg Williamson  
Mr George Wilson  
Mr Keith Wilson  
Mr Greg Wilton  
Mr Claus Winckler  
Mr John A. Wiseman  
Dr John F. Wiseman  
Ms Michelle Wos  
Mrs Kathleen Wright  
Mr Gary Wyatt  
Mrs Sheila Wylie  
Mr Rodney Young



# HONOURS & AWARDS



## Certificate of Service

### Representing 57 Years Service

Dorothy Bache  
Joan Patterson

## Guilt Laurel Leaf

### Representing 52 Years Service

Brian Cantlon  
Wayne Donaldson

## 6th Bar

### Representing 42 Years Service

Anthony Baker  
Colin Smith

## 5th Bar

### Representing 37 Years Service

Gary Harris  
Bridget Maxwell  
Deborah Taylor

## 4th Bar

### Representing 32 Years Service

Anthony Oxford  
Jeanette Lacy  
Laurie McQuade  
Lindsay Tremethick  
Maree Pritchett

## 3rd Bar

### Representing 27 Years Service

Correne Wassertheil  
Helen Hoffmann  
Marilyn Rafferty  
Robyn Stone  
Shirley Moon  
Edward Brentnall

## 1st Bar

### Representing 17 Years Service

Bruce Caslake  
Daniel Dycer  
David McGrath  
David Smith  
Domenic Misale  
Phillip Pritchett  
Gary Edwards  
Helen Sefton  
Janene McCahon  
Jay Hateley  
John Golino  
Joseph Lambourn  
Ke Li  
Mervyn Fox  
Michelle Vos  
Monica O'Reilly  
Peter Rafferty  
Susan Fayers  
Theresa Sprekos

## 12 Year Long Service Medal

Collin Pumpa  
Emma Patterson  
James Xavier  
Jessica Ciccossillo  
Johnny Piscopo  
Linda Thompson (dec)  
Lindsey Smith  
Lorraine Cayzer  
Peter Costa  
Robi Hines  
Ruth Coleman  
Samantha Adikari  
Tania Canidisech  
Timothy Joseph  
Vicki Rainford

## Commissioner's Badge

Michelle Nguyen  
Finn Rennie

## Bronze Citations

Daniel Ciccossillo  
Jenny Luke

## Jeff Wassertheil Award

John Gartland

## Margaret Kentler Award

Ashleigh Jurrjens

## Southern Cross Award

Nadine Banna

## Peter Falkland Award

Patrick Tibballs

## Grand Prior's Award Certificates

Dillion Hall  
Neville Hayes  
Sarah Miner  
Charlotte Pritchett  
Ella Punton  
Regina Punton  
Hayden Salter  
Patrick Tibballs

## Priory Votes of Thanks

Peter Chaplin  
Gavin Ridout

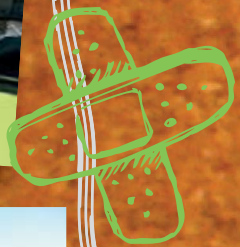


Proud award recipients Lachlan Miles, James Xavier and Emma Patterson at Government House





stjohn  
youth





St John thanks all our volunteers for their dedication and support in saving lives through First Aid.



Thank you



# COMMERCIAL SERVICES



## “A focus on driving quality, innovation and Vision-relevant outputs”

**St John** Victoria's business activities are a powerful contributor to the achievement of our vision of saving lives through First Aid, and our inspirational objective to see at least one person educated, equipped & prepared to provide First Aid in every home, workplace & public gathering.

Our commercial trading activities of providing First Aid training, First Aid kits, consumables & equipment, labour hire services and more recently non-emergency patient transport services draw on St John's long history of First Aid expertise, our substantial organisational stability and capacity and a very talented team of staff.

These activities directly generate community outputs in their own right by way of the sheer number of people trained each year, an increasing number of First Aid kits provided to workplaces and homes and a growing volume of patients transported. Largely operated in fully commercialised markets, we operate these activities in a manner that is competitive and without subsidy with the net financial contribution supporting St John community programs such as the provision of free First Aid training to 70,542 school students.

St John was not immune to the difficult trading conditions experienced by many businesses in 2013. Despite this, our businesses continued to perform well, largely maintaining their markets, and maintaining respective focus on quality and compliance, one of the cornerstones of St John's operation. During the year, a sizeable and impressive non-emergency patient transport capacity was also built to service a growing clientele.

Despite the tight economic forecast for 2014, St John Victoria will continue to invest in quality, capacity and innovation and in new ways to deliver value to our clients. We extend our gratitude to our clients and business partners for their ongoing support, and acknowledge the dedicated work of our committed and talented commercial staff.

**Theron Vassiliou**  
General Manager – Commercial / Deputy CEO





St John Patient Transport Operators  
CCRN Evan Rundall PTO Nathaniel O'Leary  
attend to a patient



# FINANCIAL OVERVIEW



**First Aid** Services revenues increased by 15% over 2012 in line with our plan to realign our public duties fees with our real costs. Reductions in subsidies to this area support our increased commitment to community events and preparedness to respond to emergencies and disasters such as bushfires and floods. Commercial revenues increased 10.7% over 2012 due primarily to new business initiatives although trading conditions generally were soft in the manufacturing driven Victorian economy. Our ongoing proactive management of costs mitigated the reduced margins to a certain extent and the overall performance for the year ended 31st December 2013 was a satisfactory one. Our congratulations are extended to our entire team for that achievement particularly under the circumstances.

Fundraising revenues met our expectations in a difficult fundraising landscape. We received a number of Commonwealth and State Government grants although once again both levels of Government reduced their grant expenditures this year.

There were no material transactions for St John Holdings during the year.

## Revenue

Business conditions were extremely challenging with our business customers continuing to train fewer staff and retail product spend well down on the back of a lack of business confidence across the broader economy. Despite that business revenues exceeded the previous year by 10%.

Demand for First Aid Services at events continued to increase although increased competitor price pressure in the event area affected margins. Once again it was very pleasing to note the increased volunteer engagement that continues to improve our capability to service events. Our volunteer services team remains focused on enhancing volunteering options and further recruitment growth to bolster that capability.

It is pleasing to note that the realignment of our public duty fee matrix with our true costs appears to be at or close to completion. This is critical to ensure that any reduction in subsidies is able to be directed to increased community outputs including our First Aid in Schools Program.

Once again we acknowledge the Commonwealth Government Attorney General's Department, the Department of Families,

Housing, Community Services and Indigenous Affairs (FaHCSIA) and the Victorian State Government who provided a number of equipment and project grants throughout the year.

As an independent not for profit organisation and registered charity St John is not part of any government agency or authority. As a result we generate almost all of our revenue requirements through our business activities and fundraising initiatives. Without the generous support of the philanthropic community in Victoria we could not continue to provide our services to the Victorian community and we sincerely thank them along with all the individuals who made donations or bequests to St John during the year.

## Expenses

Our management team continues to do an excellent job in reducing costs where possible as well as maximising efficiencies which to an extent has mitigated soft trading conditions.

## Capital Expenditure

Once again we made a significant capital investment of \$3.54M during the year with a priority on volunteer member health & safety related projects, equipping of new business streams including non-emergency patient transport operations, and communications infrastructure. This represented more than a 300% increase over 2012. Highlights include:

- Continuation of the First Aid services fleet replacement plan with 27 vehicles being delivered in 2013. This program is to be funded through internal resources;
- Commissioning of additional fixed and mobile non-emergency patient transport "NEPT" infrastructure funded by internal resources and leasing;
- Additional IT infrastructure development funded by internal resources;
- First Aid Services radio, computer and other operational equipment funded by Commonwealth & State Government grants and internal resources, and
- Commercial training infrastructure upgrades including building works to a new central training centre in the Melbourne CBD and improved IT business tools funded by internal resources.

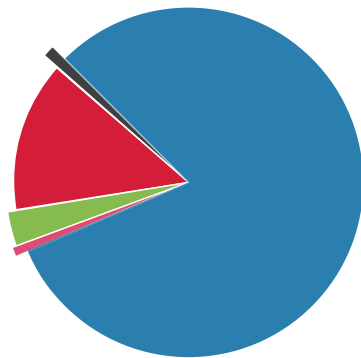


## FINANCIAL SUMMARY

	2013 (\$000's)	2012 (\$000's)	Variance (\$000's)
COMMERCIAL REVENUE	18,224	16,458	1,766
GOVERNMENT GRANTS	182	671	(489)
FUNDRAISING REVENUE	608	304	304
FIRST AID SERVICES REVENUE	3,042	2,795	247
OTHER NON-COMMERCIAL REVENUE	302	122	180
<b>TOTAL REVENUE</b>	<b>22,358</b>	<b>20,350</b>	<b>2,008</b>
Surplus/Loss	1,713	2,803	(1,090)

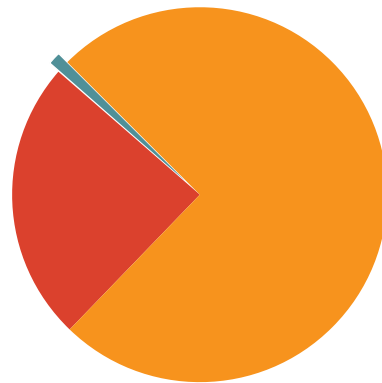
## REVENUE

- COMMERCIAL REVENUE 82%
- OTHER NON-COMMERCIAL REVENUE 1%
- FIRST AID SERVICES REVENUE 14%
- FUNDRAISING REVENUE 3%
- GOVERNMENT GRANTS 1%



## EXPENSES

- FIRST AID SERVICES EXPENSES 24%
- OTHER NON-COMMERCIAL EXPENSES 1%
- TRAINING AND PRODUCT EXPENSES 74%



## OUTLOOK 2014

The Victorian economy is facing headwinds in 2014 after significant manufacturing job losses and there are many challenges ahead. However, we continue to invest in our outstanding people and a strong development pipeline that will support increased sustainable community outputs.

### Our priorities for 2014 include:

1. Increase our investment in sustainable community projects consistent with our mission of saving lives through First Aid and our aspirational goal to have at least one person educated, equipped and prepared to provide First Aid in every home, work place and public gathering;
2. Increase resourcing to our extensive volunteer recruitment and retention programs to improve volunteer numbers and engagement;
3. Increase our business revenues and margins in line with our ambitious growth budget;
4. Increase financial support from philanthropic organisations;
5. Remain disciplined around expenditures and costs;
6. Continue to invest in our people and other assets in line with our strategic plan to enable us to conduct all our activities in a professional and safe manner.

# GOVERNANCE



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

## Board of Directors Victoria

<b>Chairman</b> Cameron Oxley				
<b>Director</b> Dr Iain Nicolson	<b>Director</b> Justin Dunlop	<b>Director</b> Rod Collins	<b>Director</b> Virginia Bourke	<b>Director</b> Cratis Hippocrates
<b>Ex Officio</b> Stephen Horton				

AS AT 31<sup>ST</sup> DECEMBER 2013

2013 Attendee List	Eligible To Attend	Attended
Mr Cameron Oxley	9	8
Dr Iain Nicolson	9	7
Mr Rod Collins	9	6
Mr Justin Dunlop	9	9
Ms Virginia Bourke	9	9
Mr Cratis Hippocrates	5	5
Mr Stephen Horton	9	9

## BOARD OF DIRECTORS



**Cameron Oxley**  
Chairman



**Cratis Hippocrates**  
Director (from July 2013)



**Dr Iain Nicolson**  
Director



**Rod Collins**  
Director



**Justin Dunlop**  
Director



**Virginia Bourke**  
Director



**Stephen Horton**  
Ex Officio



# Towards 2018 Strategic Plan

## KEY RESULT AREA

### 1 Maximise our People Potential

#### OBJECTIVE

- To attract, engage, empower and retain people essential to safely deliver our goals now and in the future

#### STRATEGIES

- Harness the potential of contemporary volunteering
- Demonstrate a commitment to safety in our decisions and behaviours
- Utilise the Employer of Choice Framework as a roadmap to a high performance culture
- Measure progress through annual people surveys
- Seek diversity

## KEY RESULT AREA

### 2 Maintain Quality

#### OBJECTIVE

- Set the standard in First Aid
- Our products and services exceed the expectations of our Customers and comply with relevant regulatory and scientific standards

#### STRATEGIES

- Embed the commitment to quality outputs and continuous improvement in our culture
- Research and invest in the evidence based development of First Aid
- Survey our Customers at least once per year to understand their expectations and our performance against them

## KEY RESULT AREA

### 3 Maximise Community Outputs

#### OBJECTIVE

- Maximise sustainable and measurable community outputs relevant to our Vision

#### STRATEGIES

- Establish a baseline to measure progress twice per year (against our Vision)
- Use measurement to generate improvement initiatives (including communication with stakeholders)
- Partner with others where appropriate to leverage the reach of our programmes
- Leverage emerging technologies
- Develop programmes that showcase our First Aid credentials and capability

## KEY RESULT AREA

### 4 Consolidate Business Activity

#### OBJECTIVE

- Continue to grow our financial stability to support our organisational aspirations

#### STRATEGIES

- Identify organic growth opportunities around the existing products and services and new brand based business that may include acquisition
- Position ourselves as a suitable business partner
- Communicate the plan and current realities of the world in which we operate to our people
- Leverage our brand and knowhow for market leadership and competitive advantage
- Understand and act on the markets and competitive frameworks we operate in
- Support national business opportunities
- Enhance capability to deliver First Aid

## KEY RESULT AREA

### 5 Enhance Relationships and Partnerships

#### OBJECTIVE

- Build and enhance partnerships to advance our goals

#### STRATEGIES

- Identify and understand the key stakeholders and influencer groups in our ongoing success
- Proactive internal and external "stakeholder" management structures
- Positive partner in the St John Ambulance Australia Federation
- Leverage our interaction with members of the community



# ACKNOWLEDGEMENTS



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

## Bequests

The Estate of the late  
Robert Ackland Macdonald

## Private

Mr Richard Kulesz  
Estate of Mr Alwyn Roberts  
Mr Cameron Oxley & Ms Bronwyn Ross  
Mrs Raymonde Webb  
Mr George Gilbertson  
Miss B M Smith  
Avi Rubinstein  
Mrs Phyllis Breen  
Ms Janet Whiting  
Miss Jean Stewart  
Mr James Syme  
Mr Robin Syme  
Mr A Grahame Taylor  
Mr R Lane  
Mrs Marie Warnock  
Miss M O'Sullivan  
Mrs R Andre  
Mr and Mrs David & Elizabeth Ebert  
Miss Norma Ward  
Miss Jennifer G Walker  
Mrs Alice M Vaughan  
Mr H P McKenzie  
Mrs Valerie Yule  
Mr John Faragher  
Ms Patricia Eade  
Mr Norman T Tannock  
Mr Chris Tucker  
Mr J Law  
Mr Alf Klink  
Mr Andrew Tosolini  
Mr K & Mrs R Day  
Mr Michael Bucknell  
Jacqueline Moth  
Miss E M Butt  
Ms Prue McColl  
Mr G Shalit & Ms M Faine  
Mrs Margaret S Ross  
Dr Hugh Melville

Mr Ross Barker  
Dr Vin Massaro  
Mrs Betty Hunt  
Mr J Van Herwerden  
Ms Elizabeth Brown  
Mrs Rosalie Heymanson  
Miss Elizabeth Watson  
Mr Adrian Cohen  
Miss V E Awburn  
Mr Martin Evans  
Ms Marilyn Mayr  
Miss Kaye Winstone  
Mrs Annette Byham  
Mrs Jo Manger  
Mrs Voi Williams  
Mr Stuart McEwan  
Mrs N McCallum  
Ms Joy Wellings  
Mrs Janet Trotter  
Mr Henry Foster  
Mrs Mardi Melick  
Mr Kieran Knowles

## Community Groups

All Saints Anglican Church Op Shop  
Lions Club of Altona  
Lions Club of Greensborough Inc.  
Biccys Op Shop Supporters Inc.  
Rotary Club of Horsham  
Lions Club of Noble Park/Keysborough  
All Souls Opportunity Shop  
Warren Opportunity Shop Inc.  
Pakenham Opportunity Shop Inc.  
Club Astoria German Australia  
Lions Club of Portland  
Ballan Lioness Club  
Horsham Sports & Community Club  
Adelphian Craft & Hobby Shop  
Lions Club of Horsham  
Apex Club of Horsham Inc.  
Kyneton Uniting Church Opportunity Shop  
RSL - Kyneton Sub Branch

## Corporations

Como Gardens  
Middendorp Electric Company Pty Ltd  
Commercial Property Corporation Pty Ltd  
Ritchies Expense Company  
Nutrimetics

## Government

City of Greater Bendigo  
City of Monash  
Glen Eira City Council  
Whitehorse Community Chest Inc.  
Manningham City Council  
Latrobe City Council  
Horsham Rural City Council  
Wellington Shire Council  
Department of FAHCSIA  
Magistrates' Court of Victoria

## Trusts, Foundations, Prescribed Private Funds

Price Family Foundation  
RobMeree Ltd  
The Russell Foundation  
Bell Charitable Fund  
Gringlas Family Charitable Fund  
Gras Foundation Trust  
Commonwealth Bank Staff Community Fund  
Perpetual Private Clients  
The William Angliss Charitable Fund  
Helen Macpherson Smith Trust  
Bennelong Foundation  
The E. C. White Trust  
Hilton White Estate  
The Honda Foundation  
The Danks Trust  
Community Enterprise Foundation



# ST JOHN VOLUNTEERS ACTIVE THROUGHOUT 2013





**SAVING LIVES THROUGH**



**St John Ambulance Australia (Vic) Inc**  
170 Forster Road, Mt Waverley, Victoria 3149  
PO Box 573, Mt Waverley, Victoria 3149

[info@stjohnvic.com.au](mailto:info@stjohnvic.com.au)  
[www.stjohnvic.com.au](http://www.stjohnvic.com.au)  
ABN 69 061 844 380

General Enquiries: **03 8588 8588**  
First Aid Training, Bookings and Sales: **1300 360 455**  
Donations: **03 8588 8888**  
First Aid at Public Events: **03 8588 8360**  
To Volunteer: **1300 360 455**