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ANNUAL REPORT

St John Ambulance Australia (VIC) Inc



St John



▶ Contents

4 Chairman's Report	31 State Chaplain's Report
6 Chief Executive Officer's Report	32 Community Education Programs
8 2020 COVID-19 Response Timeline	34 Workforce Response to COVID-19
12 Event Health Services	36 Order Affairs
15 St John Youth	37 Honours and Awards
16 Volunteer COVID-19 Response	39 The Most Venerable Order of the Hospital of St John of Jerusalem
18 Community Transport	42 Financial Overview
20 Training	44 Strategic Plan
22 Non-Emergency Patient Transport	46 Governance – Board of Directors
24 Product	47 Thank You
28 Philanthropic Support	
29 Acknowledgements	

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.

Volunteers conducting door to door COVID-19 Test collection.

Chairman's Report

I'm delighted to present the St John Ambulance Victoria Annual Report which charts our progress and achievements in 2020.



VIRGINIA BOURKE

In a year which has exhausted all synonyms for 'challenging' and 'unprecedented', 2020 has seen St John Ambulance Victoria demonstrate all the hallmarks of a resilient and dynamic organisation. Notwithstanding that this year has presented many of us with difficulties and personal hardships, it's nonetheless been a response in which, I believe, we can all take great pride.

At the start of the year, our fears in relation to the summer bushfire risk were realised and many of our volunteers were deployed to multiple sites to assist in fire-affected areas. I pay tribute to these volunteers. Their sustained efforts through the dramatic, devastating and often frightening bushfire period are to be highly commended.

The onset of the COVID-19 pandemic followed fast on the heels of the bushfire effort and, like all Victorian organisations, we've had to navigate the harsh reality of two sustained periods of lockdown. Since March 2020, we've been forced to reorganise the organisation to manage the serious disruption to our community programs, events, divisional meetings and volunteering. At the same time, we've sustained the ongoing operation of our product sales, training, Non-Emergency Patient Transport and Coroners Court transport services. Each of these services has performed strongly and contributed both to our community response and to our financial viability.

Thwarted for most of the year in the delivery of many of our usual

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community programs, we've seized with alacrity every opportunity to engage with the State Government and our emergency agency colleagues. Together, we've found new ways to serve our community: transporting vulnerable people for COVID testing; delivering and picking up testing kits through door knocking across hotspot suburbs; establishing an urgent care centre; setting up a pop-up flu clinic in the City of Monash; developing a tailored mental health first aid training course and providing staff to support other health and aged care services. All of these activities, many supported by our volunteers and staff at very short notice, represent the lived reality of our mission, the service of humanity.

2020 was a year of 'virtual firsts', including a shift of all Board and Committee meetings to online platforms and a virtual meeting with Her Excellency, Governor Linda Dessau. The delivery of our First Aid in Schools Program in an entirely virtual setting was a significant achievement, facilitated by the innovative work of our training team over the last several years. At our inaugural virtual Volunteer Awards ceremony in December 2020, it was a delight for me to witness the award of the Ultra Long Service medal being presented to Mrs Barbara Davis in recognition of her 65 years' service to St John.

I'm indebted to each of my Board colleagues – Mr Mark Engel, Dr George Braitberg AM, Ms Caroline Elliott, Mr Paul Davidson, Dr Andi Diamond and Deputy Police Commissioner Rick Nugent for their commitment to St John Ambulance Victoria and their wise counsel and support to me personally in 2020. We all look forward to the resumption of 'in person' Board meetings in 2021.

I extend my deep gratitude to our CEO, Mr Gordon Botwright and his executive team for their outstanding response to the challenges of this pandemic year. Gordon and his team responded quickly, decisively and with great empathy, to protect the organisation, to maximise employment opportunities for our staff and to seek out new opportunities for our volunteers to serve the community.



Non Emergency Patient Transport Crew taking part in the "Shine a Light on Road Safety" initiative.



St John Volunteers attending the Bushfires in Coryong in January 2020.

I also extend my sincere thanks to all members of the management team, our staff, members of the Order of St John and members of the Board and its subcommittees for their service and the great sense of solidarity engendered by our combined efforts to respond to the pandemic. I'm grateful for the active support and encouragement throughout the year from our Chancellor, Mr Cameron Oxley, and our Lord Prior, Mr Mark Compton.

As always, I acknowledge and thank all of our volunteers across Victoria for their loyalty and dedicated service. I acknowledge the huge challenge that this year has presented to our usual volunteer activities and the many disappointments and frustrations the pandemic has engendered for our people. I commit our efforts in 2021 to the resumption of our community programs and the fostering of connections and opportunities for our people as St John Ambulance Victoria continues its invaluable service to the Victorian community.

Chief Executive Officer's Report

As I reflect on 2020, and the many terms used to describe it, there is one phrase I didn't hear often, but perfectly sums up my thoughts, and that is Charles Dickens' paradoxical: 'It was the best of times, it was the worst of times'.



GORDON BOTWRIGHT

► Many amazing, even exciting, things were achieved in 2020, yet many people have suffered with health issues, personal loss and hardship. We must not forget the human toll from the bushfires and this pandemic.

St John Victoria lived this paradox. As parts of our organisation were closed, other parts were in demand. As we stood down staff and volunteers in Commercial Training and Event Health Services, we needed more people in Non-Emergency Patient Transport to support the delivery of new service opportunities. As traditional methods of training were halted, innovation initiated digital alternatives. Despite the anxiety of uncertainty, our people flexed and adapted to take on new and different roles. They were the epitome of resilience.

This report details our many achievements for the Service of Humanity including: our service during the bushfires in January; our exceptional work with the Department of Health and Human Services in response to COVID-19; the thousands of COVID patient transports provided by our NEPT crews; the retaining of the Coroners Court contract for the movement of deceased persons; leading innovation in first aid training and providing support personnel to our health service partners, and our first aid training innovation SJx, which won two Australian Business awards. These are just some of the things we did last year.

In March, when the impact of the pandemic started to be felt, we had to make the hard decision to temporarily restructure the organisation by standing down the most affected departments. The board and executive moved as one, agreeing that our priorities were to maintain financial viability to ensure our mission would be sustained in the future and to treat our people with respect and empathy during this period of uncertainty. I'm pleased to report that our balance sheet remained stable despite the disruptions and, while we didn't always get everything right, I hope on reflection that our actions, support initiatives and communications showed our people that we cared about them. Not one staff role was made redundant in 2020 and, by the end of the year, nearly all departments that had been stood down had returned. Thanks to each of you for your gracious patience, determination, support and fantastic new ideas.

Our volunteers, even as I write this report, remain enormously impacted by the pandemic restrictions. They've been unable to serve the community in their usual way since March, and not gathering for divisional meetings for ten months has created a sense of social isolation. On top of this, their ability to maintain their first aid scope of practice has also been interrupted. Nonetheless, when we've called on you to mobilise to serve the community in different ways, you have. Thank you for hanging in there and doing all you could. You remain needed and wanted and it won't be long before you'll be back regularly in your greens doing what you do best, serving those in sickness, distress, suffering and danger.

My thanks to the members of the Board for their continuous support and wise guidance, and to our Chair, Virginia Bourke, for her tireless leadership and networking that ensured St John was included in conversations, that we otherwise may not have been.

To have come out of this year in the way that we have has needed leaders with energy and passion for our purpose, who care for our people and are determined, even when it seems impossible. So, to the members of my executive team and senior management, and to our senior volunteer managers, my deep thanks for everything you've done and achieved.

Finally, to our customers, trusted partners, donors and suppliers, thank you for your ongoing support; it has been invaluable this year.

I'm proud of the way our organisation navigated the impacts and the opportunities that the pandemic presented. In a volatile and complex year, we were able to deliver on our strategic priorities. We maximised our community health impact by using our diversified commercial capabilities, we provided person-centred care to those affected by COVID and we've inspired and been inspired by our people.

2020 has shown we can do things we didn't think possible, that we can adapt and innovate, and we can deliver during the worst of times to make them the best of times. These new-found skills should give us confidence and courage as we move into a new year.



As traditional methods of training were halted, innovation initiated digital alternatives. Despite the anxiety of uncertainty, our people flexed and adapted to take on new and different roles. They were the epitome of resilience.

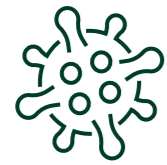
2020 COVID-19 St John Victoria Response Timeline



2020

25

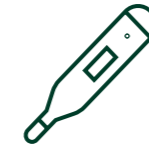
First COVID-19 case in Victoria detected



5

First temperature screening deployment, with temperature checks for staff at various large organisations in Victoria

- ▶ Almost 5,000 shifts fulfilled
- ▶ 17,000+ hours worked



23

We air our first Facebook Live broadcast, 'Chat with a Trainer', to maintain ongoing community education

21

First Corporate Education webinar takes place



24

Personal Protective Equipment (PPE) distribution commences

- ▶ To assist Department of Health and Human Services (DHHS), St John delivered PPE to testing sites, hospitals, aged care and GP clinics across Victoria
- ▶ Distributed 7.8 million pieces of PPE to 400 locations
- ▶ Provided gowns, face shields, sanitiser, gloves, face masks and test swabs

6

Urgent Care Centre (UCC) is set up at Melbourne Showgrounds to assist the Victorian COVID-19 health response

- ▶ 48 volunteers set up the UCC, in less than 36 hours
- ▶ The UCC included 28 beds, consultation rooms, resuscitation bays and high dependency unit bays
- ▶ Eight truckloads of medical equipment including stretchers, cardiac monitors, ventilators and oxygen units

16

St John converts flagship First Aid in Schools Program to a virtual format and conducts first session

- ▶ Presenters were able to deliver the program via Zoom to primary school classrooms across Victoria
- ▶ 52,000+ students trained in 2020

The need for Non-Emergency Patient Transport surges. St John increases support to Ambulance Victoria and residents in aged care impacted by COVID-19.

- ▶ At the peak eight additional shifts were run daily from July through to November
- ▶ Dozens of residents were transported each day

3

100% Virtual First Aid training launches. Training can now be facilitated despite COVID-19 restrictions, for full accreditation from home



22

St John is deployed by the Department of Environment, Land, Water and Planning to NSW/Victoria border checkpoints to provide first aid support at remote locations, like Cann River, to police officers and support staff.

Temperature screening service in Melbourne CBD



JAN

FEB

MAR

APR

MAY

JUN

JUL

AUG

SEP

OCT

NOV

DEC

21



St John deploys first Non-Emergency Patient Transport for COVID-19 patients

- ▶ 9,000+ confirmed and suspected COVID cases transported over the year

2

COVID-19 Transfer Service commences

- ▶ 1,400+ passengers transported to, from and between quarantine, home from hospital and to COVID testing sites

15

Virtual Training begins with the first Virtual Mental Health and Crisis Support class delivered.

- ▶ This marks a step forward in the direction towards more online training in the virtual classroom

25

COVID-19 door-to-door test collection commences

- ▶ Assisted DHHS with suburban testing blitz in COVID hotspots
- ▶ 109 St John members involved
- ▶ Over 6,000 COVID tests collected
- ▶ 4,100 addresses visited
- ▶ 1,813 hours completed

15

Manufacturing begins of St John's own Australian made hygiene range, including hand sanitiser gel, surface spray and antibacterial hand wash



12



St John delivers mental health and crisis support training initiative for Small Business Victoria, in response to the impact of COVID-19 on small business owners

4

St John partners with Vicinity Centres. Volunteers are deployed throughout metropolitan Melbourne centres to help provide COVID safety to their visitors



Click here to watch our year in review

▶ Event Health Services

The devastating Victorian and NSW bushfires of early 2020, saw our volunteers' expertise called upon immediately. St John provided health and wellbeing support for those immediately impacted, including firefighters and residents who had evacuated their homes.

▶ Traditional first aid was administered at the staging posts and relief centres, however it was often a listening ear that was needed most. Our people were able to help traumatised members of the community come to terms with the devastation the fires had left in their wake. With 17 bushfire deployments in need of service, 256 members donated more than 8,500 hours to assist those in their time of need.



'Thank you for your presence at so many public events, and for your help many years ago when I had a fall at the football! (Go Tigers.)'
- Hazel from Reservoir who has been donating to us since 2016

▶ A one-year extension to the Victorian Racing Club service agreement was secured.

▶ The Virtual Volunteer Awards were livestreamed for the first time on 5 December with 187 members receiving awards for their years of service, commendations for their involvement at the summer bushfires and for work supporting Victoria's COVID-19 pandemic response.

▶ Launched SJ Connect in Q4 – the new system comprising a member and client database, a healthcare professional database and roster and dispatch systems.

▶ Whilst Divisional meetings and training were cancelled, members showed a willingness and readiness to volunteer in challenging conditions, to learn new technologies and develop new ways of operating.

▶ To encourage membership engagement, we introduced activities like virtual meetings, virtual Q&A Sessions, Meet a St John Member Facebook Posts and First Aid Trivia Nights.

▶ 515 St John personnel registered as GoodSAM Responders, as part of our strategic commitment to see more Victorians receiving bystander CPR and defibrillation.

▶ St John members participated in the Emergency Services Foundation forum to celebrate International Women's Day 2020. The forum was officially opened by the Governor of Victoria, The Hon. Linda Dessau, who personally acknowledged the efforts of each agency in attendance. The focus was on improving the mental health and wellbeing of emergency services workers.

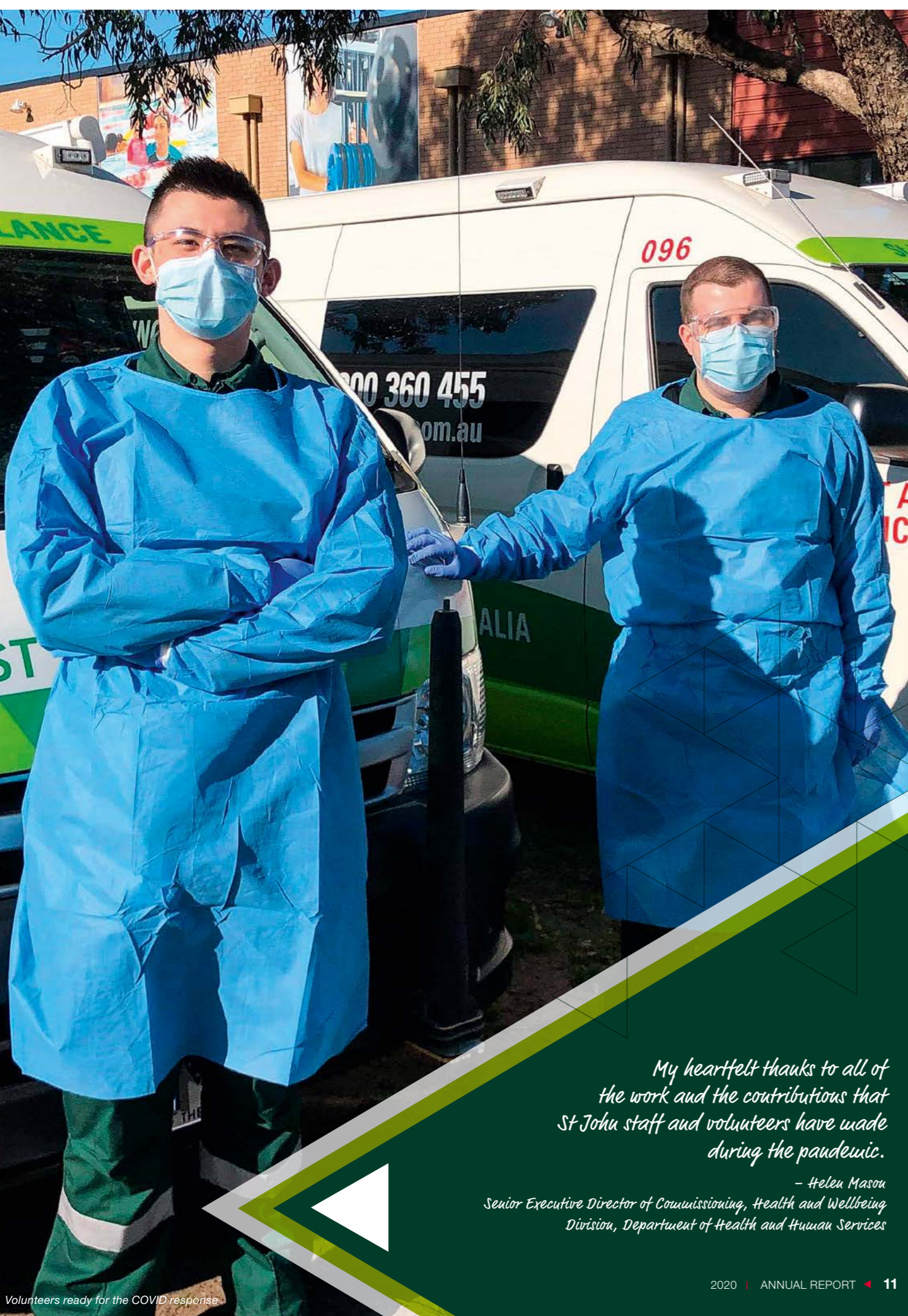


'You do so much good work in the community - thank you.'
- Noel from Templestowe, 92 years of age

My heartfelt thanks to all of the work and the contributions that St John staff and volunteers have made during the pandemic.

- Helea Mason
Senior Executive Director of Commissioning, Health and Wellbeing Division, Department of Health and Human Services

Other 2020 highlights



Volunteers ready for the COVID response

2020 Significant Incidents Summary

1 x Intubation



Click here to watch Naomi's Story

After a Wiggles concert, our volunteers perform at their best - Naomi's Story

▶ Naomi, a mother of six, attended a Wiggles concert in Melbourne with her two youngest children.

The week before the concert, Naomi wasn't feeling very well. She'd been suffering horrible migraines but, nevertheless, was determined to take her children to see their beloved Wiggles.

When the concert ended, Naomi felt so unsteady on her feet, she fell over. Naomi got up, but immediately knew something wasn't right and it wasn't safe to drive. She was leaving the auditorium, unsure what to do next, when she saw two St John volunteers who were providing first aid services at the event.

Naomi approached the volunteers and told them about her terrible migraines and that she was worried about driving the hour and a half journey home. Hoping it was just dehydration, one of the volunteers proceeded to examine Naomi. It wasn't long before they were joined by another St John volunteer – a registered nurse – who, after being informed of Naomi's symptoms, said, 'I think you have meningitis'.

Our volunteers quickly organised an ambulance for Naomi. They stayed with her, ensuring she was okay, and watched over her children while waiting for the ambulance to arrive.

After being seen by doctors, Naomi was diagnosed with fungal meningitis, the most difficult form of meningitis to treat. If St John volunteers hadn't been at the concert that day, and Naomi hadn't asked for their help, she wouldn't still be with us. Thankfully, our incredible volunteers are helping people, just like Naomi, assisting them in sickness, distress, suffering and danger, every day.

Volunteer membership

Volunteer hours towards events	100,408
Total hours volunteered by St John members	137,192
Number of people treated at events	8,284
Number of St John First Aiders	1,441
Number of St John First Responders	401
Number of Health Care Professionals	288
Number of Youth Members	388
Number of Adult Members	1,911
Number of events attended	2,447
Number of Adult Divisions	48
Number of Youth Divisions	23

Scope of Practice Summary	2018	2019	2020
Nurse	140	147	155
Paramedic	36	45	56
Doctor	55	58	77
TOTAL	231	250	288



Volunteers at the Victorian bushfires



Youth Members practicing their skills

Recognition of Service for Youth Members

▶ Four Grand Prior Awards and a 1,000 Hour Badge were presented to youth members via the Virtual Volunteer Awards.

The Grand Prior Award is awarded on the authority of His Royal Highness Prince Richard, Duke of Gloucester, Grand Prior, of the Order of St John to Youth Members who have qualified in a minimum of twelve different Proficiency Badges.

The 1,000 Hours Badge is awarded to youth members who, as the name suggests, have completed over 1,000 hours of volunteer service to the community.

▶ St John Youth

▶ In 2020, due to COVID-19 restrictions, St John Youth continued their meeting routines through online Zoom divisional meetings. This covered some elements of training, as well as the continued administration of youth divisions, including the development of the *Youth Online Learning Framework*.

▶ The Youth Advisory Committee was established. With a representative from each youth division, it enabled young members to contribute and take part in the decision-making which affected them.

▶ The introduction of the *Turning 18 Process and the Youth to Adult (Y2A) Passport* was implemented. The process will ensure the transition from youth member to adult member is both seamless and thorough.

▶ The Youth Leadership Course, usually held at the campsite, transitioned to an online format over three weekends. A new course, the Youth Leadership Course Level 3 for 'mature' Youth Leaders, was also introduced.

▶ 2020 enabled a focus to be placed on the creation of new policy, and improvements to existing policies and procedures within St John Youth, ensuring a contemporary and consistent standard is maintained throughout the program.



St John Volunteers' critical support to COVID-19 response

Throughout 2020 our volunteers were an integral part of Victoria's COVID-19 health response with 245 of our members involved in COVID deployments.

COVID-19 Transfers

► The Department of Health and Human Services contracted St John to provide transportation for vulnerable members of the community who required COVID-19 testing. This service was extended to include transporting symptomatic and asymptomatic people to, from and between quarantine hotels, as well as returning hospital patients to their homes. The service commenced in May and concluded in December, with over 1,400 passengers transported.

This is the longest running emergency deployment carried out by St John, with 110 members involved and 2,414 hours allocated. While there was an elevated risk, when in close contact with COVID positive passengers, thanks to detailed Clinical Bulletins and strong infection control procedures, no St John member contracted the virus while carrying out this much needed service.



Urgent Care Centre

► When a COVID-19 outbreak threatened residents of public housing towers in Flemington and North Melbourne, Melbourne Health called in the St John Medical Assistance Team to establish an Urgent Care Centre (UCC). Within 36 hours, a fully equipped UCC was up and running at the Melbourne Showgrounds. It included a scalable team of health professionals and support staff to triage and treat patients with the widest variety and highest acuity of medical emergencies. The 28-bed centre included consultation rooms, resuscitation bays with life-support equipment and ventilators, high dependency unit bays and isolated 'hot zones' to provide care for COVID positive patients. 48 volunteers worked on the ground each day, first to set up the centre and then to provide care to patients.



Click here to watch our Urgent Care Centre video

Door-to-Door Test Collection

► Late in June, the Department of Health and Human Services contracted St John to manage the distribution and collection of over 6,000 testing kits from 4,100 residences located in COVID-19 'hotspots' throughout Melbourne. This project was managed by the Emergency Management Team and over 1,800 hours were dedicated to this deployment.

Cann River

► In December, on behalf of the Department of Environment, Land, Water and Planning, St John members provided first aid assistance to Victoria Police and support staff at the COVID-19 border checkpoint base camp in Cann River.



How the Emergency Management team managed 2020 - Ryan Jacobsen's Story

► Ryan Jacobsen is the manager of the Emergency Management Team. He joined St John in his youth as a cadet.

Throughout 2020, and during the peak of the pandemic in Victoria, Ryan was responsible for the St John Volunteer COVID-19 deployment. His tasks included facilitating vital services such as transporting people to and from hotel quarantine, as well as door-to-door COVID test collections.

Ryan said, 'One of the biggest challenges we faced in COVID times, was that we'd never seen anything like it before. So, we had to create completely new operating approaches and procedures to allow our members to meet the requests being made of us.'

Because I was on the front line during the pandemic, visiting COVID sufferers' homes and seeing how it was affecting them, I got a true sense of how the community was dealing with the virus. It helped put things in perspective for me.

The pace of 2020 was enormous. We started the year off with our second longest deployment of members to campaign bushfires throughout the whole of January. We put a lot of time and effort into each of those

deployments and then to back that up immediately afterwards with our COVID-19 response, it was a truly remarkable effort by every one of our volunteers.

I hope 2020 showed the wider community how great St John really is. An extraordinarily capable organisation, made up of people who are willing to put in an incredible amount of time and effort to go the distance.'

Ryan Jacobsen –
Manager of the Emergency Management Team

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. During the COVID-19 pandemic our customers were able to take comfort in the knowledge that St John drivers were adhering to strict infection control procedures and being regularly briefed on the constantly evolving COVID situation.

In 2020, our Community Transport Service:

- ▶ Completed 1,968 trips (only a 1.9% decrease in numbers from 2019)
- ▶ Travelled 43,000+ kilometres around Melbourne
- ▶ Transported 321 customers
- ▶ Upgraded Personal Protective Equipment and cleaning products in all Community Transport vehicles, to ensure driver and customer safety throughout the pandemic
- ▶ Made 224 trips in February, the largest number of trips in a single month since the service was launched
- ▶ Serviced our customer base all the way from Bacchus Marsh to Warburton to Hastings and everywhere in between
- ▶ Extended our partnership with the War Widows' Guild indefinitely. This will provide each metropolitan Melbourne member free access to the service once a week
- ▶ Gained more than 100 new clients. Unfortunately, many community transport organisations were forced to close or pare back their capacity during the pandemic. This gave St John Community Transport the opportunity to secure new clients thanks to referrals from other organisations
- ▶ Increased volunteer engagement by 14% from 2019

Kind words from a Community Transport Customer

'I would like to thank you very sincerely for all your help in organising cars for me. It has not been easy with the virus as things where I had appointments had to be cancelled, etc. I would also like to thank your drivers. They are all so helpful with me hobbling along, etc. And they also have interesting lives. Once again thank you for everything.'

- Elizabeth from Wautirua South, 83 years of age



▶ Training

2020 proved to be a particularly challenging year for St John's Training Department. Due to lockdown and strict social distancing rules, multiple programs were constrained or even shut down. Even though many people in our Training Division were stood down, we're proud to say, they remained committed and engaged.

▶ In February, amidst confusion and dire predictions, the Training team could see that it was time to think differently. Acting quickly, we leveraged our SJx innovation, crafting a new and more engaging online format that could also future-proof our business. Furthermore, when partnering with key clients, we engaged them in non-traditional ways to generate new revenue streams.

Thanks to some quick thinking and an adaptable team, St John no longer has a completely bricks and mortar training business as we turn the corner into 2021. We now boast a more diversified commercial training business that not only includes a viable Certificate III and IV course offering, but it also mitigates inherent risk to its Patient Transport, Event Health Services and Commercial Training operations.

In 2021 we'll endeavour to continue growing this part of the business by offering more courses, to elevate our capabilities consistent with our strategic plan to become a Centre for Healthcare Training.

I really enjoyed the online first aid course on Sunday, 18 October. The instructor explained everything well and provided encouraging feedback. I would definitely consider doing my first aid training with St John in the future.

– Jared Talavera

100% Virtual Training – When COVID-19 sparked innovation

▶ The challenging nature of 2020's environment meant that, in order to remain relevant, we needed to adapt as an organisation. As a result, our industry-leading 100% Virtual First Aid Training – a range of first aid courses available to be completed online through virtual classrooms – was born. Not only did its creation give us the ability to continue teaching first aid during stage 3 and 4 restrictions in Victoria, it also gave the customer the added convenience of being able to complete training in the safety and comfort of their own home. Additionally, the launch of Virtual First Aid allowed us to continue striving towards our goal of having 33% of the Victorian population engaged in first aid knowledge building annually by 2023.



Dad saves toddler son's life thanks to St John first aid skills – Dennis' story

▶ Ryman Healthcare construction worker, Dennis, saved his toddler son's life by utilising the skills he learnt completing a St John Ambulance First Aid Course.

Dennis' son had just finished eating dinner when he suddenly began to choke. As he watched his beloved little boy gasping for air and turning blue, Dennis was able to remain calm. His recently completed St John first aid training kicked into action and he began providing blows to his son's back, while calling 000 at the same time.

Thankfully, by using the first aid skills he'd learnt, Dennis was able to completely clear the obstruction from his son's airway by the time the paramedics arrived, saving his life.



Click here to watch Dennis' story



Dennis and his son

Key Statistics

▶ We received 2 Australian Business Awards in 2020 for our signature SJx training delivery



▶ 2020 was the inaugural year for Advanced Education. We quadrupled the size of the business, with agreements now in place to support NSW and QLD students.

▶ Launched 100% Virtual First Aid Training in September

▶ Doubled Mental Health students, now our third most popular qualification. A highlight was securing the contract to deliver accredited Mental Health training online for Small Businesses Victoria in response to COVID-19. Minister Jaala Pulford was welcomed at a St John training centre in Ballarat for the launch.

▶ We maintained training for key clients in CFA and Coles

Non-Emergency Patient Transport

For our Non-Emergency Patient Transport team, 2020 was their most testing year yet. All transport staff were on the front line, exposed to COVID-19 every day. Despite this, they not only stepped up to the task, they exceeded expectations.

Coroners Court Contracts

► Thanks to hard work and the maintenance of strong, ongoing relationships, the Barwon contract was implemented late in 2019 and the Coroners Court contract was tendered and retained for up to seven years.

We were pleased to be able to commence low risk stable platform half-day driver training in September. In addition, manual handling review and initiatives were rolled out to reduce manual handling risk and improve staff safety. At the same time, a new role of Team Leader Coroners Court contract was created to support staff development and business performance.

A record year for Patient Transport

► 2020 was a record year for activity with over 71,000 transports completed across all contracts. Due to the impact of COVID, our passenger volumes were extremely changeable, with over 50% fluctuation week to week. In March, our St John of God contracts commenced at Geelong, Ballarat and Frankston, while Health Purchasing Victoria contracts were extended for two years with Peninsula Health and St Vincent's Hospital.

Our Clinical Instructor Pathway Program (launched in 2019) was completed. Six sponsored participants, who completed the program in April to progress their career and skills, can now train staff coming through the Ambulance Transport Attendant Pathway. In addition, 21 staff completed the Ambulance Transport Attendant (ATA) pathway program, advancing from Patient Transport Officers to Ambulance Transport Attendants.

A dedicated Transport Services OHS Committee was implemented and new roles were created to support staff development and business performance: Team Leader Clinical Auditing, Team Leader Communications and Clinical Training Coordinator.



NEPT Officers feel the strain of the virus - Niall's story

► I've been working as a Patient Transport Officer (PTO) with St John for more than three years now and have loved every minute of it. As a PTO during COVID-19, I was involved in transporting suspected and confirmed COVID patients to hospitals, home and hotel quarantine, so I was really exposed to the pandemic.

As a trainer, I was also responsible for inducting new staff into St John and teaching them how to deal with the COVID situation. This included explaining which items of Personal Protective Equipment (PPE) were required on duty and the necessary protocols to maintain the health and safety of all staff and patients.

2020 was certainly a difficult year for all PTOs. There were days you wouldn't step out of full PPE (gowns, n95 masks, gloves and visors) and you were constantly cleaning the vehicle. So, by the end of the day, you were both physically and mentally exhausted. I know for many of my colleagues this put a strain on their home life too.

Despite the challenges there were some positive outcomes. I believe the whole experience brought the Patient Transport team a lot closer. Working for ten hours or more, dressed in full PPE, while adhering to strict safety protocols, definitely taught us to work together, better. It was also a very productive year. We transported more patients than ever, while working under the extreme pressure of being in a pandemic. It felt good to know we could help.

The incredible NEPT response to COVID-19

► St John Non-Emergency Patient Transport (NEPT) crews transport, on average, 6,000 patients every month throughout Western Melbourne, Geelong and Ballarat. When the pandemic reached our shores, our NEPT crew began transporting confirmed and suspected COVID cases. By the end of the year 9,111 patients had been transported. Our staff were at the very front line of the crisis. Their level of care and compassion was seen, in particular, by the residents of aged care homes throughout Melbourne. Sadly, in late July, many were evacuated whether they were COVID positive or not. Even though there were always potential risks involved, with sufficient training, Personal Protective Equipment and stringent infection control procedures, the St John NEPT crews were able to reduce these as much as possible.



The NEPT fleet



Product

The 2020 pandemic began affecting our Product sector as early as February 2020. Not surprisingly, face masks and hand sanitiser were the two most sought-after products at this time. But not for long.

► Demand for other Personal Protective Equipment (PPE) products such as nitrile gloves, gowns, coveralls and thermometers also soared, as people were determined to stay safe. Unfortunately, but understandably, access to the supply of these products was soon hampered as other medical sectors were given priority.

As an essential service, St John was extremely fortunate to secure 50,000 surgical masks from a local distributor. We retained half to keep our own people safe and the remainder were distributed to other services, including Australia Post, Victoria Police and WorkSafe.

Factories in China did their utmost to keep up with PPE demand, but the pandemic reduced the numbers of their local workforce. Nitrile gloves soon became an issue as Malaysia shut its export trade. We even met with a few local manufacturers of hand sanitisers, however ethanol supply had fast become a problem for them, as well as a lack of bottles and pumps.

Eventually, we came to an agreement with a trusted local manufacturer of hand sanitiser who uses bioethanol. Wheels were put into motion in June and our first delivery of St John hand sanitiser and surface spray took place in early July. This product line now also includes antibacterial hand wash and we're pleased to say that supply (and demand) continues to grow.

Despite supply chain issues, St John sourced and distributed high quality PPE throughout 2020, keeping our services operational and ensuring our customers had a healthy reserve.



PPE logistics in action



L-R: Cardiac arrest survivor Ian, gym owner Daniel, Tony (NEPT), and Kim (Trainer)



Click here to watch Ian's Story

Giving the gift of life – Defibrillator Giveaway

► 2020 was a challenging year in many ways, for some industries more than others. Health and fitness businesses suffered in particular. For this reason, St John was pleased to be able to run a Defibrillator Giveaway Competition, to award one deserving Victorian organisation with a defibrillator, which can then be used to benefit the wider community.

The winner of the competition, Breakwater Athletics, was chosen due to the heart-warming story of the gym's owner, Daniel Tinitali, saving a member's life.

Just outside Breakwater Athletics door, a gym member, Ian Muir, suffered a sudden cardiac arrest after he'd finished his workout. Ian had no pulse, so Daniel rushed out and began performing compressions, with the help of a local off-duty paramedic alerted by Ambulance Victoria's GoodSAM app.

The winner of the competition, Breakwater Athletics, was chosen due to the heart-warming story of the gym's owner, Daniel Tinitali, saving a member's life.

An ambulance arrived minutes later and paramedics took over, continuing CPR for an incredible 45 minutes. With the outcome not looking good, Daniel phoned Ian's wife and son to 'prepare them for the worst'. Just as the paramedics were considering calling time, Ian decided his time wasn't over yet.

Without Daniel's quick response and lifesaving CPR efforts, Ian would be not alive today. As the one-year anniversary of the incident approached, Ian and Daniel were reunited at Breakwater Athletics with St John presenting the gym with its new defibrillator. Now, if an incident occurs in the future Daniel, and all the team at Breakwater Athletics, will be even more prepared.



COVID-19 PPE Distribution to Hospitals, Aged Care and Testing Sites

► The work commenced in May and lasted until November. Through July and August, resources had to be scaled up and a dedicated team was created to meet with high demands. This project was a vital part of the department's response to the pandemic.

By engaging staff from a variety of areas within St John, including presenters, trainers, patient transport and warehouse, we're proud to say we were able to meet all requirements, including next day delivery of over 7.8 million pieces of PPE.

There were times when demand was so high, we had to hire a truck to keep up. However, for the most part, the St John fleet was used. Our patient transport facility was swiftly transformed into a PPE warehouse to store all goods.

The dedication of all staff involved was the major contributing factor to this project being a fantastic success. It even required out of hours work to be performed, including weekends, which was managed very successfully and the DHHS found our service to be exemplary.

We averaged 573 orders and deliveries in July and 448 orders and deliveries in August. By the end of project in November, we'd distributed 1,856 orders to over 400 locations throughout Victoria.

St John was awarded the Department of Health and Human Services' contract for the storage and distribution of PPE to aged care facilities, hospitals and testing sites around Victoria.



An Australian Made Product Launch

► Despite COVID-19 keeping us busier than ever, securing and distributing stock to protect Victorians across the state, we still managed to find the time to launch our own hygiene range.

Importantly, we decided it was essential the range was made in Australia, both to support local jobs and ensure a swift supply chain. We took on board the stringent Therapeutic Goods Administration and World Health Organisation quality standards and launched a trusted and affordable range of home and business-sized hand sanitiser, antibacterial surface spray, hand wash and hand moisturiser. Scented with a range of fresh aromas of the Australian bush, from lemon myrtle to Kakadu plum, these sustainable and ethical products truly give back to the country they were made in.

Our now extremely popular range represents a strategic step towards Australian Made products for St John Ambulance.



7.8 million pieces of PPE distributed



1,856 orders



366,260 face shields



4,200 pieces per order on average



15,786lt sanitiser



400 locations delivered to



4,049,000 gloves



301,860 N95 masks



107,500 gowns



2,761,700 face masks



211,850 test swabs



Philanthropic Support

In 2020, loyal St John donors continued to do what they do best – dig deep to ensure that we were able to provide support. First, during the bushfire crisis and later, during the pandemic, we're extremely grateful to each individual, community group, foundation and corporate organisation which provided assistance.

► Throughout the year we were fortunate to be supported by several corporate entities that backed our work on the frontline. BP Australia provided significant assistance to keep our vehicle fleet fuelled, as staff and volunteers transported vulnerable members of our community to COVID-19 testing sites and quarantine and health facilities.

Support was also gratefully received from Smart Aid, who helped to provide Personal Protective Equipment for our COVID response staff and Cadbury Australia, which donated chocolate to energise the team.

In October, we were proud to partner with Vicinity Centres, as they reopened their shopping centres. Our team has been present in their sites across Melbourne and we were fortunate to have several pop-up product shops in the lead

up to Christmas. Our partnership will extend into 2021 and we look forward to working with Vicinity to raise the profile of St John and promote our health and safety message.

Throughout the year, our appeals focused on St John's response to COVID and supported the increased training and equipment needs for our teams delivering care on the front line. Funding was received to upgrade the facilities at divisional halls, replace first aid vehicles, expand our First Aid in Schools program, replace out-of-date defibrillators and enable vulnerable people to access the community.

We're incredibly grateful to each and every donor, who has enabled us to support the Victorian community throughout 2020.

Acknowledgements

Trust, Foundations and PAFs

Hazel Peat Perpetual Charitable Trust
The H P Williams Trust
The John & Thirza Daley Charitable
The JR Grigor & Eva McKenzie Bequest
The Russell Foundation
The William Angliss Charitable Fund

Bequest

Estate of Cynthia L Gurner
Estate of Edward John Bacon
Estate of Louise Elizabeth Kilpatrick
Estate of Norma Verna Rebecca McLeish
Estate of William Shipperlee

Private Foundation

Gwen & Edna Jones Foundation
The Andrews Foundation
The Pierce Armstrong Foundation
Whitehorse Community Chest Inc.

Corporate

BP Australia Smart Aid
Cadbury Australia Transurban
PayPal Giving Fund Vicinity Centres

Government

Boroondara Council
Department of Infrastructure and Regional Development
Department of Social Services
Emergency Management Victoria
Frankston City Council
Hobsons Bay City Council
Knox City Council
Maroondah City Council
Wellington Shire Council
Wyndham City Council

Community

Ballan Lioness Club
Biccys Op Shop Supporters Inc.
Kyneton Uniting Church
Opportunity Shop
Lions Club Of Noble Park/Keysborough
Lions Club of Portland
Warren Opportunity Shop Inc
Kidsafe Victoria

Individuals

K Adams	G Lefroy
R Andre	J Manger
R Ashby	V Massaro
K & C Barnes	M Mayr
E Brown	P McColl
B & S Caslake	J Moth
N Campbell	X Pham
R Croft	R Pitcher
J Danks	P Potter
D & E Ebert	J Price
S Fong	M Ross
H Foster	G Shalit & M Faine
D Gear	B Smith
E Greiman	H Swan
B Howells	C Van Herwerden
D & L Koadlow	E Watson
M Laing	S WebbA Williams



Keeping the public safe at Vicinity Centres

We sincerely thank each donor who has supported the work of St John, particularly throughout this unprecedented year. Their generous donations enable 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.

20+ Year donors

B Abbott	B Burmeister	M Dodge	C Henriksen	J Manger	E Rennie	R Vinning
K Adams	F Burns	F Dunstan	A Henshall	D Mansour	I Richards	M Wade
O Ahmetovic	D Campbell	F Eastwood	R Heymansom	S Masel	P Ridland	P Walden
P Alsop	V Campbell-Hirst	D Ellis	J Hilder	G McCallum	J Risstrom	M Walker
C Andrews	B Canning	A Elsum	S Hollingdale	T McDowell	L Robinson	D Wall
R Ashby	W Capell	J Epstein	A Horstman	P McGowan	A Rosalion	R Weekes
W Barling	C Carrington	G Feben	S Isaacs	P McKay	I Russell	B Wescott
Z Barr	J Carter	B Finch	M Jones	M McLeod	J Ryan	R Whalen
B Bassett	S Chiles	B Fone	N Jones	P McSweeney	J Ryan	K White
B Baulch	D Claughton	A Fonseca	M Keane	M Milne	Y Sartori	M White
F Bendeich	J Cliff	R Foote	J Kent	H Mitchener	D Scott	M Wignall
M Bennett	S Close	D Francis	M Kiefel	B Morphett	M Sheils	F Williamson
S Betts	S Corby	E Fuller	R Kilpatrick	D Mutimer	J Simkiss	J Willis
S Binks	K Cridland	J Garrod	A Kimber	B Niall	B Smith	D Willshire
E Blythman	R Croft	E Gellert	P Kolliner	W Orange	G Smith	J Wilson
R Bonusiak	P Cummins	K Geoghegan	P Koval	J Osborne	J Smith	S Winfield
M Briggs	F Daniell	C Gibbons	G Lane	J Parrott	R Smith	J Wise
R Bron	L Davies	M Gilbo	R Lapidus	E Payne	M Sorensen	L Wong
J Browning	B Demediuk	S Gill	E Latiss	R Pender	S Spinks	H Wood
R Bruncker	P Destito	A Gooding	H Law	W Phefley	M Stark	G Woolford
H Bucci	H Devlin	A Goodrich	J Law	I Pianko	A Stewart	A Wright
	A Dickinson	D Graff	M Law	N Pollard	M Taylor	L Zelenay
	R Dimeo	V Griffiths	J Lawrence	S Ponting	L Thalen	Biccys
		B Hamilton	E Lemanski	D Pratt	L Thompson	Op Shop
		R Harbert	M Lloyd	F Prendergast	K Tiedemann	Supporters Inc.
		M Hender	A London	J Price	J Turner	Ritchies Stores
			G Lyne	S Pulsford	H Uecker	
			R Manchester	P Rechner	H Uhlherr	
				L Reen	A Uy	
				P Rendit	C Van	
					Herwerden	
					S Veltre	

I wish to thank the St Johns crew who assisted my son last week at the cycling event in Kew on Wed evening, from Whitehorse and Monash crews. Andrew had a nasty fall but was very well looked after until paramedics arrived (75 mins!) He has recovered after scans and a night in the Alfred showed no serious head injury. I have made a small donation to the organisation.

- Wendy Gale

State Chaplain's Report

Chaplaincy support for staff and volunteers became more vital than ever in 2020. Although face to face visits were put on hold, the chaplains' roles over the past year became telephone-oriented and different in focus.

► For some staff and volunteers, working from home presented unanticipated challenges, while for others there were new-found benefits. Stressed personal relationships were a clear issue for many, as home routines were affected and the separation of work and family time became problematic.

These and other issues highlighted the value of St John chaplains as a 'first port of call' for informal phone conversations, with the option of referral to other avenues of welfare support and counselling if required.

Reverend Rosemary Maries and Major Merv Lincoln have maintained their valued chaplaincy availability, providing pastoral care and spiritual support at Geelong and Ballarat respectively. The appointment of local chaplains in several other regional areas was delayed, due to COVID restrictions, but will be explored in the coming year.

Chaplaincy is an invaluable facet of the support offered to St John staff and volunteers, as well as to members of the Order of St John, regardless of their background.



REV JIM PILMER

PSM, OStJ

NEPT staff had their busiest year in 2020

Community Education Programs



First Aid in Schools goes virtual

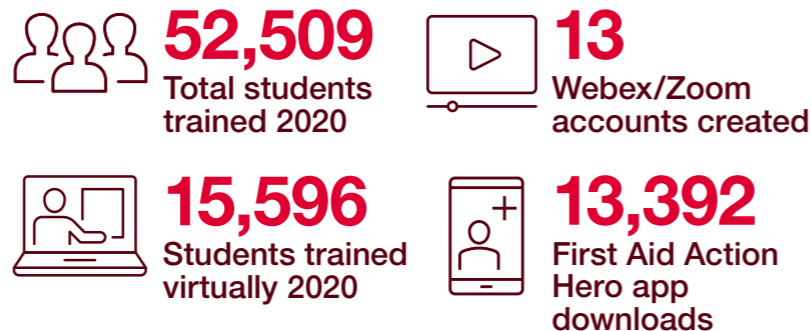
► We entered our eighth year of operating this free program with a positive outlook and a strong start. Record numbers of schools and kindergartens were booked in for Term 1. However, with COVID-19 impacting our lives late in the term, schools began closing to outside visitors and were quickly forced to move to remote learning. The First Aid in Schools team remained focused on our mission and immediately looked at how we could adapt, determined to continue sharing vital first aid knowledge and skills with the community, even in a whole new landscape.

The program was reshaped, firstly to incorporate an infection control message to children, as well as some modifications to the way it was delivered, ensuring that we minimised contact between students. Then, as our situation evolved, further revisions saw us create an entirely new method - providing virtual delivery into homes and schools from June.

Adapting a highly interactive and hands-on activity, such as first aid training for children, to suit a digital-only world required creativity, resourcefulness and a leap of faith. Thanks to our versatile presenters we even introduced games such as bingo, interactive live quizzes and games of memory, in scenarios all relating to first aid.

Enjoyed by children, appreciated by parents and embraced by teachers, our virtual First Aid in Schools program was delivered to 15,596 children in 2020.

By the end of the year, our presenters began returning to face-to-face delivery and we're looking forward to bringing the program back inside schools for 2021. We also remain confident that, should we need to return to virtual demonstrations, we have both the capability and adaptability to do so.



Virtual Program aces report

It was very well presented with the available resources on hand. Questions and activities were targeted and engaging for the students. It was also very inclusive for all students of all abilities

- Sau, Alawanda K-9 College, Point Cook.

CPR Lab

Our CPR Lab started the year strongly, educating the community in the basics of CPR coupled with defibrillators, at 23 different locations.

From the Frankston Waterfront Festival all the way to the Wimmera Field Days, the community embraced our message, until the spread of COVID-19 resulted in events and festivals being cancelled. We remain hopeful that, in 2021, we'll be able to resume informing the community on the importance of CPR and defibrillation.



1,137 CPR Lab participants



737 CPR Lab defib demos

Burns Education

In support of National Burns Awareness Month in June, a Burns eLearning module was developed and provided to parents and carers, funded by and in conjunction with Kidsafe Australia.

Via a short online module, featuring video-based learning content, and a brief assessment quiz, the program aimed to provide free education on the correct first aid treatment of a burn. Designed to help parents and carers understand the different types of burns (including electrical burns), the most effective forms of treatment, what to avoid and when to seek medical treatment.

Burns are still a worryingly common injury for young children. Educating their parents and carers, on the correct first aid treatment for burns, will improve outcomes for children, reduce pain and improve healing.

Following a successful launch in early July, the program was overwhelmed with interest. Originally aiming to train 150 parents and carers, we received more than 243 applications and were pleased to open the program to everyone who applied.

Live Virtual Education

An important part of St John's ongoing strategic plan and mission is to continuously educate the public in first aid awareness. As a vital life skill, we believe the basics of first aid techniques should be accessible to all.

This became even more important in 2020 with COVID-19 exposing many gaps in knowledge of infection control and basic first aid awareness in the home. For these reasons, we created a range of initiatives to bring this know-how to those who needed it most, including:

- Free infection control eLearning
- Correct use of Personal Protective Equipment via instructional videos and articles
- Webinars on how to return to the workplace safely
- Facebook Live sessions, with subjects including: 'Chat With A Trainer' on the DRSABCD, mental health in lockdown, defibrillation, first aid for kids and a live first aid session on bandaging aimed at children

Looking for a trusted source of information, thousands of individuals engaged with this content, turning to St John as a leader in first aid and sound advice.

Great live training on the AED, I watched it as a refresher. Katie was really informative I was really impressed with her training session. Thank you for putting it on today, Danni :)

- Danielle Stackpoole



Educating children on the basics of first aid via Zoom



Workforce Response to COVID-19

In March 2020, St John made the challenging decision to stand down some of our workforce and request they continue to work, but in a reduced capacity.

► Our People and Culture team were quick to look for alternative opportunities to redeploy the affected team members within existing operations. They took on various roles in Product, Warehousing and Community Support programs including Community Transport, the COVID-19 Hospital Hub and COVID test collections. In addition, we began delivering new services for strategic partners, including aged care support, Personal Protective Equipment (PPE) spotting, temperature screening and hospital support roles.

By the end of the year our team members had delivered close to 2,500 additional shifts along with 17,500 additional hours of work with strategic partners.

Our team members learned new skills and many employees even returned to take up ongoing dual roles within St John. We're proud to say that over the course of the year, our people were able to contribute to the COVID response in meaningful and varied ways.

Employee Engagement

► There is no doubt that preserving engagement through the challenges of 2020 has been complex. At the heart of our employees' expectations has been the need to maintain regular communication.

For this reason, our communication strategy included technical updates (up to several a week at the peak of the pandemic) including sharing PPE updates, as well as COVID-19 protocols and reporting practices for all COVID exposures and incidents.

We rolled out and communicated, both internally and externally, detailed COVID response plans for all St John venues and sites. Our plans included screening and sanitising practices and reporting protocols. St John even developed our own electronic screening app within days of new COVID protocols being required by the government.

Our CEO updates were performed virtually in 2020, with Mr Gordon Botwright holding Zoom town hall meetings to connect with the workforce and answer employee questions.

In 2020, 119 new employees joined the St John organisation.

Occupational Health, Safety and Wellbeing

► Keeping our people safe when they come to work is at the heart of everything we do. While there are inherent risks when moving patients, delivering training, and engaging with the public, our goal is to ensure all employees return home safely at the end of each working day.

2020 saw the added workplace safety challenge of having employees directly exposed to members of the public who were known, and unknown, to have contracted COVID-19. Initiatives were put in place that included: moving much of our classroom delivery to a virtual space, closing our headquarters to external visitors for part of the year and increasing the amount of PPE worn and providing the knowledge of safe protocols. However, there's no doubt that our people faced the real risk of contracting COVID, as well as being fatigued and confronted with the challenge of working in unfamiliar workplaces.

People and Culture can report that the overall number of incidents reported in 2020 increased from the previous year. Much of the growth can be directly attributed to the significant increase in the size of the workforce, however the number of Workcover claims (resulting in extended time off and injury costs) remained low in 2020 and was less than the total number recorded in 2019.

First Aid Trainers getting upskilled in Non Emergency Patient Transport

Career Opportunities and Talent Planning

► In 2020 St John commenced a significant push to identify talent across the organisation and to develop their leadership skills and capability.

In March we launched the Leadership Development Program. The program is aimed at equipping mid-level leaders with practical leadership skills including performance management, coaching and performance, the fundamentals of finance and recruiting quality candidates. The response was extremely positive and participants have told us that they've been able to use their new skills in a beneficial way, every day.

In 2020, a total of 51 employees received professional development that took them on their Talent Journey into new positions, secondments and promotions. Women featured highly in several promotional opportunities, moving into leadership roles in the Communications Centre, Coroners Court Contract, Quality and Risk Management, Clinical Instruction and Business Development.

Commitment to Child Safety

► In 2020, St John made the decision to participate in the National Redress Scheme, a response to the Royal Commission into Institutional Responses to Child Sexual Abuse.

The process required the review of over 11,000 records, over 130 years, and the submission of summary records to the scheme administrators. The process of review by the administrators was delayed due to COVID-19 reduced resources, but the St John response was submitted for review on the 30 June 2020, nonetheless. It reflects a strong commitment to supporting the Royal Commission's initiatives and response to Child Sexual Abuse.



Order Affairs

Members of the Order remained active, engaged and committed to the Service of Humanity throughout 2020.

11 Members admitted to the Order

466 Members of the Order

However, due to COVID-19, several of the annual functions that normally take place saw some changes:

- ▶ Investiture was held over and will be combined with the 2021 ceremony
- ▶ The Order Dinner was cancelled
- ▶ The Annual Order of St John Church service held at St Paul's Cathedral was held virtually on 21 June, with several members tuning in online

Ambassador Program

- ▶ Five Members of the Order appointed as St John Ambassadors continued to meet virtually and provide support to the fundraising program of St John Ambulance. They continued to spread the word of the mission into the community and engage with thanking our donors.

Victorian Members of the Order

Admitted as Member

Mr Mohammed Alam MStJ
 Ms Chennell Allan MStJ
 Ms Janis Castell MStJ
 Mr Tak Chan MStJ
 Ms Brenda Clayton MStJ
 Ms Samantha Ford MStJ

Vale

Mr Edgar Ashley Mason KStJ
 Mr Bruce Kidney CStJ
 Dr John Byrne CStJ
 Mrs Nancy Foley OStJ
 Mr Victor Ivory OStJ

Mr Brian Twomey OStJ
 Mrs Evelyn Warner OStJ
 Dr Peter Hadley MStJ
 Mr Kenneth Shields MStJ
 Mr Peter Smith MStJ



Mrs Barbara Davis with her Ultra Long Service Medal

Honours and Awards

Ultra Long Service Medal 3rd Gilt Bar

**Representing
65 Years Service**
 Mrs Barbara Davis DStJ*

Ultra Long Service Medal 2nd Gilt Bar

**Representing
60 Years Service**
 Ms Dorothy Bache DStJ*
 Mr John Crennan KStJ*
 Dr James Mawdsley OAM, KStJ*

Ultra Long Service Medal 1st Gilt Bar

**Representing
55 Years Service**
 Mr Brian Cantlon KStJ*
 Mr Wayne Donaldson OStJ*
 Mr Stewart Granger BEM, KStJ*

Ultra Long Service Medal

**Representing
50 Years Service**
 Mr Michael Connelly CStJ
 Mr Peter Dalton OStJ
 Mr Neil Dine JP, CStJ
 Mrs Lorraine Glover DStJ
 Dr Peter Leffler CStJ
 Mr Kenneth McDougall OStJ
 Mrs Margaret Switzer DStJ
 Mr Henry Van Ginkel OStJ

4th Gilt BAR

**Representing
45 Years Service**
 Mr John Barton MStJ
 Mr Wayne Deakes OAM KStJ
 Mr Ian Ramsdale MStJ

3rd Gilt BAR

**Representing
40 Years Service**
 Mr Timothy Duncan CStJ
 Ms Anne Fogarty OStJ
 Ms Jeanette Lacy OStJ
 Mr Ronald McTaggart MStJ
 Mr Peter Neylon CStJ
 Mrs Ann Payne MStJ
 Mrs Julia Penaluna CStJ

2nd Gilt BAR

**Representing
35 Years Service**
 Ms Diana De Silva OStJ
 Mr Adrian Ethernan MStJ
 Mrs Lily McDonald OStJ
 Ms Simone Pearce MStJ
 Mr Donald Pickens MStJ
 Mr Anthony Smith OStJ
 Mr Leslie Vearing OStJ
 Mr Robert Wilson CStJ

1st Gilt BAR

**Representing
30 Years Service**
 Mr James Cheshire JP CStJ
 Mr Timothy Danaher MStJ
 Ms Diane Dickson OStJ
 Mr Lucas Drew CStJ
 Ms Virginia Murphy MStJ
 Mrs Michelle Rummeler MStJ
 Mrs Kathleen Simpson MStJ

3rd BAR

**Representing
25 Years Service**
 Ms Sharon Boscacci OStJ
 Mr James Cheshire JP, CStJ
 Ms Lynette Clarke MStJ
 Mr Angelo Gheno
 Mr Bernard Guerin
 Mr Michael Henzell MStJ
 Mr James Kennedy MStJ
 Mr David McGrath MStJ
 Mr Cary Sandell MStJ
 Mr Neil Watt
 Mr Craig Zaal

2nd BAR

**Representing
20 Years Service**
 Mr James Cheshire JP CStJ
 Mrs Jessica Ciccossillo MStJ
 Mr Daniel Dycer MStJ
 Mr Daryl Hulls MStJ
 Miss Leah Moore MStJ
 Miss Gail Parkinson
 Mr Collin Pumpa MStJ
 Mr Paul Symmons MStJ
 Dr Matthew Waixel MStJ

1st BAR

**Representing
15 Years Service**
 Mr Aaron Altenhof MStJ
 Mr Glenn Barton
 Ms Heatheranne Bullen
 Mr Nicholas Callanan MStJ
 Ms Jacqueline Christini MStJ
 Mr Thomas Clark MStJ
 Ms Brenda Clayton MStJ
 Dr Daniel Compton MStJ
 Ms Jayne Dicketts MStJ
 Mr Kevin Dowlan
 Mr Donald Fayers MStJ
 Dr Alison Ford MStJ
 Mr Bernard Goss MStJ
 Mr Andrew Haywood MStJ
 Ms Jen Heywood MStJ
 Mr Ryan Jacobsen MStJ
 Mr Josh Jarrott
 Miss Heather Lavery MStJ
 Ms Dale Leckie
 Ms Rosemary Luke
 Ms Sharon Monson
 Mrs Heather Morrison MStJ
 Dr Richard Ogley
 Ms Vicki Rainford
 Ms Jessica Renfrew
 Mrs Petra Reynolds MStJ
 Miss Catherine Taylor MStJ
 Ms Jessica Taylor MStJ
 Ms Sophie Taylor
 Ms Sharon Urquhart
 Ms Hilary Warrington MStJ

Long Service Medal

**Representing
10 Years Service**
 Miss Nadine Banna
 Mrs Victoria Barlow
 Ms Kathryn Berry
 Ms Connie Bruynen
 Miss Elizabeth Campbell
 Mr Rodney Collins APM, OAM, OStJ
 Mr Simon Fechney
 Mr Dominic Fernandes
 Miss Lauren-Jean Germany MStJ
 Ms Vi Ha MStJ
 Mr Dillon Hall
 Mr Joel Hards
 Mr Ryan Jacobsen MStJ
 Miss Emma Kong MStJ
 Mr John Lloyd MStJ
 Mr Richard Lodder MStJ
 Mrs Susan Morgan
 Miss Ceri Oxford
 Miss Michelle Palmer MStJ
 Miss Cassandra Poynton
 Mr Craig Reid
 Mr Simon Rowan
 Miss Bridget Ryan
 Mr Matthew Schuck
 Mr Christopher Selby-Slee
 Mr Adam Shapiro
 Miss Laura Taylor
 Mr Charles Tilley MStJ
 Mr Daniel Tong
 Miss Carolyn Ulllyatt
 Mr Stiv Velianis
 Mr Quinch Wong

*Note: these individuals received multiple awards in 2020.

Grand Prior Awards

Miss Amelia Combridge
Mr Scott Heng
Miss Rebecca Robertson

Miss Brooke Robinson
Ethan Vilaisarn
Benjamin Winzer

1000 Hours Certificate

Mr Thomas Bamford

New South Wales Premier's Bushfire Emergency Citation

Mrs Kay Bell MStJ
Ms Sharyn Graham
Mrs Anthony Rimmer
Mr Edgar Tan

Ms Carolyn Ulliyatt
Mr Glenn Wilson
Mr Robert Wilson CStJ

St John Ambulance New South Wales Bushfire Citation

Mrs Kay Bell MStJ
Ms Sharyn Graham
Ms Chennell Allan MStJ
Mr Ryan Jacobsen MStJ

Mr Anthony Rimmer
Mr Edgar Tan
Ms Carolyn Ulliyatt
Mr Glenn Wilson
Mr Robert Wilson CStJ

Bronze Commendation 2020 Victorian Bushfires

Ms Yvonne Berrie
Mr Andrew Haywood MStJ
Mr Josh Jarrott

Ms Heather Morrison MStJ
Mrs Kathleen Simpson MStJ
Ms Sophie Taylor

Bronze Commendation COVID-19 Pandemic

Mr Michael Arkalis
Ms Kristy Austin CStJ
Mrs Rachel Bjork
Mr Jordan Brown
Mr Marcus Cave
Mr Scott de Haas
Ms Kate Dennis
Miss Scarlett Garrett-Brown
Miss Naomi Hart
Mr Ryan Jacobsen MStJ

Mr Zak Landers
Mr James Lincoln
Mr Samuel McColl
Mr Bryce Medlen
Mr Samuel Needham
Mr Patrick O'Connell
Mr Sang Pham
Mr Joseph Phan
Mr Jarryd Redinger MStJ
Ms Zaidha Shafeeg

Silver Commendation COVID-19 Pandemic

Ms Kristy Austin CStJ
Mr Paul Blaich OStJ
Mr Daniel Ciccossillo OStJ
Ms Kate Dennis
Mr Craig Ellery
Mr Craig Ellis
Mr Ryan Jacobsen MStJ

Mr James Morris
Mr Ritchie Nguyen
Mr Kevin Wanstall MStJ

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

Knights of Justice

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

Knights and Dames of Grace

Her Excellency Linda Dessau AC, DStJ
Miss Dorothy Bache DStJ
Mr Richard Bluck AM, RFD, KStJ
Dr Edward Brentnall MBE, OAM, KStJ
Mr Peter Burke KStJ
Mr Brian Cantlon MBE, KStJ
Mrs Elizabeth Chernov DStJ
The Honourable Alex Chernov AC, QC, KStJ
Lady Anna Cowen DStJ
Mr John F. Crennan KStJ
Mr Frederick Davidson AM, KStJ
Mrs Barbara Davis DStJ
Mrs Janice de Kretser DStJ
Professor David de Kretser 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
Mr John Landy AC, MBE, KStJ
Mrs Lynne Landy DStJ
Dr James Allan Mawdsley OAM, KStJ
Mrs Joan Patterson OAM, DStJ
Professor Jeffrey Rosenfeld AM, OBE, KStJ
Mrs Margaret Switzer DStJ

Chaplains

The Most Reverend Philip Freier ChStJ
Very Reverend David Richardson ChStJ

Commanders

A/Professor Brett Aimers CStJ
A/Professor Francis Archer OAM, CStJ
Miss Kristy Austin CStJ
Mrs Janet Calvert-Jones, AO, CStJ
Mrs Merle Carey CStJ
Mr James Cheshire JP, OStJ
Ms Dawn Cochrane CStJ
Mr Michael Connelly CStJ
Mr Robert Correa CStJ
Mr Peter Cudlipp CStJ
Mr Jerome Currie CStJ

Dr 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
Dr Peter Leffler CStJ
Mr William Mackieson CStJ
Mr Alan Marshall CStJ
Mr John Marshall CStJ
Mrs June McRae CStJ
Mr Peter Neylon CStJ
Mr Anthony Oxford ASM, OAM, CStJ
Mrs Julia Penaluna CStJ
Mr Max Penaluna CStJ
Mr Maxwell Phelan CStJ
Mr Ian Rogers ASM CStJ
Mrs Grace Shaw CStJ
Lady Valery Stephen CStJ
Mrs Deborah Taylor CStJ
Mrs Correne Wassertheil CStJ
Mr Alan Williams CStJ
Mr Robert Wilson CStJ

Officers

Dr Robyn Anker OStJ
Mr Anthony Baker OStJ
Mr Carl Barnard OStJ
Mrs Betty Bamed OStJ

Sister Joan Batson OStJ
Mr Lindsay Bent OStJ
Mr Paul Blaich OStJ
Mrs Margaret Briggs OStJ
Ms Kathleen Buick OStJ
Mrs Sharon Boscacci OStJ
Ms Virginia Bourke OStJ
Prof George Braitberg AM, OStJ
Mrs Lynne Burgess OStJ
Dr Mark Burton OStJ
Ms Tania Canidisech OStJ
Mr Bruce Caslake OStJ
Mr Alan Caust OStJ
Mrs Cherie Cheshire OStJ
Mrs Maureen Chesser OStJ
Mr Daniel Ciccossillo OStJ
Mr Rodney Collins APM, OAM OStJ
Mr Murray Neil Comrie AO, APM, OStJ
Mrs Michell Crawford OStJ
Mr Peter Dalton OStJ
Mr Trevor Daly OStJ
Mrs Margaret Dart OStJ
Mr Norman Dart OStJ
Mr William Davis OStJ
Ms Diana De Silva OStJ
Ms Dianne Dickson OStJ
Mr Wayne Donaldson OStJ
Mr Alan Drayton OStJ
Mr Alistair Dunn OStJ
Dr Martin Dutch OStJ
Mr Gary Edwards OStJ
Mr Ian Ewart OAM OStJ
Miss Susan Fayers OStJ
Dr Nadine Fisher OStJ
Miss Anne Fogarty OStJ
Major John Frewen OStJ

...the long service and dedication of our volunteers is amazing and its given in the best of times and in the worst of times.

*— Mark Coughton AM
Lord Prior of the Order of St John and
the Chairman of St John International*



The Long Service Medal



Mr Alan Fry OSTJ
 Miss Thelma Gibson OSTJ
 Mr Kelvin Glare AO, APM, OSTJ
 Mr Paul Gsodam OSTJ
 Mr Pierra Guillemin OSTJ
 Mrs Cynthia Gurner OAM, OSTJ
 Mr Ross Harlock OSTJ
 Sister Ailsa Howe OSTJ
 Mr Christopher Huggins OSTJ
 Mr Norman Jackson OSTJ
 Mr Ian Johnson OSTJ
 Mr Walter Kelly OSTJ
 Mr Geoff Lacey OSTJ
 Miss Jeanette Lacy OSTJ
 Miss Alva Lamprell OSTJ
 Mr Harry Larchin OSTJ
 The Very Revd Dr Andreas Loewe OSTJ
 Mr Kevin Lomas OSTJ
 Dr Colin N Luth OSTJ
 Mrs Judith Mackieson OSTJ
 Mr James Mays OSTJ
 Mrs Lily McDonald OSTJ
 Mr Kenneth McDougall OSTJ
 Mrs Judy McGarry OSTJ
 Mr Scott McMurtrie OSTJ
 Mr Laurence McQuade OSTJ
 Mr Alexander Medancic OSTJ
 Mr Andrew Mentiplay OSTJ
 Mrs Shirley Moon OSTJ
 Ms Gwen Neylon OSTJ
 Mrs Lynne Panayiotis OSTJ
 Mr Grant Parker OSTJ
 Ms Marie Parker OSTJ
 Mr Leslie Parkinson OSTJ
 Mr John Perry OSTJ
 Mr Noel Pianto OSTJ
 Rev James Pilmer PSM, OSTJ
 Mrs Maree Pritchett OSTJ
 Mr Gordon Robins OSTJ
 Dr Scott Santinon OSTJ
 Miss Helen Sefton OSTJ
 Ms Lisa Senini OSTJ

Mrs Patricia Shields OSTJ
 Mr Anthony Smith OSTJ
 Mr Vaughan Smith OSTJ
 Mrs Theresa Sprekos OSTJ
 Ms Robyn Stone OSTJ
 Mrs Lesley Swallow OSTJ
 Mr Robin Syme AM, OSTJ
 Mrs Jane Teasdale OSTJ
 Mr Arie Van Der Stoep OSTJ
 Mr Leo Van Der Toorren PSM, OSTJ
 Mr Henry Van Ginkel OSTJ
 Dr Geoffrey Vaughan OSTJ
 Mr Leslie Vearing OSTJ
 Dr Sherrie Wentworth OSTJ
 Ms Mary Wilkinson OSTJ
 Miss Daphne Womersley OSTJ
 Mrs Loris Zaal OSTJ

Members

Mr Dean Adams MSTJ
 Mr Stephen Aitken MSTJ
 Mr Neil Akers MSTJ
 Mr Ben Allan MSTJ
 Mr Aaron Altonhof MSTJ
 Mr Peter Altonhof MSTJ
 Mrs Gladys Ampt MSTJ
 Mrs Amy Anderson MSTJ
 Mr Keith M Anker MSTJ
 Ms Stephanie Ave MSTJ
 Mr Edward Bahn MSTJ
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 Mrs Debra Bartlett MSTJ
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 Mr Ashley Bear MSTJ
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 Mr Frederick Brown MSTJ
 Mrs Judy Brown MSTJ
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 Mrs Peggy Byrd MSTJ
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Mr Alan Caldwell MSTJ
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 Ms Sharon Carpenter MSTJ
 Mr Malcolm Carson MSTJ
 Miss Margaret Carter MSTJ
 Mr Leo Cartwright MSTJ
 Mrs Susan Caslake MSTJ
 Dr Charles Castle MSTJ
 Mr Neil Caughey MSTJ
 Mr Ken Chan MSTJ
 Mrs Marie Chaplin MSTJ
 Ms Anita Christini MSTJ
 Ms Jacqueline Christini MSTJ
 Mrs Jessica Ciccossillo MSTJ
 Mr Terence Clark MSTJ
 Mr Thomas Clark MSTJ
 Sister Beryl Clarke MSTJ
 Mr Nicholas Clarke MSTJ
 Ms Lynette Clarke MSTJ
 Mr Ian Cleator MSTJ
 Dr Daniel Compton MSTJ
 Mrs Patricia Cook MSTJ
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 Mr Anthony Courtney MSTJ
 Mr Peter Crawshaw MSTJ
 Mr John S Crennan MSTJ
 Ms Sophia Cull MSTJ
 Mr Gordon Curtis MSTJ
 Mr Malcolm Curtis MSTJ
 Mr Timothy Danaher MSTJ
 Mr Lloyd Davies MSTJ
 Mr Harold Alan Day MSTJ
 Dr Elizabeth Deveny MSTJ
 Sister Jennifer Deverson MSTJ
 Mrs Dianna Di Lisio MSTJ
 Ms Jayne Dicketts MSTJ
 Mr Eric Donald MSTJ
 Mrs Helen Donaldson MSTJ
 Mr Stuart Donaldson MSTJ
 Mr William Duncan MSTJ
 Mr Daniel Dycer MSTJ
 Mrs Lynette Edwards MSTJ
 Mr Mark Engel MSTJ
 Mr Paul Engler MSTJ
 Mr Adrian Etherton MSTJ
 Mr David Evans MSTJ
 Mr Graham Fary MSTJ
 Dr Rodney Fawcett MSTJ
 Mrs Patricia Fay MSTJ
 Mr Donald Fayers MSTJ

Mrs Jennifer Fayers MSTJ
 Miss Elizabeth Field MSTJ
 Mr Michael Fletcher MSTJ
 Mrs Barbara Foord MSTJ
 Dr Alison Ford MSTJ
 Mrs Jan Fraser MSTJ
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 Mr Michael Georgiou MSTJ
 Ms Lauren-Jean Germany MSTJ
 Mr Craig Giles MSTJ
 Mr Frederick Gill MSTJ
 Mrs Miranda Gipps MSTJ
 Mr John Golino MSTJ
 Mr Simon Goode MSTJ
 Mr Terence Goodwin MSTJ
 Mr Bernard Goss MSTJ
 Mrs Kerry Goulson MSTJ
 Mr Graham Green MSTJ
 Ms Jo-Anne Grenenger MSTJ
 Ms Courtney Grigg MSTJ
 Mrs Tracy Grigg MSTJ
 Mrs Gale Gronow MSTJ
 Ms Katherine Gronow MSTJ
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 Mr Jay Hateley MSTJ
 Mr Anthony Hayes MSTJ
 Mr Andrew Haywood MSTJ
 Mr Michael Henzell MSTJ
 Ms Elizabeth Herzog MSTJ
 Mr George Hetrel MSTJ
 Mrs Patricia Hetrel MSTJ
 Ms Jen Heywood MSTJ
 Ms Beverley Holder MSTJ
 Mrs Megan Holmes MSTJ
 Mrs Marianne Hoogwerf MSTJ
 Mr Stephen Horton MSTJ
 Mr Daryl Hulls MSTJ
 Mr Brett Hume MSTJ
 Mr Jarrod Hunter MSTJ
 Mrs Dorothy Hutchings MSTJ
 Mr Robert Hutchings MSTJ
 Mrs Lynette Iliffe MSTJ
 Dr Nicholas Jansen MSTJ
 Mr Donald Jarrett MSTJ

Mrs Clare Jeans MSTJ
 Mrs Lynette Johnson MSTJ
 Ms Robyn Jones MSTJ
 Mrs Ruth Kain MSTJ
 Mr Brad Kast MSTJ
 Mr Reginald Kemp MSTJ
 Mr James Kennedy MSTJ
 Mrs Constance Kennedy MSTJ
 Mr Brenton Key MSTJ
 Dr Elizabeth Killoh MSTJ
 Mr James Knopp MSTJ
 Ms Amy Kwik MSTJ
 Ms Fay Langstaff MSTJ
 Ms Heather Lavery MSTJ
 Mr Ian Lawrence MSTJ
 Ms Elisa Lay MSTJ
 Ms Jane Barbara Lean MSTJ
 Mrs Margaret Ledley MSTJ
 Mr Han-Wei Lee MSTJ
 Mr Trevor Lemke MSTJ
 Mr John Lloyd MSTJ
 Mr Richard Lodder MSTJ
 Arch Dec. Frank Lowe MSTJ
 Miss Georgina Luckman MSTJ
 Mr Frederick Luke MSTJ
 Dr Howard Marks MSTJ
 Ms Angela Marroncelli MSTJ
 Mr Andy Marshall MSTJ
 Mr Kenneth Marshall MSTJ
 Mr Francis John Mason MSTJ
 Mrs Gwendoline Mathieson MSTJ
 Ms Bridget Maxwell MSTJ
 Dr James McCusker MSTJ
 Mr Andrew McDonell ASM, MSTJ
 Mr George McEwan MSTJ
 Ms Nicole McEwan MSTJ
 Mrs Brenda McIntosh MSTJ
 Mr Michael McKeown MSTJ
 Mr Peter McKinnon MSTJ
 Ms Melanie McMurtrie MSTJ
 Mrs Dorothy McPherson MSTJ
 Mr Ian McPherson MSTJ
 Mr Ronald McTaggart MSTJ
 Dr Hugh Melville MSTJ
 Dr Lachlan Miles MSTJ
 Mr Peter Mill OAM, MSTJ
 Miss Helen Miller MSTJ
 Mr Robert Miller MSTJ

Mr Robert Milliken MSTJ
 Mr Domenico Misale MSTJ
 Mrs Heather Mitchell MSTJ
 Mr Peter Mitchell MSTJ
 Mr Kevin Moloney MSTJ
 Mr Wayne Moloney MSTJ
 Mr Troy Montgomery MSTJ
 Ms Claire Moore MSTJ
 Mrs Leah Moore MSTJ
 Mrs Lesley Moore MSTJ
 Mr Martin Moran MSTJ
 Mrs Heather Morrison MSTJ
 Miss Christine Morrison MSTJ
 Mrs Shirley Moxon MSTJ
 Mr Gordon Muir MSTJ
 Mrs Virginia Murphy MSTJ
 Mrs Jill Murray MSTJ
 Mr Warren Nankervis OAM, MSTJ
 Mr Gordon Ortmann MSTJ
 Mrs Clare O'Sullivan MSTJ
 Mr Joseph O'Sullivan MSTJ
 Mrs Brenda Oxford MSTJ
 Mrs Jaime Oxford-Nadin MSTJ
 Ms Michelle Palmer MSTJ
 Mr Symeon Panayiotou MSTJ
 Venerable Canon Heather Patacca MSTJ
 Mr Nigel Patience MSTJ
 Dr Emma Patterson MSTJ
 Ms Ann Payne MSTJ
 Ms Simone Pearce MSTJ
 Mr Daniel Petrotta MSTJ
 Mrs Beverley Phillips MSTJ
 Mr Rodney Phillips MSTJ
 Mr Donald Pickens MSTJ
 Mr Johnny Piscopo MSTJ
 Mrs Catherine Polinelli MSTJ
 Mr Jeffrey Priest MSTJ
 Mr David Priestley MSTJ
 Mr Darron Pritchett MSTJ
 Mr Phillip Pritchett MSTJ
 Mr Colin Pumpa MSTJ
 Dr David Quin MSTJ
 Mr Dale Quinn MSTJ

Mrs Yvonne Radcliffe MSTJ
 Mr Ian Ramsdale MSTJ
 Miss Edith Rawson MSTJ
 Mr Michael Ray MSTJ
 Mr Jarryd Redinger MSTJ
 Ms Petra Reynolds MSTJ
 Mr Graeme Robinson MSTJ
 Dr Charles Roseby MSTJ
 Mrs Julie Rubira MSTJ
 Mrs Michelle Ruemmler MSTJ
 Mr Graham Ryan MSTJ
 Mr Peter Ryan MSTJ
 Mrs Maree Salter MSTJ
 Mr Peter Sambell MSTJ
 Mr Cary Sandell MSTJ
 Mr Daniel Sefton MSTJ
 Mrs Margaret Shine MSTJ
 Mr Harold Simberg MSTJ
 Ms Jessica Simpson MSTJ
 Mrs Kathleen Simpson MSTJ
 Mr Russell Sincock MSTJ
 Mrs Martha Smith MSTJ
 Ms Wendy Smith MSTJ
 Mr Michael Smith MSTJ
 Dr Eugene Spangaro MSTJ
 Ms Bernadette Sparkes MSTJ
 Mr William Spinks MSTJ
 Mrs Margaret Spinks MSTJ
 Mr Charles Spiteri MSTJ
 Mr Lyle Spokes MSTJ
 Mrs Edith Spoons MSTJ
 Mrs Lillian Stephens MSTJ
 Miss Nellie Stephenson MSTJ
 Dr William Straffon MSTJ
 Mr Kenneth Swanson MSTJ
 Mr Paul Symmons MSTJ
 Mrs Sharon Taucher MSTJ
 Ms Catherine Taylor MSTJ
 Mr John Teague MSTJ
 Mrs Patricia Thompson MSTJ
 Mr Charles Tilley MSTJ

Mr Bruce Trappett MSTJ
 Mr Lindsay Tremethick MSTJ
 Mrs Barbara Trimnell MSTJ
 Mr Harry Turner MSTJ
 The Very Reverend Dennis Arnold Van Derwolf MSTJ
 Dr Matthew Waixel MSTJ
 Mrs Heather Waldron MSTJ
 Mr Kevin Wanstall MSTJ
 Mr Andrew Wassertheil MSTJ
 Sister Winifred Watts MSTJ
 Mrs Ida Webster MSTJ
 Mr Neil West MSTJ
 Dr Robert West MSTJ
 Dr Leslie Wheeler MSTJ
 Mr Donald White MSTJ
 Mr Mark White MSTJ
 Mr Greg Williamson MSTJ
 Mr Keith Wilson MSTJ
 Mr Greg Wilton MSTJ
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 Mr John A Wiseman MSTJ
 Dr John F Wiseman MSTJ
 Ms Michelle Wos MSTJ
 Mr Donald Wright MSTJ
 Mrs Kathleen Wright MSTJ
 Mr Gary Wyatt MSTJ
 Mrs Sheila Wylie MSTJ
 Dr James Xavier MSTJ
 Mr Rodney Young MSTJ

Financial Overview

2020 began like any other year at St John Victoria, with a large agenda of Strategic Plan priorities under way for the year. There was a determination and focus to continue to invest in our people, consolidate on the large investments made in 2019 and to grow our revenues through commercial diversification. Through January and February, all was going according to plan and financially the organisation was ahead of budget.

► By the end of March, it was clear that the organisation was looking at a very different 2020 compared to what was planned financially. Almost overnight, the majority of services ceased, and the financial forecasts were looking grim.



NEPT was a stable service throughout 2020

Fortunately, over the next few months the organisation was able to refocus its efforts and had the following successes:

- Our donors continued to support us and the work that we do
- Secured a large quantity of surgical face masks, for both internal use and for sale commercially
- Built key relationships in both the public and private sector and provided services in support of the COVID-19 response
- St John met the criteria and registered for the Federal Government JobKeeper program
- The organisation was successful in being able to retain the Coroners' Court contract
- Designed and brought to market a virtual first aid training solution

With the above successes and the easing of restrictions late in the year, the organisation was able to restart previously ceased services and we finished the year with some momentum. It was the first year that revenue for the organisation exceeded \$50M.

2021 outlook

The organisation remains optimistic but cautious in its financial outlook for 2021, as we look to build on the momentum from late 2020.

Key priorities for 2021 include:

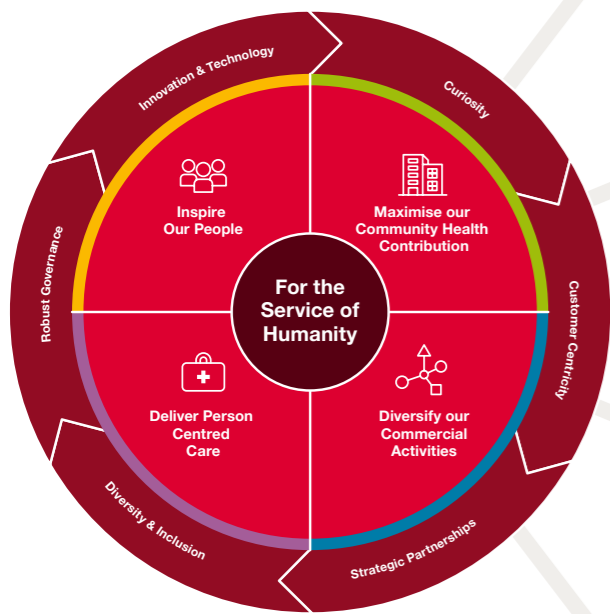
- Continue to invest in sustainable community projects consistent with our mission
- Invest in our volunteer training, recruitment and retention programs to grow membership and engagement
- Grow our revenue and profit margins through commercial diversification
- Remain disciplined on costs and opportunities
- Continue to invest in people and assets to ensure we conduct all activities professionally and safely
- Review our property portfolio to ensure it aligns with our Strategic goals

Financial summary

	2020 \$000s	2019 \$000s	Variance \$000s
Commercial revenue	43,288	34,639	8,649
Government grants	6,695	821	5,874
Fundraising revenue	414	348	66
First Aid services revenue	1,744	3,601	(1,857)
Other non-commercial revenue	2,437	1,754	583
TOTAL REVENUE	54,578	41,163	13,415
Gain/(Loss) on JB Were Portfolio	(322)	1,002	(1,324)
SURPLUS/(DEFICIT)	2,598	(246)	2,844

Strategic Plan

2020 introduced some immediate challenges that meant the organisation was able to respond to our 4 Strategic Priorities in a different, yet incredibly important way.



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

2020 UPDATES:

- > With 2 major crises in the bushfires and COVID-19, St John people were there to care for, transport and educate the community, providing positive impact on thousands of lives. We were determined to keep our First Aid in Schools program operating, and virtual delivery proved a fun and engaging treat for primary school students throughout the state.

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

2020 UPDATES:

- > Unable to operate many of our usual services, St John launched new virtual training with a renewed focus on mental health, as well as establishing temperature screening services. We also responded to the immense demand for PPE by sourcing products and even developing an Australian made hygiene range.

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

2020 UPDATES:

- > Delivering care through full PPE was not without its challenges, however we transported with kindness and dignity over 9,000 COVID cases through our NEPT team and over 1,400 vulnerable people for COVID-19 testing, to and from quarantine hotels as well as back home.

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

2020 UPDATES:

- > Supporting our people throughout 2020 also meant offering alternative forms of employment in our new service delivery options. Whether it was PPE spotting at a hospital, delivering masks and gloves across the state, or screening temperatures at large worksites, we continually sought opportunities to keep our people engaged.

Governance – Board of Directors Victoria

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



VIRGINIA BOURKE

OStJ
CHAIRMAN



MARK ENGEL

MStJ
DIRECTOR



GEORGE BRAITBERG

OStJ AM
DIRECTOR



CAROLINE ELLIOTT

DIRECTOR



PAUL DAVIDSON

DIRECTOR



ANDI DIAMOND

DIRECTOR



RICK NUGENT

DIRECTOR

Meeting of Members

During the financial year, 10 meetings of members were held. Attendance by each member was as follows:

2020 Board Meeting Members	Eligible to Attend	Total Attended
Ms Virginia Bourke	10	10
Mr Mark Engel	10	8
Prof. George Braitberg	10	9
Ms Caroline Elliott	10	9
Mr Paul Davidson	10	10
Dr Andrea Diamond	10	6
Mr Richard Nugent	10	10



Thank you

I recently attended the Australian Open tennis in Melbourne. Unfortunately, due to an ongoing problem, I was quite unwell and by the end of the day I was seriously in need of somewhere to lie down. Never having been in such a situation I wasn't really sure what to do but I decided to look for a first aid place. I found one (and later seemed to stumble across them everywhere!) and I was so glad that I did. The staff were very kind and helpful and made sure I was well rested and hydrated before I left their care. Typically, I can't remember the names of anyone who helped me but I can't thank them enough. Thank you St. John Ambulance!

- Julie Gardner

I am writing to express my deep gratitude for the services you have provided the Department of Health and Human Services (the department) since the COVID-19 pandemic began.

Your assistance with the distribution of Personal Protective Equipment (PPE) was a vital part of the department's response to the pandemic.

You and the team at St John were able to respond quickly to scale up service delivery in the face of outbreaks and rapidly rising demand across the state, simultaneously working with the department to re-design storage and distribution processes to safeguard supply.

In an environment characterised by constant change, late nights, and significant anxiety, St John demonstrated a flexibility, responsiveness and spirit of collaboration that directly contributed to keeping the Victorian community safe. This is an achievement of which you and your team can be very proud.

Thank you again for St John Ambulance's exemplary services.

- Christina Asquini
Deputy Secretary
Community Services Operations Division
DHHS

Thank you

On December 7th, after battling what I thought was a migraine, I attended the wiggles concert with 2 of my children. I felt so awful when it finished that I went straight to the St John's people, afraid to drive the hour & 15 mins home with my 2 children. What happened from there was I believe they saved my life. I do not recall any names but the young guy who tended to me first took me back to the "head office" at the stadium, from there a shift changed happened & a registered nurse came on. She checked me over & very kindly & honestly said she thought I might have meningitis, worst case scenario, or just a migraine or flu. She was bang on. I've since been in and out of hospital stumping doctors because the Meningitis I have isn't common in Melbourne. I'm still in hospital battling Cryptococcus Meningitis (Fungal).

- Naomi Rogers

I would just like to say how I enjoyed doing my course and how fantastic Stephen was in reaching the class. I was really nervous about doing the course but Stephen made it a relaxing and comfortable class which really helped me feel at ease and not feel nervous about completing the course. 10/10 for Stephen. Thank you to Stephen and St John Vic.

- Scott Walker

My name is Matea, I am a paramedic at AV and on behalf of my work partner and I, I would like to pass on a commendation to two of your NEPT members who backed us on a job.

We would like to pass on our sincerest thanks, appreciation and admiration to your staff members who displayed professionalism, wonderful skills and a patient centred and focused approach throughout the entirety of the job, as well as an enthusiasm for the profession.. a welcome change in the testing times which we are experiencing at the moment.

Thank you to your members for their assistance in logistics and extrication, with a safety-first approach and positive, humorous attitudes in tow. It was a pleasure to work alongside these gentlemen, we wish them all the best and look forward to seeing them out on road.

From your friends at Broadmeadows AV station.

- Matea Antunovic

I would like to thank the wonderful crews who transported Mr William Pearson on his 2 trips between Mercy Place to St John of God Hospital ED today. They were wonderful professionals who cared for our elderly Dad with the upmost respect making him feel safe in their care. We are so appreciative and please pass on this feedback to the each of the team members concerned. Many thanks on behalf of our family.

- Donna Walter

Thank you, there are really no words that can express the gratitude we all feel for the tireless effort you are all giving. Stay safe and we thank you.

Today Justine and Leanne picked my mother up from Frankston hospital to transfer her to the palliative care unit at golf links road.

They went above and beyond by driving past the beach opening the doors and letting the beautiful sea air and sunshine in.

My mother has been in and out of hospital for 4 months – only home for a max of 2 weeks during this time. She only learnt of a terminal cancer diagnosis in May and had never been sick before so a big shock.

She also spent her 70th birthday alone during covid in hospital so to have an act of kindness like this today I am so grateful.

Today she is off to palliative care and more than likely won't come out. These ladies have transported mum around often between hospitals over this time and knew her. They didn't have a job straight after so took the time to make a quite daunting trip into such a beautiful one.

I cannot thank them enough; this was above and beyond and I really felt the need to show my appreciation.

- Joanne Dean

'I had a fall down the stairs with my toddler on the 13 November in Parkville. I just wanted to say thanks to [volunteer] Amelia and her friend from the Keilor crew. They were there just in time and took excellent care of me until I was in hospital. Once again thank you St John Ambulance.'

- Nur



St John

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[St John Victoria](#)



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