

St John Ambulance Australia (VIC) Inc

Annual Report 2019





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For the Service of Humanity

Our mission as a charity in the Australian community is the Service of Humanity. We exist to help those who are in sickness, distress, suffering or danger.

Chairman's Report

I'm delighted to present the St John Ambulance Victoria Annual Report charting our progress and achievements in 2019.



VIRGINIA BOURKE

2019 was a year of major growth, development and investment for St John Ambulance Victoria. In embracing our mission – For the Service of Humanity – we continue to strategically focus on increasing our capacity to deliver community health programs by strengthening our commercial enterprises.

Each one of our community programs – First Aid in Schools, our mobile CPR Lab and defibrillator distribution and community transport services – is aligned with our mission and organisational strengths. This year, we celebrated the 'One Millionth Victorian Child' to experience First Aid in Schools, a program which delivers free training to children from early learning centres through to Year 6. At our annual First Aid Awards ceremony we honoured primary schoolchildren, who'd taken lifesaving action as a direct result of their first aid training. The positive impact of our First Aid in Schools program is clear to see.

This year, in partnership with Ambulance Victoria, we were delighted to take on a new contract, which saw us expand our Non-Emergency Patient Transport (NEPT) business into the west of Melbourne, including Geelong and Ballarat. It was wonderful for me to engage with our staff, volunteers and many stakeholders, when we officially opened our new NEPT depots and training facilities in August. We've certainly welcomed this opportunity to strengthen and develop our relationship with Ambulance Victoria and to consolidate our presence in regional areas.



Significantly, we've also invested in the development of SJx, a new way of delivering first aid training. It creatively combines virtual reality and digital elements, resulting in a more engaging, effective and efficient experience. In 2020 and beyond, we're looking forward to maximising this innovative approach, while reaping the returns on our development investment, as we successfully transform our other training programs.

Highlights of the year also include the opening of the newly renovated St John Museum, in Williamstown, and hosting the St John Ambulance National Member Convention, in May. I'm indebted to our St John Ambulance Victoria organising team for delivering a highly successful event. Enjoyed by more than 250 members of our St John family across Australia, the Convention provided the opportunity for us to forge strong and valuable links across the Federation of St John Ambulance entities. There's no doubt we've much to gain in collaboration and learning from each other.

In October, we acknowledged the outstanding service of outgoing Director, Mr Rod Collins, who provided 13 years of service to the organisation at Board level. I'm deeply grateful to Rod for his long commitment, insightful contributions, and great loyalty to St John Victoria over this period, which included a time of great organisational transformation.

As we farewelled Rod, we were delighted to welcome Mr Rick Nugent, Deputy Commissioner of Victoria Police, as a Board member. Rick brings his tremendous experience in emergency services, a deep understanding of governance, a valuable connection to Victoria Police and, most importantly, great enthusiasm and energy for the work of St John in Victoria. I'm indebted to Rick, Rod and each of my Board colleagues – Mr Mark Engel, Dr George Braitberg AM, Ms Caroline Elliott, Mr Paul Davidson and Dr Andi Diamond – for their ongoing support, wise counsel and commitment to St John Ambulance Victoria throughout 2019.

Our 2500+ tireless volunteers continue to serve the Victorian community through their reassuring presence at numerous public events and emergencies. Throughout the year, we responded to multiple emergencies in fire affected areas of Victoria, and also deployed our members to assist in the



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NSW bushfires. As we stare into a worryingly high-risk summer, we anticipate we'll be called to further fires, but have total confidence that our staff and volunteers are ready and will respond professionally, whenever and wherever they're needed.

In closing, I extend my gratitude to our CEO, Mr Gordon Botwright, for his outstanding leadership and commitment across our organisation at every level. I extend my sincere thanks to the executive management team, staff, members of the Order of St John and members of the Board for their passion and outstanding contributions throughout 2019. Last but not least, I acknowledge and thank all of our volunteers for their continuing and dedicated service to the Victorian community.

Chief Executive Officer's Report

In 2019 we significantly increased our community health contribution.



GORDON BOTWRIGHT

As I write this message, the eastern states of Australia are in the grip of some of the most devastating bushfires the country has ever known. The incredible response to these fires has been led by volunteers from organisations across the emergency services sector; a stark reminder of the immeasurable and invaluable contributions made by these community heroes of Australia. In Victoria, our St John volunteers have been outstanding in serving the community at relief centres and assessing the health and wellbeing of our firefighters. I'm in awe of each and every one of you and thank you for your commitment and readiness to serve the Victorian community, when they need you the most.

I look back over the last 12 months and feel incredibly proud. It was a year of transformation and growth, with our mission – For the Service of Humanity – firmly at the centre of everything we've achieved.

In January, we launched our Strategic Plan 2019 – 2023. It's a shared vision that reflects the diverse organisation we currently are, with the clear intention of increasing our impact on the Victorian community we serve, over the next five years. The plan also includes Our Safe Place declaration, which speaks to the organisational culture our people deserve.

Once again, this annual report details the enormous effort made by our volunteers. They've served the community through their attendance at thousands of events, by assisting patients in their tens of thousands and giving an extraordinary amount of time in service and training, so they can provide the best person-centred care to their patients. I acknowledge and thank every one of our volunteers. Because of your selfless efforts St John is one of the most trusted charities in Australia.

Our clinical governance committee, made up of very busy health professional volunteers, worked tirelessly to rewrite the clinical governance framework and provide contemporary policies and practices to deliver on our intent of improving patient outcomes and setting new benchmarks of care. This enormous task, a significant part of our commitment to person-centred care, will differentiate us in the soon-to-be regulated first aid sector. To each committee member, I offer my thanks, your contribution has made us a more caring organisation.

Our other community programs were also impactful this year. We taught first aid for free to over 174,000 school students and 12,000 children in kindergarten. And, for the first time, our First Aid in Schools program was brought to life through our picture book 'The Day Johnny Bear Became a Superhero'. Although our numbers were down this year, we're still able to celebrate training one million Victorian children since the start of the program in 2013 – an amazing achievement!

Our First Aid Action Hero app, now updated to include CPR, went on to win a gold Good Design Award and, most importantly, was played almost 100,000 times. CPR Lab continued its good work training thousands of people, at shopping centres and major events, in compression only CPR. We started to introduce defib demos last year and now do them across the board in all CPR Labs. Lastly, we provided defibrillators and training to sports community centres across Victoria, through our partnership with the Department of Health and Human Services.

These CPR programs are directly linked to achieving our annual strategic priorities of engaging 33% of the Victorian population in first aid, 90% of sudden cardiac arrests receiving CPR and 50% of sudden cardiac arrests receiving defibrillation.

Our community transport service doubled its delivery this year, providing 2,000 trips for vulnerable people to hospital appointments, shopping centres and family visits.

My thanks to everyone, who has been involved in the delivery and coordination of these community programs, your passion for our purpose inspires me.

St John Victoria receives no recurrent funding from Government and so our commercial enterprise provides the funding we need to deliver our community programs. First aid training, sales and servicing of first aid kits and defibrillators, the provision of Non-Emergency Patient Transport (NEPT) services and the respectful movement of deceased people for the Coroners Court make up our diversified business portfolio. Although commercial in nature, each one of these income streams is aligned with our mission and strategic plan.

In January, Ambulance Victoria awarded us a significant portion of their NEPT contract, largely focused on Melbourne's western corridor. In just five months, we employed over 200 new staff, opened four depots, fitted out 49 vehicles and installed new IT systems to support the crews and administration. In effect, when the contract commenced on 1 July, our NEPT operation grew threefold, which could never have happened without a well-executed plan and the extraordinary hard work of our engaged and determined people. We're moving 6,000 patients a month and NEPT will now account for 45% of our total revenue, up from 24% last year. My great appreciation goes to the project team for everything they've achieved.

St John has long been acknowledged as the leader in first aid training. However, the method for delivering training hasn't changed over many years, so we saw an opportunity for innovation. Our training team in Victoria led the way by developing a technology-based means of engaging students - SJx. Using a combination of immersive and virtual reality technology, students are placed in lifelike scenarios, which better prepares them to use the first aid skills they've learned. Our student support system also provides ongoing assessment of their knowledge and application. Accredited first aid training has never been delivered like this before, and we've found it results in more effective outcomes such as confidence and recall, and even reduces time spent in training. I'm proud of our training team and this incredible innovation; an Australian first in first aid training.

We'd previously made a commitment to become a child safe organisation, and in August we received our Child Wise Accreditation, which includes an ongoing commitment to review

and audit our policies and culture. We also achieved the ISO 9001:2015 quality certification for the entire organisation.

The transformation and growth we experienced this year can only be achieved through significant commitment from every part of the organisation. This includes significant capital investment and an operating loss for the year to move the organisation to a new business model. I'd like to thank our Chair, Virginia Bourke, for her ever-encouraging leadership, and all the members of the Board for their support of our vision, their involvement in guiding the strategic plan and their confidence to back it with the necessary investment. It was a challenging year financially but one that will ensure our long-term sustainability.

To my executive and senior management team, thank you for your leadership this year. Your workload has been herculean, yet you've simply got on with the job and delivered. Your passion and determination, and the skills and experience you bring, adds real depth to our capability.

My final acknowledgement must go to our customers, donors and partners. Thank you for your purchases, your generosity and for working alongside us in the community. Without your continuing support we couldn't raise the funds needed to maintain our work in the community.

As we look to 2020, we must consolidate the transformation and growth we've achieved in 2019. We'll focus on efficiency to deliver a return on the investment made, to not only sustain our existing community programs, but also consider the new programs we can commence, as we seek to grow our Service to Humanity, right here in Victoria.

I look back over the last 12 months and feel incredibly proud. It was a year of transformation and growth, with our mission – For the Service of Humanity – firmly at the centre of everything we've achieved.



2019 Highlights

JANUARY

25 Australia Day Honours awarded to Wayne Deakes

31 Launch of the new 2019–2023 Strategic Plan

MAY

02 Re-opening of the St John Museum in Williamstown

04 Victoria hosts the St John Member Convention

21 Launch of new First Aid Training – SJx in Virtual Reality

24 John Crennan inducted onto the Honour Roll at the 2019 Minister for Health Volunteer Awards for more than 50 years of service with St John Ambulance Victoria

FEBRUARY

13 First Aid in Schools program launches into kindergartens across Victoria



JULY

01 New Non-emergency Patient Transport contract with Ambulance Victoria begins

05 St John Horsham division celebrates 50 years

19 St John becomes ISO:9001 2016 quality certified.

31 Annual First Aid Champion Awards

APRIL

03 New vehicle for Community Transport goes out on the road

06 Maroondah Division celebrates 50 years



2019 Highlights

AUGUST

01 St John receives Child Wise accreditation

02 St John's First Aid Action Hero app wins Australian Business Excellence Award for Community Contribution [CCA]

24 Caulfield, Whitehouse and St Monica's divisions receive top award at the St John Youth First Aid Competition

New Non-Emergency Patient Transport Depot officially opens in Ballarat

31 New Non-Emergency Patient Transport Depot officially opens in Geelong



OCTOBER

03 New Certificate IV in Training and Assessment course begins

NOVEMBER

01 First Aid in Schools program trains its 1 millionth child in Victoria



DECEMBER

01 Government House Volunteer awards
Mohammed Shabbir received a *Victorian Premier's Volunteer Champions Award* in the Leadership Category for his amazing contribution to improving engagement with, and the retention of, volunteers

Event Health Services

A growth in new contracts plus an increase in community demand saw our Event Health Services continue to expand in 2019.

The tragic and unprecedented bushfire season experienced across the eastern states produced a significant increase in emergency management deployments. Yet, even when faced with these greater-than-usual challenges, our people provided the same level of commitment and care that's been synonymous with St John since 1883.



173,277

Hours volunteered towards events

VOLUNTEER PERFORMANCE

St John volunteers gave more than 170,000 hours of their time towards events in 2019.

The work of these community heroes has had a significant impact across the state, at events and emergencies, both big and small.

Over the year, we saw an increase in emergency management deployment, with St John providing first aid services at 14 Bushfire Relief Centres in NSW and Victoria. While, thankfully, we saw decreases in the number of lifesaving intubations and resuscitations performed, down to 4 and 3 respectively.

VOLUNTEER MEMBERSHIP GROWTH

Elsewhere, we've seen that volunteering in community services and emergency management has declined, but St John has proudly bucked this trend. We've seen a continued increase in adult volunteer numbers, from 1,891 last year up to 2,082 this year, an impressive growth of 10%.

Volunteer hours towards events	173,277
Total hours volunteered by St John members	366,177
Number of people treated at events	42,703
Number of St John First Aiders	1,950
Number of St John First Responders	682
Number of Health Care Professionals	250
Number of Youth Members	490
Number of Adult Members	2,082
Number of events attended	4,618

In 2019, the number of our credentialed health professionals continued to grow, which brought even more expertise out into the field.

Scope of Practice Summary	2019	2018
Nurse EN	42	35
Nurse RN	105	105
Paramedic	45	36
Doctor	58	55
TOTAL	250	231

2019 SIGNIFICANT INCIDENTS SUMMARY

3

Resuscitations

4

Intubations

14

Emergency management deployments (provision of first aid services at Bushfire Relief Centres in NSW & Victoria)



MORE 2019 HIGHLIGHTS



A great place to volunteer

The Volunteer Value Proposition was launched to continue our commitment to provide a 'great place to volunteer'. We can now connect members via the intranet and provide valuable and up-to-date information to ensure their experience with St John is both enriching and enjoyable.



Research Support

In line with our commitment to 'support research in First Aid and health care' St John member Crystal Cao presented a paper on the 'Use of a Novel Electronic Patient Care Record System at Mass Gathering Events' at the World Association for Disaster and Emergency Medicine Congress in Brisbane.

In addition, we submitted a paper focusing on 'Assessing the Efficacy of a One-Day Structured Induction Program in Orienting Clinical Staff to a Novel Pre-Hospital Medical Deployment Mode'.



Premier's Award

In December, Mohammed Shabbir received a Victorian Premier's Volunteer Champions Award in the Leadership Category for his amazing contribution to improving engagement with, and the retention of, volunteers.



Community Transport Service

Engagement in our most recent community program, St John Community Transport continues to expand. Led by our Event Health Services team, we have three vehicles now in service and more than 2,000 trips were completed in 2019.

The Community Transport Service exhibited at the 2019 Melbourne Seniors and Disability Expo in November. Not only was our participation well received by the public, it also enabled St John to develop relationships with key industry stakeholders.



Child Wise Accreditation

Thanks to the hard work of our People and Culture team, Event Health Services and St John Youth teams, we gained our Child Wise Accreditation in 2019.



KEY CONTRACT ACHIEVEMENTS

Thanks to our enduring, excellent reputation and our continued innovation and growth, St John was delighted to secure these new accounts in 2019:

- ✓ A three-year contract agreement for Cancer Council Relay for Life
- ✓ Mountain Bike Australia National Championships
- ✓ Festival X – a new single-day music festival
- ✓ 32nd Australian Sikh Games – a three-day event
- ✓ Basketball Victoria Tournament
- ✓ Melbourne Marathon Festival

FREE EVENT COVERAGE
Over the course of 2019 St John was proud to deliver more than **3,000** hours of service to community and charity events for free.

These pro bono events included:

- > More than 70 ANZAC Day service events across Victoria
- > Royal Children's Hospital Good Friday Appeal and Kids Day Out
- > Vision Australia's Carols by Candlelight



GOODSAM APP

More than 480 St John staff and volunteers signed up to the GoodSAM app in 2019. Our enthusiastic participation in this initiative is closely connected to our commitment to improve sudden cardiac arrest survival rates.

Fleet Capabilities

Thanks to the ongoing hard work of our Fundraising team, Event Health Services welcomed the addition of the following vehicles to our fleet:

3

Toyota HiAces

replaced ageing vehicles at our Port Phillip, Goulburn Valley and East Gippsland Divisions in June. These vehicles have been custom built to house medical equipment and devices and are fitted out with general and emergency first aid equipment to treat members of the public during events and emergencies.

1

Off-road buggy

for our State Operations Team. It enables volunteers, non-critical patients and first aid equipment to be transported over large areas and difficult terrain.

1

Logistics vehicle

for the State Operations Team – to assist in delivering equipment and supplies to and from events.

6

4WD Landcruisers

replaced an ageing fleet in the Mildura, Portland, Bendigo, Latrobe, Wodonga and Yarra Ranges Divisions.

St John Youth

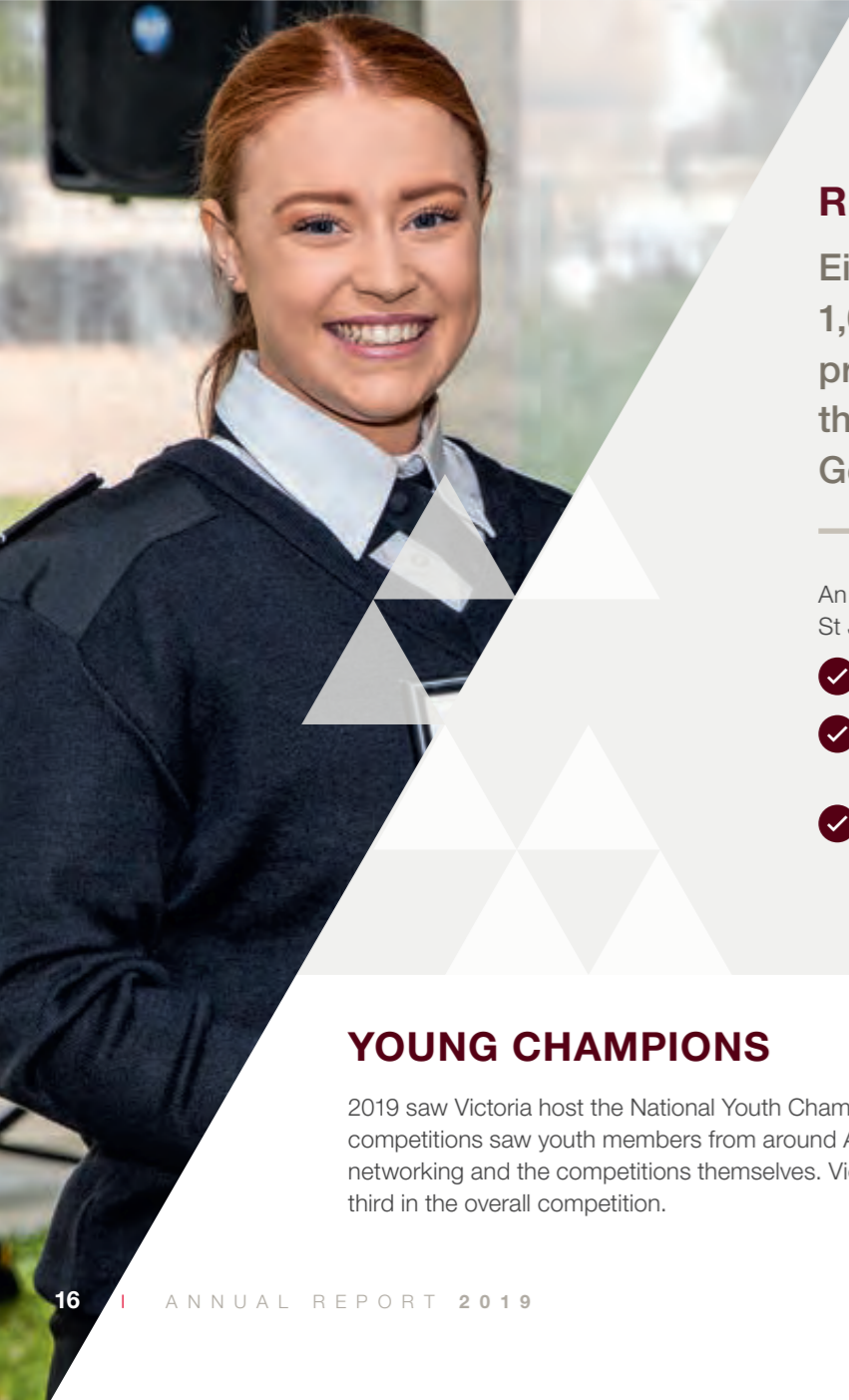
In 2019, St John continued to offer a high level, engaging First Aid-based program to young people (aged 12–17) across the state. Our strategy of ensuring that St John Youth remains contemporary and relevant, allows us to offer a strong program centred around sound youth development principles.

The St John Youth program has not only added value to countless local communities but also allows youth to stay connected to and serve their own neighbourhoods at local events.



INTRODUCING JOHNNY BEAR

Johnny Bear – Edition 1 was proudly launched in May. Created in honour of our dedicated volunteers who serve the community by providing best practice First Aid and Medical Services at events. 3,000 bears were commissioned for this limited-edition release. Each bear comes with a numbered certificate of authenticity and is presented in a gift box.



RECOGNITION OF SERVICE

Eight Grand Prior Awards and a 1,000 Hour Service Award were presented to Youth members at the Annual Award Ceremony at Government House.

An international award, the Grand Prior award is given to St John Youth Members who have successfully completed:

- ✓ 100 hours of service
- ✓ 12 proficiency badges, including Knowledge of the Order and Health Care and Caring
- ✓ A program of first aid studies over a minimum period of three years

YOUNG CHAMPIONS

2019 saw Victoria host the National Youth Championships at the Urban Camp, Melbourne. These First Aid competitions saw youth members from around Australia come together for a range of recreational activities, networking and the competitions themselves. Victoria was successful in winning the team event and placed third in the overall competition.

CULTIVATING OUR LEADERS

The Youth Leadership Courses, Youth Management Course and State First Aid Competitions continued to be staple components of our program in 2019, offering a variety of opportunities, skills and attributes to our Youth Members. Our annual Easter Camp was enjoyed as usual, but this year it was held at a different venue.



26

Divisions with Youth Programs



490

Youth Program Members



Commercial Services

Thanks to the sale and delivery of First Aid products, accredited and non-accredited First Aid and allied training, and our Transport Services, St John's Commercial Service Performance has continued to grow.

Our commercial services include:

- > Transport Services including Non-Emergency Patient Transport (NEPT) and Deceased Persons Transport across Victoria.
- > Delivery of accredited and non-accredited First Aid and allied training. These courses are held online and offline, in workplaces and at St John training venues, across the state.
- > The manufacture and supply of First Aid kits to homes and businesses, distributed directly to the public as well as via retail channels.
- > The supply of health-related equipment including defibrillators, monitors and consumables.



CORONERS COURT CONTRACT

Now in its fourth year, our Coroners Court contract remains integral to our mission - the Service of Humanity. This year we completed 11% more cases than we did in 2018 (9.3% more in metro areas and 15.4% more in regional areas). In addition, our on-time performance improved significantly in 2019, which was at 86% 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 2018, where we completed 4% of cases by the next business day plus one.

TRANSPORT SERVICES

In 2019, Transport Services were the major driver for our growth. With a year-on-year increase of

75%,
they now represent
49%
of our commercial revenue.

This increase was achieved through:

- > The addition of our new contract with Ambulance Victoria that commenced in July
- > Cabrini Health moving their patient transport requirements to St John in November
- > The transfer of 47,392 patients through our Transport Services – an increase of 79% on 2018



ST JOHN PATIENT TRANSPORT OFFICERS SAVE A LIFE

In September 2019, two of our NEPT Officers, Anita Ung and Brendan Branagan, were driving down the Nepean Highway in Mornington, when they were suddenly flagged down by an extremely distressed young man. Anita and Brendan stopped at the scene to find a middle-aged woman, Manuela, experiencing a life-threatening, sudden cardiac arrest.

Fortunately, their St John NEPT vehicle was equipped with a lifesaving defibrillator. Responding immediately, Brendan applied the defibrillator to Manuela, while Anita provided CPR. Two shocks were provided to the casualty and, thankfully on the second shock, Manuela came back to life. Soon after, paramedics arrived and took Manuela to a nearby hospital.

Cardiac Arrest Survivor Manuela said she literally owes her life to Anita and Brendan and will be eternally grateful that the stars aligned on the day. 'It's safe to say that I wouldn't be here today if Anita and Brendan hadn't been driving past that day and applied the defibrillator on me. Never in a million years did I think that this would happen to me - it just never crossed my mind. But after experiencing a sudden cardiac arrest, I'm now a lot more knowledgeable of the seriousness of this issue across the world.' she said.

On Monday 25 November, Manuela met Brendan and Anita to personally thank them for saving her life, with this amazing, life-affirming story being covered by Ten News.



TRAINING HIGHLIGHTS

With SJx being phased in, our CPR student numbers increased by **23%**

Our Mental Health business doubled and is now our **4th** most popular qualification

Our total student numbers grew by more than **3,700** (an increase of 7%)

107 students completed the Certificate III in NEPT – our highest figure ever and almost double the 2018 intake

All trainers achieved their Certificate IV Training and Assessment (TAE) upgrade in line with new ASQA standards

TRAINING

In 2019, we saw a significant increase in the take up of our training courses. They now bring in 22% of our yearly revenue and are a continuing source of our growth.

We're proud to say that St John trained 56,293 Victorians in First Aid and allied courses over 2019. That's an increase of more than 7%. Regionally, the number of people who complete training also carries on growing – up 8.2% from 2018. Across the whole state we saw a continued increase in our mental health training courses. The amount of successful Non-Emergency Patient Transport (NEPT) Certificate III graduates expanded dramatically in 2019, with a significant number of the successful participants joining our Transport Services business as employees.

Thanks to these commercial services, St John remains set to deliver and keep growing our vital community programs over the long term.



PRODUCT SALES

First Aid product sales now account for 29% of our organisation's revenue.

Through 2019 we delivered, installed and provided training to 295 Victorian sporting clubs under our DHHS defibrillator contract. Over the life of this contract we have now delivered 1,141 defibrillators, providing these life-saving devices to Victorian communities far and wide.

In 2019 we expanded our warehousing and logistics services to leverage synergies across all our commercial business areas. Now, along with first aid product distribution and value adding activities, our warehouse also provides logistics services to both our training and transport operations. This includes stocking NEPT consumables and providing in-house daily courier services to our training and transport locations across Victoria. In addition, our warehouse also provided a staging point for the fit out of equipment and supplies for the 60+ new St John vehicles that were put into service throughout the year.

ST JOHN BRANCH OUT INTO FOUR NEW VENUES

Our new NEPT contract with Ambulance Victoria is in the western region of Melbourne, Geelong and Ballarat. We saw an unprecedented opportunity to grow other St John services in these areas. Following considerable investment, we opened four new venues in Geelong, West Melbourne, East Keilor and Ballarat, on 1 July 2019.

Far more than just NEPT depots, training is now offered in both East Keilor and Ballarat, while volunteer divisions are housed in the Geelong and Ballarat locations. These multi-purpose hubs offer a better way for St John to serve the local communities and allow greater insight into our operations from the public.

Official opening events marked the occasion in both Ballarat and Geelong with local MPs, Councillors and the local community enjoying the celebrations.



SJX – THE FUTURE OF TRAINING, TODAY.

One of the highlights of 2019 was the launch of our SJx First Aid Training delivery platform. It was a significant and exciting overhaul of our course delivery. It reinforced our leadership in First Aid and gave St John a truly competitive training edge across Australia, if not the globe.

The new experience includes VR technology, the streamlining of enrolments, digital assessment and real time digital certificate delivery. With this key investment we're now in a position to deliver the majority of first aid courses within our SJx platform and we expect to reap the full financial benefits of this world-class innovation in 2020.

The benefits to our customers are:

✓
Course delivery time reduced to up to 1/3 of previous course times

✓
Greater consistency across classes with cinematic quality video

✓
Innovative presentation style leaves students more engaged and inspired

✓
Paperless assessments via smartphone integration

✓
Greater confidence - VR increases learning retention by around 75%

Philanthropic Support

To the many individuals, community groups, foundations and organisations who support our work, thank you. St John Ambulance Victoria will always be grateful.

Many donors have been giving to our organisation for more than 20 years. They make such a difference to our work. Their consistent support allows us to continually train and equip our volunteers, as well as grow our community programs.

This year three of our long-term donors, the late Audrey Nancarrow, Shirly Cooling and Judith Fisher, each left generous gifts in their wills to support our work. We're extremely appreciative to have been remembered in their estates and are thankful for the difference their kindness will continue to make for years to come.

Of course, each and every one of our donors is important to us and we value them enormously. The continued support of all our donors in 2019 allowed us to make our community safer and more resilient. It's why part of our strategic plan continues to focus on the expansion of our fundraising program.

During the course of the year we were lucky to have welcomed 1,192 new donors to the St John program. We also enjoyed continued growth through our direct mail

and regular giving program, both of which are critical to supporting the growth of our community programs.

Our recent fundraising efforts enabled us to replace nine vehicles from our volunteer fleet. These vehicles are used by our volunteers, across the state, as mobile first aid posts and included six new Landcruisers and three HiAce vans. Grants were also secured to purchase equipment for our Medical Assistance Team, upgrade our Radio Network, provide additional volunteer training, undertake renovations at the Moonee Valley Division, deploy our CPR Lab and support our First Aid in Schools program.

We acknowledge everyone who has helped support our work in the community during 2019. Thank you for contributing to our mission.



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.

COMMUNITY

Altona RSL
Ballan Lioness Club
Biccys Op Shop Supporters Inc.
Eastern Suburbs Walk Against Want
Kyneton Uniting Church Opportunity Shop
Lions Club of Mordialloc
Lions Club Of Noble Park/Keysborough
Lions Club of Portland
Warren Opportunity Shop Inc

GIFTS IN WILLS

Estate of Audrey Nancarrow
Estate of Shirley Joyce Cooling
Estate of the late Judith Anne Fisher
Estate of William Shipperlee

IN KIND DONATIONS

Eflare Corporation

GOVERNMENT

City of Casey
City of Greater Bendigo
City of Whitehorse
City of Wodonga
Department of Infrastructure and Regional Development
Department of Social Services
Emergency Management Victoria
Glen Eira City Council
Greater Shepparton City Council
Knox City Council
Melton City Council

PRIVATE FOUNDATION

Gwen & Edna Jones Foundation
The Andrews Foundation
The Pierce Armstrong Foundation
The Russell Foundation
The William Angliss Charitable Fund
Whitehorse Community Chest Inc.

INDIVIDUALS

K Adams	J Manger
S Adams	S Masel
R Andre	P Marks
K Armstrong	P McColl
R Ashby	P Potter
E Atkins	J Price
N Campbell	M Ross
A Cohen	G Shailt & M Faine
R Croft	B Smith
J Danks	R Syme
R Finnighan	H Swan
S Fong	J Tornallyay
H Foster	C Tucker
L Gourlay	E Turnbull
E Greiman	C Van Herwerden
M Guilfoyle	E Watson
B Howells	S Webb
C Jenkins	J Wellings
D & L Koadlow	M White
J Landy	M Whitworth
G Lefroy	A Williams
A Leslie	



20+ YEAR DONORS

B Abbott	B Burmeister	H Denton	C Gilbo	V Jackson	C Looney	W Orange
S Adams	C Burton	P Destito	S Gill	P Jenkins	H Low	J Osborne
K Adams	A Byham	C Deutsher	Y Ginifer	T Johnson	V Lowe	J Palmer
W Allen	J Byrt	H Devlin	K Golder	D Jones	J Lawson	C Park
R Allsop	D Campbell	P Di Palma	D Graff	M Jones	T Lucardie	J Parrott
P Alsop	H Campbell	A Dickinson	L Graham	N Jones	C Luckock	M Patterson
N Anderson	V Campbell-Hirst	L Dilks	L Gray	T & H Kapelan	D Lynch	M Payton
C Andrews	G Dill	G Dill	M Greenhalgh	B Kearney	G Lyne	C Percy
A Andrews	B Canning	R Dimeo	A Grenville	D Kellack	S MacLeish	T Petch
K Armstrong	W Capell	A Dimitropoulos	R Griffiths	M Kelly	A MacQuarrie	G Pethybridge
R Ashby	M Carnovale	T Djuga	N Griffiths	J Kent	R Manchester	P Peyton
G Axon	W Chan	C Dobb	V Griffiths	M Keogh	J Manger	W Phefley
C Barbarino	R Chapman	M Dodge	N Grigoris	M Kiefel	S Margetts	I Pianko
C Barden	J Chester	G Dow	M Grogan	R Kilpatrick	S Masel	C Pinnick
W Barling	S Chiles	D Duke	E Hagan	G Kinchington	M Maslen	G Polites
K Barnes	N Clarke	A Dunne	M Haines	I King	V Mason	N Pollard
B Barnett	B Clarke	F Dunstan	J Hami	A King	D Mason	A Prancunus
D & W Barr	D Claughton	A Dykes	P Hanslow	B King	G McCallum	D Pratt
M Barrie	J Cliff	T Dynes	R Harbert	H Kinread	W McConnell	F & J Prendergast
B Bassett	S Close	J Earle	A Harris	D Knight	T McDowell	L Price
D Bastian	M Coate	F Eastwood	E Harrowfield	P & B Kolliner	P McGowan	J Price
B Baulch	F Coates	D & E Ebert	J Hart	P Koval	C McIntosh	P Priestley
G & J Beavis	N Colliver	S Edgcumbe	V Harvey	J Lahey	J McIntyre	D Primrose
R Beddoe	J Collyer	K Edwards	D Hatt	G Lane	M McKay	J Rankin
F Bendeich	S Comrie	M Ellery	J Hearn	J Langham	P McKay	W Rayner
M Bennett	R Connell	D Ellis	M Hender	R Lapidus	B McKenzie	J Read
J Bentley	V Cook	G Ellul	C Henriksen	M Larkin	B McLaren	T Redmond
D Berrill	G Coombs	A Ellum	H Henry	E Latiss	M McLeod	L Reen
J Bertram	N Coon	J Epstein	A Henshall	M Law	P McSweeney	R Reimers
S Betts	H Corrigan	R Fernando	D Hewett	J Law	M Medeniaks	P Rendit
W Billings	J Cowland	B Finch	J Hewitt	J Lawrence	V Mescalchin	E Rennie
S Binks	J Crane	D Fisher	R Heymansson	R Lawson	N Miller	I Richards
E Blythman	A Crawley	L Fletcher	J Hilder	B Lay	N Mills	P Ridland
B Boell	E Cray	T Fogarty	S Hislop	M Layton	D Milne	J Ristrom
J Bookham	K Cridland	B Fone	T Ho	R Layton	M Milne	L Robinson
G Bornstein	R Croft	M Foster	L Hobbs	D Lazarides	R Mitchell	N Rodd
D Bowman	V Croft	D Francis	R Hodgins	P Le Sueur	K Mitchell	A Rogers
J Boyce	M Curtis	P Frank	D Hollingsworth	M Lee	H Mitchener	A Rosalion
M Boyd	S Dalikouras	K Fraser	D Holtrop	E Lemanski	B Morphett	B Rule
H Bradlow	J Daly	A Frederick	P Hoobin	D Lewis	D Morrison	A Russell
W Brandenburg	W Danielewski	D Fudge	A Horstman	A Leyonhjelm	L Moss	J Ryan
M Briggs	G De Wit	S Gaylard	N Houen	M Lim	B Muir	P Ryan
H Brown	M Dean	N Gedye	J Hubbard	R Lippard	N Munro	K Salmon
R Brunner	J Dean	K Geoghegan	A Huze	M Lloyd	V Newman	J Saltzman
M Bryant	J Delahunty	J Gerrard	S Isaacs	W & E Lobb	B Niall	S Sanders
H Bucci	E Dent	C Gibbons	D Jackson	A London	G Onions	R Saunders

J Scorgie	H Uecker
D Scott	H Uhlherr
G Shalit & M Faine	M Ullin
M Shanahan	E Upton
M Sheehan	G & D Upton
M Sheils	A Uy
P Shepherd	C Van Herwerden
J Simkiss	S Veltre
G Sinclair	J Vernon
P Slattery	J Vine
G & D Smith	A Violaris
B Smith	E Vlachos
Y So	M Wade
M Sorensen	H Walloch
M Stark	J Walshe
K Stewart	R Watts
A Stewart	S Weate
B Strange	R Weekes
M Swain	J Wellings
A Sylvester	B Wescott
R Syme	P West
M Taylor	R Whalen
L Tenace	D Whelan
L Thalen	D Whelan
K Theocharis	L Wong
P Thompson	
K Tiedemann	
P Tierney	
J Tornallyay	
H Toth	
R Treacy	
J Turner	

M White
T Widman
M Wignall
J Wilcox
E Wilkinson
F Williamson
J Willis
D Willshire
J Wilson
K Wiltshire
H Wood
K Winstone
G Woolford
J Wise
N Wright
I Withell
Dependable Coaching College
P Witt
Greenberg Charitable Foundation
A Wong
Gringlas Family Charitable Fund
L Wong
J M Hiscock & Sons Pty Ltd



Community Education Programs

Our ongoing mission, to educate and empower the community with first aid knowledge and the skills to save a life, is at the heart of St John community programs, with CPR and defibrillation during cardiac arrest now a major focus.



174,111

Children trained



969

Schools and kindergartens visited



FIRST AID IN SCHOOLS PROGRAM REACHES ONE MILLIONTH CHILD

With seven successful years teaching first aid to primary school children under our belt, 2019 saw us train our millionth child in Victoria! An official celebration was held at Brighton Primary School on 12 December and this fantastic milestone was celebrated widely in the media, including on Channel 9 News. (Insert pic of millionth child).

In early 2019, we responded to a growing demand for our first aid training, by introducing it to kindergarten children across the state. Through a modified version of the Storytime module, these younger children can learn the basics of first aid, understanding how to call for help and what is an emergency. Thanks to the Channel 9 and Channel 7 news features on the launch of our program at Coburg Early Learning Centre, demand was so great that we trained a whopping 12,080 children at 386 kindergartens over the course of the year.

2020 will see St John introduce even more students to these vital skills as we continue to deliver on our mission.

FIRST AID IN ACTION

Liamm Tokley – Brotherly Love

In 2018, Liamm's 5-year-old brother - Zayden - had his PEG ripped out of his stomach by accident. Even though there was a lot of blood and Zayden was screaming in pain, Liamm, aged 10, kept his cool. He remembered what he'd been taught by the St John First Aid in Schools presenters and, without hesitating, applied pressure to the wound. He sent his 4-year-old brother to alert their mum, who then took over. She continued applying pressure while Liamm used her phone to dial the specialist team, and together they worked out if an ambulance was needed or if they could drive to the hospital. The decision to drive was made and Liamm spent the journey reassuring Zayden he'd be ok. Without Liamm's quick thinking, Zayden's stoma site may not have been able to be saved and he could have ended up needing another surgery.



FIRST AID IN ACTION

Kane Knights – CPR Hero


Having received his first aid training from St John Ambulance, Kane was well aware of what to do in the event of an emergency. But little did he know that, at his local gym on New Year's Eve 2018, he would encounter a fellow gym member, Marc, going into sudden cardiac arrest. Thankfully for Marc, while the ambulance was on its way, Kane was able to perform CPR and even successfully apply the club's defibrillator, effectively saving Marc's life.







10,420
 People trained
 in free CPR

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


21,339
 Downloads


96,120
 Times played




**FIRST AID
 ACTION HERO**

TRAINING HEROES OF TOMORROW: FIRST AID ACTION HERO APP

After the successful launch of the First Aid Action Hero game in late 2018, the app was rolled out to over 21,000 users in 2019. To keep it up-to-date and make it even more relevant and enjoyable for children, a CPR element was added to the game, taking users all the way through the DRSABC and mirroring the First Aid in Schools program. The app is used regularly by students as a skills refresher, which is an important part of being first aid ready.

The innovative user-centred design and important life-saving mission of the app was recognised with several award wins in 2019:

- Good Design Awards: Gold
- The Australian Business Awards 2019: ABA100 Winner for Community Contribution [CCA]
- Melbourne Design Awards: Silver



BREATHING LIFE INTO CPR LAB

Our goal, to spread the message that anyone can and should do CPR, is never complete, so, again in 2019, we took CPR Lab to a range of venues and events. In total over 10,000 people were taught the basics of CPR for free. We helped reduce fears around common CPR misconceptions and were able to give trainees the confidence to apply lifesaving CPR to a relative, friend or even a stranger in need.

Some locations visited by the Lab were new, such as the Frankston Waterfront Festival and others, like the Grand Prix, have become yearly favourites in the community. We also supported the roll out of the Defibrillator Pilot Program through Australia Post with a regional roadshow to some of the Western Victoria communities, including Colac, Cobden and Port Campbell.



Community Transport

Community Transport helps meet the everyday needs of our local people by transporting them to meet their families, attend medical appointments and go shopping. As this vital service continues to grow, our members rely even more on us to transport them around their communities.

IN 2019, OUR COMMUNITY TRANSPORT SERVICE:

- ✓ Expanded its fleet with three vehicles now in full service
- ✓ Completed over 2,000 trips
- ✓ Exhibited at the 2019 Melbourne Seniors and Disability Expo in November enabling us to develop relationships with key industry stakeholders and the wider community
- ✓ Travelled nearly 35,000 kilometres servicing our customers
- ✓ Transported 273 customers around Victoria
- ✓ Serviced our customers all the way from Bacchus Marsh to Mornington
- ✓ Launched our Community Transport division – accepting volunteers directly into the role for the very first time

To the members of the St John Community Transport Team,

I'm writing to express my gratitude and thanks for transporting me each week to the East Malvern RSL.

It was a pleasure to travel with the kind and friendly drivers and I thank them very much.

I take this opportunity of wishing you all at St John Community Transport a very happy Christmas and a healthy New Year.

Sincerely, Laurel Hatch

P.S. My sincere thanks for sending me a lovely 91st birthday card and wishes.

KIND WORDS FROM A WAR WIDOW

Recently, I heard of a wonderful service, provided by the St John Ambulance Organisation, for war widows living in the Melbourne Metropolitan area.

They offer door-to-door transport, Monday to Friday, at greatly reduced rates for people who aren't able to drive to where they wish to go.

The cost is determined by the distance travelled, not the time involved.

Transport, in a Toyota station wagon, is available for many reasons: medical appointments, social functions, shopping, visiting family and friends, and many more.

All the drivers are St John-trained volunteers and carry complete first aid kits.

I recently visited four of my ten great grandchildren in Hastings. We left home at 10am and I was picked up to return by 3.30pm; allowing me to spend a full four hours with them.

Since then I've been to visit my other great grandchildren in Langwarrin and Bacchus Marsh.

This service has enabled me to visit my very young great grandchildren in their own environment, where they're at ease and needn't be on their best behaviour. They can spend as much or as little time with me as they like, and with the frequent contact which this service allows I'm becoming a real part of their lives.

We're a large family but I'm no longer just someone they see rarely, as one more face at occasional family gatherings.

I heartily endorse this initiative and congratulate and thank St John Ambulance for making it possible. Thanks also to the War Widows Guild for informing us of this wonderful opportunity.

Joan Coon

(War Widow and Community Transport Customer)



A DAY IN THE LIFE OF MO, A COMMUNITY TRANSPORT DRIVER

Hi, I'm Mohammed Alam, but everyone calls me Mo. I've been with St John for over seven years now, and am currently a Regional Manager of North Region, a member of the Bicycle Emergency Response Team and a Community Transport Driver. Today, I'd like to share my story of the Community Transport program. This initiative was introduced by St John in 2017, with the view to provide a cost-effective service to the members of the community. I've been with this program from day one and I'd love to share with you my fantastic journey. But first, please let me tell you how it works.

The program runs Monday to Friday during business hours. I'll receive a text and an email from Head Office about the upcoming shift and timings. Once I confirm my availability, it's on. I get ready, put on my St John uniform and drive to Head Office to pick up the Community Transport Vehicle and details of my client who I call 'Friend' (I'll explain why I call them 'Friend' later). After arriving at Head Office, I'm given a mobile phone and a key to my car and my Friend's details: name, contact number, pick up and drop off address and the timings. Then I go to the car park and check that the vehicle is clean and ready to drive. I fill out the log book and put the address in Google Maps and I'm off. I like to arrive at Head Office 15 minutes early, so I have enough time to do all these things and still be at my Friend's place 5 minutes before the appointment.

On arrival, I knock on the front door and that's the first time I come face to face with my Friend. I greet them with the warmth of a smile and introduce myself as their driver. Then I help them over to the car, open their door, help them get in and adjust their seat belt. After getting in the driver's seat, I'll ask them if the climate control needs changing and if they prefer any particular radio station. Once we're over these formalities, either I'll put the destination address in Google Maps or my Friend can navigate me. As we drive along,

we engage in small talk, and from there we try to find common ground to talk and laugh about. Eventually, we reach our destination, and again, I assist them in getting out of the car and walk them to their appointment. Sometimes I stay and wait for them, I may simply drive off and do another pick up, and on other occasions I return back at an agreed time. Afterwards, I do the same as before and return my Friend safely to their home, and with the warmth of a smile, I say goodbye, before returning to Head Office.

Sometimes, I'm asked to pick up a Friend, who I've driven before, and surprisingly we both remember each other's names! I've even come across Friends who are from my birth country, Bangladesh, and we finish off the journey chatting in our own language: Bangla.

And the reason I call them my Friend, instead of my client, is because by the end of each trip, we've built this relationship, a friendship of sorts, where my Friend feels comforted, cared for and connected.

So, my experience in this journey has been absolutely amazing. I feel so blessed that I have the opportunity to not only drive these fantastic people and share our sad and happy stories, but also profoundly grateful that they're being valued, loved and feel safe under my care. Most graciously, my Friends also feel very humbled to receive the service. Each trip is a story, a memory to be remembered, and a reminder to us all that we shouldn't take things for granted. We need to do everything we can to look after the members of our community.

So, if you would like to make a new Friend, are passionate about making a difference and have good driving experience, join the Community Transport Team: For the Service of Humanity.

State Chaplain's Report

After 18 months as State Chaplain I've found that the diversity of roles, within St John Ambulance and The Order of St John, has kept me on a constant and rewarding learning curve.



REV JIM PILMER

PSM, OStJ

The overall role of the chaplains is to provide pastoral availability and spiritual support to St John staff, volunteers and Order members on a 24/7 basis, regardless of their religious beliefs. My approach has been to call in weekly at the Mount Waverley headquarters and Transport Branch and to be available at other times for informal and confidential conversations, if and when required. This offers another facet to the overall welfare support of staff and volunteers within St John and has led to both on-site assistance, as well as after-hours telephone counselling, home visits and occasional referrals to other professionals.

The expansion of the St John Non-Emergency Patient Transport work, to include Ballarat and Geelong, raised the need for new chaplains at those centres. I'm therefore delighted to report that Major Mervyn Lincoln (Salvation Army) Ballarat and The Reverend Rosemary Maries (Anglican) Geelong accepted my invitation to take up those positions this year. Both chaplains are highly experienced and have been warmly welcomed by staff at each location.

The work of the St John Coronial Services team is one of the areas in which interfaith awareness is absolutely vital. In conjunction with Ms Kelly Hartley (People and Culture), our chaplaincy contributions, relating to the different religious customs and expectations at the time of a person's death, have now been incorporated into the guidelines carried by all St John crews.

I look forward to another year as part of the St John family.

Rev Jim Pilmer PSM, OStJ



Honouring Our Unsung Heroes

FIRST AID+ Champion AWARDS

In 2019 St John hosted the second annual First Aid Champion Awards. These awards present a unique opportunity for Victorians to celebrate unsung heroes – including colleagues, classmates, friends and family members – who have used their First Aid skills to change or save a life. After receiving many worthy nominations, the following deserving winners were recognised for their incredible acts of first aid at our yearly awards ceremony, on Wednesday 31 July 2019.

TIM MARCHINTON AND ANDREW WILLIAMS

2019 Overall First Aid Champions

Tim and Andrew, always do their first aid refreshers with St John, because they recognise the importance of regular training to make sure they're prepared for any situation. Whilst volunteering at a Gold Coast camp for disabled children, they came across Mark, collapsed and unconscious on a walking track, with his wife screaming for help. After discovering that Mark wasn't breathing, they quickly began CPR and found a defibrillator nearby. Tim and Andrew had never met before the incident, but their quick thinking and brave actions meant that Mark was alive and well enough, only months later, to attend the First Aid Champion Awards himself to thank Tim and Andrew, personally.



JAMES FINLAYSON SMITH AND SAMANTA SAUCEDO GUTIERREZ

Workplace First Aid Champion Award Winners

James and Samanta work together at Melbourne's iconic Scienceworks Museum. One Thursday in May 2018, James and Samanta's roles shifted from Customer Service Officers to First Responders, when a patron collapsed in the car park and suffered a cardiac arrest. They immediately commenced CPR and, after calling for a defibrillator, provided three shocks to the patient. On the third shock, the patient was revived. Today, the patient is alive and well, which is solely down to James and Samanta's heroic first aid efforts.



SUE JOYCE

School First Aid Champion

Sue isn't just one of the admin staff at Seabrook Primary, she's also a First Aid Champion. With over 1,000 students at the school, she uses her first aid knowledge and expertise to treat all of them with the utmost care, whenever they walk into her sick bay. Sue has even treated staff members, when they have questions and issues, including her colleague Stephanie, who nominated her for this award. On top of her school commitments, Sue also volunteers with St John Ambulance, giving up countless weekends to spend time at community events offering first aid to strangers. Sue shows great compassion towards all her students at Seabrook Primary, no matter how small the problem may be. And she passes on her knowledge and wisdom to all staff, through inductions, first aid training courses and information sessions.



FINN STOCKTON

Junior First Aid Champion (Under 12)

8-year-old Finn and his younger sister Ember were playing an energetic game of cops and robbers shortly after breakfast. Soon the sound of shattering glass and Ember's screams filled the house. Finn, Mum and Dad all ran to the front room to find Ember screaming, she was covered in blood and shock was taking over. Ember had run into the front window, the crash left her with several deep cuts to her arms. Ember's parents applied pressure to her injuries while Finn offered reassuring words of comfort to his sister. With the skills he learnt in the St John Ambulance First Aid in Schools Program Cuts and Grazes module, Finn was able to calmly assist his mum and dad.



TAI SHARPE

Youth First Aid Champion (Under 18)

In late 2018, Tai, aged 16, was at home with his 9-month-old niece, Ruby, when she began choking on a blueberry. Unable to breathe, Ruby quickly started to turn blue. Fortunately, Tai knew the appropriate choking first aid method and applied it immediately. Tai gave three back blows and on the third, the blueberry was dislodged. Thanks to Tai's quick thinking, Ruby was lucky enough to escape unharmed.



People and Culture

Engage – Educate – Empower



GROWTH IN THE ST JOHN TEAM

2019

saw the biggest growth for St John Ambulance in our long history, when we hired

223

new employees – a

63%

year-on-year increase in total staffing numbers across the organisation.

While much of this growth reflected our new contract with Ambulance Victoria, additional opportunities came about through our commitment to our volunteer offering, developing sales opportunities and a small increase in employee support services.

CAREER OPPORTUNITIES

We remain committed to developing internal talent within our organisation. In 2019 St John Ambulance:

- ✓ Focused on career development and the internal talent journey with 43 existing employees and volunteers moving into new roles within the organisation
- ✓ Filled 16 roles from the dedicated St John Ambulance volunteer division
- ✓ Appointed four new Team Leaders from within Patient Transport - our fastest growing team - confirming our commitment to developing talent from within
- ✓ Rolled out a new Performance Review System - a process aimed at increasing engagement across all sites. An online pilot program, it allows for ease of access, support of physically dispersed teams and the ability to centrally capture and record performance KPIs, completed training and future development opportunities.
- ✓ Onboarded the corporate services team and HQ onto the new Performance Review System with the aim of bringing the remaining team members online in 2020

OCCUPATIONAL HEALTH, SAFETY AND WELLBEING

At the heart of what we do is a commitment to keep our St John Ambulance staff safe when they come to work. While there are inherent risks when moving patients, delivering training and engaging with the public, our aim is to ensure all employees return home safely at the end of each working day. In 2019 we introduced:

- ✓ A full-time Occupational Health, Safety and Wellbeing Manager to drive awareness and engagement across the organisation.
- ✓ Weekly Awareness Initiatives that encouraged employee participation in 'R U OK? Day', Safety Heroes and 'World Health and Safety month'. Employees actively engaged with weekly initiatives that helped them bring Occupational Health and Safety and Wellbeing principles into their everyday activities.
- ✓ A program that gives office-based employees access to stand-up desks and new ergonomic chairs. This recognises that office staff need to work in a safe workplace too.

DIVERSITY AND GENDER

St John Ambulance continues its commitment to fostering an inclusive and equitable workplace, with a gender balance of almost equal numbers of 52% males and 48% females, in December 2019.

- ✓ We're proud to participate in the annual Workforce Gender Quality Agency reporting process.
- ✓ We complete annual audits of all salaries to ensure remuneration is awarded based on merit with no gender pay gap for those participating in the same or similar roles across the organisation.



CHILD SAFETY

A highlight of 2019 was the attainment of Child Wise Accreditation for the organisation. This accreditation recognises that St John Ambulance is committed to ensuring the safety of children and young people who may participate in St John Ambulance Activities.

The accreditation process includes having the organisation assessed, as well as having training completed by nominated personnel, to build the capacity of executives, staff and volunteers so that they meet state and national child safety standards and principles.

INTERN PROGRAM LAUNCH

- > In 2019, in partnership with La Trobe and Monash universities, we launched our intern program.
- > The pilot program launched with nine participants across four divisions of the organisation and with considerable support across the organisation will continue again in 2020.

Order Affairs

In 2019, the Order Affairs Committee proudly put our new Ambassador Program in motion and appointed five new Order members as our inaugural St John Ambassadors.

AMBASSADOR PROGRAM

The Order of St John Ambassador Program was launched by our Chairperson, Ms Virginia Bourke OStJ, on Saturday 5 October 2019.

Five members of the Order were appointed as the inaugural St John Ambassadors.

They will work with the State Office on a number of fundraising initiatives and other projects focusing on promoting the Order across the organisation.

ANNUAL DINNER

On Saturday 5 October 2019, we held the Annual Dinner for Victorian members of the Order at the William Angliss Institute in Melbourne. Our guest speaker was Dr John Ballard, Associate Vice-Chancellor of the Australian Catholic University, who delivered an interesting speech about his experiences of clinical governance in Victoria's health sector.

INVESTITURE

The Investiture was held at Government House, Melbourne, on Thursday 4 July 2019. Her Excellency, the Honourable Linda Dessau AC DStJ, Governor of Victoria, presented insignia to 16 members who were admitted or promoted in the Order. The Lord Prior, Professor Mark Compton AM GCStJ, and the Chancellor of the Priory in Australia, Mr Cameron Oxley KStJ were also present for this special ceremony.

ANNUAL CHURCH PARADE AND SERVICE

To celebrate the feast day of St John the Baptist, the annual Church Parade and Service for Members of the Order of St John was held at St Paul's Cathedral, Melbourne, on Sunday 23 June 2019. The Service was officiated by the Dean of Melbourne, The Very Revd. Dr Andreas Loewe OStJ, with an uplifting sermon delivered by the Precentor, Rev Canon Heather Patacca MStJ. Following the Service, Order members were joined by the clergy and fellow St John volunteers for a special morning tea.

Victorian Members of the Order

PROMOTED TO KNIGHT

Mr Alan Eade ASM KStJ

PROMOTED TO COMMANDER

Ms Kristy Austin CStJ

Mr Lucas Drew CStJ

PROMOTED TO OFFICER

Mrs Sharon Boscacci OStJ

Mrs Michell Crawford OStJ

Mrs Paul Blaich OStJ

Ms Marie Parker OStJ

Mr Rodney Collins
APM, OAM OStJ

Mrs Theresa Sprekos OStJ

ADMITTED AS OFFICER

Prof George Braitberg AM OStJ

Rev James Pilmer PSM OStJ

ADMITTED AS MEMBER

Ms Stephanie Ave MStJ

Mr William Hardy MStJ

Ms Sharon Carpenter MStJ

Ms Jen Heywood MStJ

Mrs Susan Caslake MStJ

Ms Elisa Lay MStJ

Mr Ken Chan MStJ

Mr John Lloyd MStJ

Ms Lynette Clarke MStJ

Ms Michelle Palmer MStJ

Mrs Dianna Di Lisio MStJ

Mr Johnny Piscopo MStJ

Ms Lauren-Jean Germany
MStJ

Mr Jarryd Redinger MStJ

Mr Simon Goode MStJ

Mr Michael Smith MStJ

Mr Terence Goodwin MStJ

Mr Lindsay Tremethick
MStJ

Ms Vi Ha MStJ

Mr Charles Tilley MStJ

VALE

Gladys Blackston CStJ

William Buckle BEM MStJ

George Jackson CStJ

John Davis MStJ

Sinclair Millar AO, LVO,
QPM CStJ

Marjorie Heny MStJ

Norma James MStJ

Michael Sellar CStJ

Evelyn Warner MStJ



16

Members admitted
to the Order

Honours and Awards

LONG SERVICE CERTIFICATE

Representing 62 Years Service

Dorothy Bache DStJ

LAUREL LEAF

Representing 52 Years Service

Brian Cantlon MBE, KStJ
Stewart Granger MBE, KStJ

4TH GILT BAR

Representing 47 Years Service

Benjamin Gronow CStJ
Daphne Womersley MStJ

3RD GILT BAR

Representing 42 Years Service

Dawn Cochrane CStJ
Ian Johnson OStJ
Bruce Kidney CStJ

2ND GILT BAR

Representing 37 Years Service

George Burns OAM, MStJ
Anthony Oxford
ASM, OAM, CStJ
Maree Pritchett OStJ

1ST GILT BAR

Representing 32 Years Service

Michell Crawford OStJ
Loris Zaal OStJ

3RD BAR

Representing 27 Years Service

Ian Cleator MStJ
Helen Donaldson MStJ
Elizabeth Ravalli

2ND BAR

Representing 22 Years Service

Debra Bartlett MStJ
Bruce Caslake OStJ
Wendy Hogben
Amy Kwik OStJ
Trevor Merrett
Maree Salter MStJ
Ronald Sculley
Theresa Sprekos OStJ
Kevin Wanstall MStJ

1ST BAR

Representing 17 Years Service

William Hardy
Elizabeth O'Keefe
Allen Tam

12-YEAR LONG SERVICE MEDAL

Stephanie Ave MStJ
Victoria Barlow
Joshua Campbell
Sharon Carpenter MStJ
Susan Caslake MStJ
Janis Castell
Shane Coleman
Scott de Haas
Peter Fryer

Maddison Gage
Craig Giles MStJ
Courtney Grigg MStJ
Linda Huynh
Paul Leeder
Robert Mclean
Christine Morrison
Luis Perez
Alan Stephens

MEMBER OF THE ORDER OF AUSTRALIA

Wayne Deakes OAM, KStJ James McCarthy OAM

GRAND PRIOR AWARDS

Connah Baker	Marcus Dunlop	Ethan Vilaisarn
Michaela Binyon	Taylah Murray	Benjamin Winzer
Eliza Davies	Kate Rider	

1000 HOURS CERTIFICATE

Craig Ellis

BRONZE COMMENDATION

Ken Chan	Andrew Georgeallis	Geoffrey Sadler
Matthew Chase	James Morris	Robyn Stone

SILVER COMMENDATION

Marie Parker OStJ

The most Venerable Order of the Hospital of St John Jerusalem

KNIGHTS OF JUSTICE

Mr Cameron Oxley CStJ
The Right Reverend
Dr. Peter Hollingworth
AC, OBE KStJ
Dr Iain Nicolson KStJ

KNIGHTS AND DAMES OF GRACE

Her Excellency Linda Dessau
AM, 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
AC KStJ
Mr Wayne Deakes OAM KStJ
Adj Assoc. Prof Alan Eade
ASM, 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. Ann Kathleen
Hollingworth DStJ
Mrs Lynne Landy DStJ
Mr John Landy AC, MBE, KStJ
Mr Edgar Ashley Mason KStJ
Mr Alan Eade ASM KStJ
Dr James Allan Mawdsley
OAM, KStJ
Mrs Joan Patterson
OAM, DStJ
Professor Jeffrey Rosenfeld
AM, OBE, KStJ
Mrs Margaret Switzer DStJ

CHAPLAINS

Rev James Pilmer
PSM, OStJ

COMMANDERS

A/Professor Brett Aimers CStJ
A/Professor Francis Archer
OAM, CStJ
Miss Kristy Austin CStJ
Dr John Byrne CStJ
Mr James Cheshire JP, CStJ
Mrs Janet Calvert-Jones
AO, CStJ
Miss Kristy Austin CStJ
Mrs Merle Carey CStJ
Mr Lucas Drew CStJ
Ms Dawn Cochrane 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 Lucas Drew CStJ
Mr Timothy Duncan CStJ
Mr Justin Dunlop ASM CStJ
Mrs Gloria Flatt CStJ
Mrs Beryl Granger CStJ
Mr Benjamin Gronow CStJ
Mr James Humphrey CStJ
Mr John Ireland 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 Peter Neylon CStJ
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Financial Overview

2020 has been a year of substantial investment for St John, both in terms of Capital expenditure and new business start-up expense. Revenue from our commercial activities and Event Health Services continued to grow on previous years, however the deficit recorded for 2019 reflects a year of substantial change and investment.



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 21% across the organisation in 2019 – with the following notable achievements:

- ✓ \$2.4M spent to support the delivery of our community programs
- ✓ Launch of our new First Aid Training delivery platform, SJx.
- ✓ On 1 July we transitioned into the new Non-Emergency Patient Transport contract with Ambulance Victoria.
- ✓ Customer demand for Event Health Services continued to grow, with a 9% revenue increase on 2018.
- ✓ Fundraising revenue decreased for the year although we had 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 expenses included start-up costs in relation to the Non-Emergency Patient Transport contract and in SJx. We also invested \$11.0M into capital during the year, the biggest single year investment in the organisation's history. This \$11.0M included, vehicles, operational equipment, software and the purchase of a building in Ballarat to support our NEPT, Event Health and First Aid Training operations.



HIGHLIGHTS INCLUDE

Purchase of Land and Building in Ballarat to support our NEPT, Event Health and First Aid Training operations

Purchase of **51** new vehicles to service our NEPT contract

Replacement of **6** Toyota Landcruiser 4WD vehicles

Investment in our new First Aid Training platform, SJx

We replaced our phone system

We completed the St John Museum Redevelopment



2020 OUTLOOK

2020 is the second year of our 5-year Strategic Plan and we will continue to centre activities on the key priorities relating to the plan. We intend to:

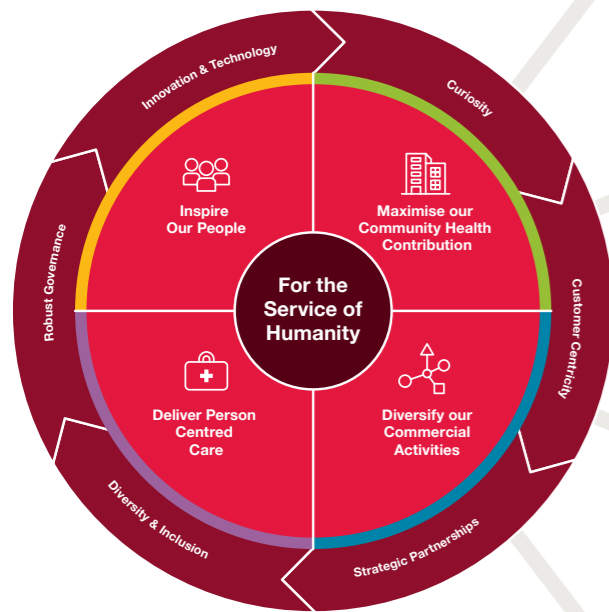
- Continue to invest in sustainable community projects consistent with our mission
- Invest in our volunteer training, recruitment and retention programs to grow membership and engagement
- Consolidate on the investment made in 2019 and set the organisation up for sustainability into the future
- Grow 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

FINANCIAL SUMMARY

	2019 \$000s	2018 \$000s	Variance \$000s
Commercial revenue	34,639	27,618	7,021
Government grants	821	169	652
Fundraising revenue	348	1,550	(1,202)
First Aid services revenue	3,601	3,230	371
Other non-commercial revenue	1,754	1,837	(83)
TOTAL REVENUE	41,163	34,404	6,759
Gain/(Loss) on JB Were Portfolio	1,002	(873)	1,875
SURPLUS/(DEFICIT)	(246)	917	2,769

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

2019 ACHIEVEMENTS:

- > **600,000** engaged in first aid awareness
- > **100%** growth in Community Transport
- > **92** people received bystander defibrillation



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
- > Provide corporate health and wellbeing services

2019 ACHIEVEMENTS:

- > Plan enacted to grow Fundraising by **1192** new donors



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

2019 ACHIEVEMENTS:

- > Creation of a new First Aid Training delivery platform – SJx
- > Updated clinical governance framework providing contemporary policies and practices and setting new benchmarks of care
- > Research study commissioned into stimulant drug-induced serotonin toxicity amongst music festival patrons



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

2019 ACHIEVEMENTS:

- > Creation of our "Safe Place" mandate ensuring a safe place for our people
- > Child Wise Certification achieved

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.



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CHAIRMAN



ROD COLLINS

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DIRECTOR



PAUL DAVIDSON

DIRECTOR



ANDI DIAMOND

DIRECTOR



RICK NUGENT

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	TOTAL Attended	Eligible to Attend
Virginia Bourke	9	9
Rod Collins	6	7
Mark Engel	9	9
George Braitberg	7	9
Caroline Elliott	7	9
Paul Davidson	8	9
Andi Diamond	5	9
Rick Nugent	2	2

Thank You



Holy Trinity Catholic Primary School - Suubury

St John Ambulance Victoria visited our school on Friday 13 September to deliver their free First Aid in Schools Program to our students. The program has taken an innovative approach to ensure all First Aid lessons are a fun and interactive experience for students of all learning capabilities. Robyn, a trained St John presenter, lead students through tailored sessions on the importance of First Aid and what to do in the event of a medical emergency. Our junior students learnt about how to identify when there is an emergency, keeping themselves safe, and how to call for an ambulance. Senior students learnt about CPR (cardiopulmonary resuscitation) and the things they can do to assist in an emergency.

Thank you St John Ambulance Victoria for providing a very valuable lesson to the children of Holy Trinity



Robert Cochraue Kindergarten - Hawthorn

Our staff at the centre would all like to say a very big thank you to St Johns Ambulance for the wonderful, information session the children had at the centre on Wednesday 26th June. The presenter was so informative and calm with the children during each repeated session (4 in total). The children responded so well to her story telling, questions and follow up demonstration and role play with the bandages that they all asked if they could have more!

Well done to St Johns Ambulance and your dedicated staff members. We certainly hope this can become a yearly incursion and will certainly pass onto other centres about the service you are offering this year which is vital for all children and staff to know about.

Please pass on our thanks to all involved in making this program available to kindergarten and schools. Wishing you much success with the program over the year. Thank you kindly.

Fiona Darrigan (Early Childhood Teacher) and the staff at RCK

Thank You

Laugwarriu Primary School - Laugwarriu

The first aid sessions were fun, interactive and well presented. 2C students enjoyed it. I liked the way they got the students active and involved in every step. The information and content was appropriate and valuable for students in year 2.

(Year 2 teacher)

I felt it was definitely worthwhile for the students. It was well presented and held the students interest for the whole session. Getting to practise on the mannequins was great too.

(Year 6 teacher)

Dianne – the presenter, was excellent – she spoke to the students at their level of understanding and was engaging and friendly. The presentation was educational, relevant with partner role playing emergency situations which reiterated the important messages in the presentation. Definitely worthwhile and I would highly recommend this program again. I was very impressed.

(Year 1 teacher)

I thought it was terrific! Very age appropriate and engaging for the children. The right amount of movement and listening. The presenter we had, Elly, was terrific with the children too. Very enthusiastic!

(Prep teacher)

The kids remembered their last first aid lesson and it was a good refresher/ activity to show the importance of DRSABCD. They also loved putting their peers into the recovery position and I think having multiple exposures ie yearly presentations would be good. Possibly a bit too wordy/ "sit and listen" for some classes. All that was covered was important so it's hard to tell what you might shorten to keep it focussed for those difficult students.

(Year 3 teacher)

It was great! Very beneficial

(Year 6 teacher)

Dear Sirs,

During a recent visit to the Australian Open Tennis in Melbourne (Fri 18th January, 2019), I had the unfortunate experience of tripping over the pavement as I alighted from the coach, causing me to fall. I suffered several abrasions requiring medical attention.

Within minutes of my fall, two St John Ambulance personnel were there attending to me. They were both called "Tom". I cannot praise them enough for their care and attention, without which we would have missed the tennis altogether and my wounds would not have healed so well.

I would like you to thank them again on my behalf. Hopefully you can identify them. Please accept this donation of \$100 with my grateful thanks.

Fred Leggett



Mildura Central Early Learning Centre - Mildura

You are never too young to learn First Aid!!

Rachel from St John Ambulance's First Aid in Schools Program joined us in the Kindergarten Room this morning to teach a child friendly First Aid Course!

Rachel covered how to respond in an emergency in including DRSABCD and how to call for help (000).

We then had a go at applying bandages correctly to each other's arms and heads.

Thank you so much Rachel and St John Ambulance Victoria for visiting us!

I have been meaning to express my gratitude to St John's staff who attended when my husband died earlier this year.

They were so compassionate and so helpful – far beyond what I would have expected.

Please extend my sincere thanks and gratitude to all the staff and volunteers.

Yours sincerely, Helen Hauau



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