

Annual Report 2021





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Volunteers at a major sporting event in February 2021



Chairman's Report

I'm delighted to present the St John Ambulance Victoria Annual Report which charts our progress and achievements in 2021.

VIRGINIA BOURKE OSTJ



Our first ever Diploma of Emergency Health Care students

2021 was a year framed by a high degree of optimism in January and the chaos of Omicron in December. One of my colleagues recently described 2021 as the year for which she wanted to seek a 'refund'! All in all, it has not been a year for the faint-hearted.

We've all been deeply disappointed over and over, yet realistic about the necessary disruption to our services and our programs during these two years of the pandemic and lockdowns in Victoria. This year our community programs, training and event health services have been abruptly stopped and restarted numerous times. Similarly, our volunteers have had the same 'stop-start' experience in our divisions. It's been a wearing pattern for all of us and we particularly acknowledge how frustrating and fatiguing it's been for so many of our volunteers. It has resulted in a real challenge to our levels of volunteer engagement.

However, despite the unrelenting conditions, our members, volunteers and all of our staff continued to respond with their characteristic generosity, pragmatism and energy to meet a range of community needs, which emerged during this different stage of the pandemic. It's a tribute to the agility and responsiveness of our people that we've successfully provided a number of new services in 2021. These include: assisting with personnel and equipment for mobile vaccination hubs; transportation of people to vaccination sites; provision of personnel to assist several large public health services such as Royal Melbourne, Peninsula Health and Mercy Health; establishing a pilot Destination Management unit to assist with emergency department patient flow and triaging; and the training of more than 70 volunteers to provide surge capacity to support Ambulance Victoria over the summer.

All of this has taken place alongside the continuation of our

commercial operations in training, with particular success in the growth of virtual delivery of our programs; merchandise sales; and significant demand on our Non-Emergency Patient Transport services and Coroners Court services. Our First Aid in Schools program has valiantly continued in virtual and face-to-face formats, working around remote learning periods and many other challenges to deliver first aid training to 51,754 Victorian primary school children.

I'm again 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 generous commitment to St John Ambulance Victoria and their support during 2021. On the conclusion of her Board term, I take this opportunity to sincerely thank Dr Andi Diamond for her significant and thoughtful contributions to the Board. In October, we were truly delighted to welcome Ms Janice Munt, former Member of the Victorian Parliament to the Board. Janice brings extensive governance experience and skills from her participation in a range of community, health and sporting organisations and will provide a most welcome additional focus to our government relations and stakeholder strategy.

I extend my deep gratitude to our indefatigable CEO, Mr Gordon Botwright and his executive team for their outstanding sustained, empathetic response to the challenges of this second pandemic year. 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. I'm also grateful for the active support and encouragement throughout the year from Her Excellency, Governor Linda Dessau, Chancellor, Mr Cameron Oxley and Lord Pryor, Professor Mark Compton.

As always, I acknowledge and thank all of our volunteers across Victoria for their loyalty and dedicated service in a period of some considerable challenge and frustration. We are certainly living through a time which tests our resolve, our energy and our conviction. Notwithstanding the uncertainty and anxiety of our times, I have no doubt that as we look with hope to 2022, St John will continue to serve Victoria with the same steadfast and deep commitment to the service of humanity which has characterised our organisation for almost 140 years. ■

It's a tribute to the agility and responsiveness of our people that we've successfully provided a number of new services in 2021.



Rapid Antigen Testing services was an important new service for many of our customers

CEO's Report

2021 is best captured by one word, resilience. That is the capacity to recover quickly from difficulties or, simply put, toughness. The spirit of our people, and by extension our organisation, epitomises this resilience.



GORDON BOTWRIGHT OSTJ

It is, therefore, only appropriate that I start by acknowledging our people. Whether you are a paid employee or one of our volunteers I want to thank you for everything you did in 2021, for your strength, for your flexibility and for your dedication to our mission. What we achieved could not have been done without you - every day you stood up to serve the community.

At times 2021 felt like we were running a marathon through mud - lockdown after lockdown brought a fatigue that affected our personal and community wellbeing. Of all the impacts the pandemic has had on St John Victoria, I'm saddened most by how hard it has hit our volunteer engagement. After two years of being unable to hold divisional meetings, maintain skills and attend events, we have lost a large portion of our adult volunteer cohort. We will rebuild and, in time, I hope we will see many of them return.

Still, this report details and celebrates our achievements, so it's important that we do that, and I'm proud of what was achieved. We had one of the biggest commercial training years on record. Thanks to our 100% virtual classroom first aid training innovation, we saw thousands of people complete certified first aid training from the comfort of their own home. We moved more patients than ever before and sold record volumes of first aid and PPE products. As the year progressed and the grip of Covid-19 tightened, our support of the Covid-19 response became stronger. Our volunteers trained with and worked alongside Ambulance Victoria paramedics and set up a patient destination management unit at Northern Hospital. This unit provided care for those patients who were waiting to go into the emergency department, after being brought in by ambulances. Our new support service workforce was deployed to hospitals wherever needed and they operated our mobile community vaccination units. We supplied equipment vital to the safe operation of vaccination

hubs and finally, when rapid antigen tests were called for in workplaces and at events, we set up a service. Again, the team's ability to flex and respond was inspiring.

Our strategic plan seeks to maximise our community health impact, diversify our commercial activities, deliver patient-centred care, and inspire our people. As you read this report, I believe you will agree that even under these extreme circumstances we continued to be true to the commitments we made.

As a charity in the service of the Victorian community it's important and necessary to have robust governance, and this starts with an effective Board. This year again the Board provided support, asked the right questions and gave good guidance to the executive team. My thanks go to each director for their time and dedication to our purpose. As always, my special thanks to our Chair Virginia Bourke for your tireless effort and support.

I'm blessed to work with a senior leadership team that never gives up and always delivers. Your commitment, again this year, was exemplary. Through your leadership we maintained our course despite the disruptions.

Finally, to our supporters who buy our products and use our services, our strategic partners who enable us to do more, and our donors whose gifts are generous and help us go further, my grateful appreciation.

Now on to 2022 and the prospect of the many exciting things we intend to do For the Service of Humanity. ■



Volunteers Chai and Stephanie

Timeline of Key Events



JAN

- St John deployed to Cann River border checkpoint

AUG

- Victoria delivers Virtual First Aid Training on behalf of NSW and ACT to their customers in lockdown



SEP

- Destination management pop up created to reduce ambulance ramping at the Northern hospital



DEC

- Dromana Youth division celebrates 20th Anniversary



19 NOV

- Stonnington Division awarded Community Group for 2021 by Stonnington City Council



15 FEB

- Launch of the new St John AEDs

MAR

- New eLearning suite launched



JUN

- Order Church Service at St Paul's Cathedral in Melbourne. For the first time ever in Australia, we had an all-female procession of emblem bearers.

SEP

- Volunteers begin to provide ambulance surge support - driving ambulances, acting as first responders, hospital triage and communications



3 NOV

- New Diploma of Emergency Healthcare launched

1 OCT

- St John becomes a licenced First Aid provider with the Department of Health for Advanced First Aid

OCT

- Supporting DHHS with pop up vaccination clinics
- Janice Munt joins Board of Directors



25 OCT

- Launch of Rapid Antigen Testing services



JUN

- Launch of the St John Charity Lottery



Event Health Services

Once again in 2021 volunteers across Victoria, spread over ten regions, 47 divisions, three specialty divisions and several state teams, demonstrated their continuous commitment to St John.

2021 Statistics

1519 events

104,800 hours volunteered

2,791 people treated at events

1245 Adult Members

They supported fellow Victorians in sickness, distress, suffering and danger, both in the field at events and by providing general Covid-19 support.

Determined to continue their work in this ongoing pandemic, divisions met virtually where it was possible before re-opening face to face later in the year. We're pleased to report that in this time the pathway from First Aider to First Responder was established. This now means that all volunteers will ultimately gain a higher level of accreditation and we can continue to uphold our new Advanced First Aid license.

We were heartened to see the community, and in particular our elected representatives in local and state government, recognise the contribution of St John volunteers. Ranging from a widespread thank you effort from 37 state MPs for Volunteer Week, through to visits by local and state members to divisions where possible, this support has been greatly appreciated. We hope to cultivate our connections with elected representatives in the future and continue to welcome them to our divisions to ensure they're aware of the impact and sacrifice of St John in their communities.

To support our members virtually throughout 2021, several initiatives were undertaken online:

- The regional managers' conference was held virtually in July
- Webinars
- Training
- Various mental health initiatives, including eLearning
- Masterclasses
- Covid-19 updates

While volunteer numbers in 2021 were lower than in prior years, we were encouraged to see that more than 700 individuals expressed interest in joining our recruitment pathway. A role that's looked up to by the community, many people aspire to become a St John volunteer and we look forward to bringing new members into active service in 2022 and growing our numbers once again.

There's no doubt that it was thanks to the efforts of our volunteers in 2021 that the healthcare response, both Covid-19 and otherwise, could continue. We're indebted to our members for their sacrifice and recognise their courage in exposing themselves to risks. We celebrate and thank them for their service. ■

| Scope of Practice Summary | 2021 | 2020 | 2019 |
|---------------------------|------------|------------|------------|
| Nurse | 144 | 155 | 147 |
| Paramedic | 74 | 56 | 45 |
| Doctor | 50 | 77 | 58 |
| TOTAL | 268 | 288 | 250 |

St John Achieves Advanced First Aid License

In October, the Department of Health officially named St John a licensed first aid provider up to an Advanced First Aid Service Level, under the Non-Emergency Patient Transport and First Aid Services Act 2003. As a leader in the event health services industry, this means that St John can tailor the level of medical service provided to suit the risk profile of the event. We are also now equipped to treat injuries and illnesses from those classified as minor all the way through to significant and even serious.

In addition, licensing will mean that anyone providing first aid at events will now be required to meet minimum standards, whether they're small local events or large multi-day ones. St John is appreciative that our work in advocating for minimum standards over the last several years has resulted in this development. The outcome being that all patients will be safer across all events, not just those staffed by St John.

The constant improvements made by St John across training, scope of responders, clinical governance and equipment, are recognised as being of the highest standard possible. We look forward to continuing to set the benchmark for quality in the event health services industry. ■

Contract Achievements

We're proud to be recognised once again as the premium first aid services provider, with several major events and venues secured:

- Victorian Racing Club contract renewed for three years
- Soul Motive contract renewed for three years
- MOPT contract renewed for three years
- Marvel Stadium renewed

Significant Incidents

- 2 Resuscitation (cardiac arrest)
- 2 emergency management deployments

Free Event Coverage

- ANZAC Day Events: 47 in total across Victoria with 1,197 hours of free coverage provided
- Vision Australia's Carols By Candlelight



Volunteers at an ANZAC Day deployment in 2021

Other highlights

- Volunteers learned to work in PPE to ensure safety of both members and community
- St John became licensed under new State Government regulations for First Aid providers
- Membership Engagement Strategy developed
- 563 members are GoodSAM responders
- Continued to strengthen our clinical governance frameworks
- International Women's Day recognition of Rachel Bjork's contribution



Dromana Youth Division's 20th Anniversary



Volunteers supported the Shepparton community during the snap lockdown in October by distributing groceries and essential goods



Matt Fregon MP's visit to National Volunteer Week morning tea in May



Bridget Vallence MP's visit to Yarra Ranges Division in November. Their first face to face meeting of the year



Visit to the Warrnambool Division by local councillors in November



Stonnington Council Award for Volunteer Group of the Year to the Stonnington Division and Young Person of the Year Award. Awarded to Athena Stathoulis



Volunteers at Royal Melbourne Hospital in January

Covid-19 Deployment



Royal Melbourne Hospital

The heat of summer combined with Covid-19 spikes saw St John engaged by Royal Melbourne Hospital to support members of the community lining up for testing in early January. Whether it was offering water, ensuring efficient flow of queues, supporting people's wellbeing and answering all questions and queries, the work of volunteers was appreciated by both hospital staff and the public for helping make the testing process that little bit more bearable. ■

Cann River Border Checkpoint

In early January, as new border restrictions were implemented between NSW and Victoria, we were asked to assist at the Cann River checkpoint with first aid services. This 24-hour operation across 14 days saw 10 members deliver 336 hours of coverage at this remote location. ■

Sometimes Only A Bike Will Do

Rachel Bjork - our Bicycle Emergency Response Team (BERT) Divisional Manager - is just one of the inspiring women of St John.

Volunteering with St John for 8 years, Rachel knows that getting around on 2 wheels facilitates rapid response to patients across a wide or busy event area that may have limited or no vehicle access.

"I hold St John very close to my heart, as I've met my husband through volunteering for St John as well as many, many wonderful friends who I have a lot of good times with. I love volunteering because I'm continuously learning new things, including, how to better support and develop other members. Outside of St John I'm studying to be a paramedic and loving it."

It's with people like Rachel we're able to continue delivering our mission, For the Service of Humanity. ■



Ambulance Surge Support – Rising to Meet Escalating Healthcare Needs

Since early 2020, St John has been preparing for the possibility of a surge requirement – the need for our people to support the emergency ambulance response by attending to patients up to the highest of acuity.

Thankfully, when the request did come, our most highly trained volunteers were incredibly willing to come forward for additional Ambulance Victoria training, to work alongside paramedics driving vehicles and transporting patients. With many of our volunteers studying paramedicine, training in other healthcare fields, or with many years of event health service experience under their belt, St John volunteers were ideally placed to offer this support.

In addition to on-road shifts, many volunteers have also provided their time to assist in the emergency ambulance communications response as well as in emergency management command. The wide range of skill-sets that St John volunteers can bring to the table are in high demand at this time. We're pleased to say these skills are a result of many years of training with us.

This surge support has continued into 2022 and our members are incredibly proud to help keep more ambulances on the road, reduce wait times and ease the pressure on our healthcare system. We can only begin to thank them for their dedication and service. ■

Surge Support Statistics

104 St John volunteers upskilled to meet the need

Sept – Dec 2021:

10,984 hours of support volunteered

Roles supported:

- **Communications:** radio and dispatch support
- **In-field support:** ambulance driving and First Responder support on the road
- **Covid-19 triage:** at overwhelmed hospitals where ambulances were banked up.

Destination Management – In Hospital Support Reducing Ramping

Throughout the August wave, media reports of long queues outside hospitals became increasingly common. All healthcare staff both in and outside the hospital were working as best as they could, however Covid-19 meant delays were unavoidable. To assist unloading both Covid-19 and non-Covid-19 patients from ambulances into dedicated zones, St John volunteers offered their time in September at a 'destination management' site at the Northern Hospital. Staff at the hospital were overwhelmingly grateful to know the extra support was there. Lines outside were reduced, allowing ambulances to return to the road for other emergencies. ■

Destination Management Statistics

38 Volunteers

533 hours volunteered

Volunteer training and dedication at its finest

It was like any other day, Ilan Yearot was with his wife Taly at home in Caulfield, when suddenly Ilan collapsed and became unconscious, he was having a cardiac arrest. Taly quickly called triple zero, where the operator immediately sent a GoodSAM alert to those in the nearby area.

Joshua Gomperts, a Volunteer and Ambulance Transport Attendant within NEPT, off duty at the time, was at home only 300m down the road when he received the alert. Instantly, Joshua sprung into gear, got in his car – which also had a defibrillator in it – and went to the incident.

On arrival, Joshua cut Ilan's clothing, immediately applied the defibrillator, provided a shock and started CPR. After two minutes, Joshua provided an additional shock and continued CPR until paramedics arrived. Ilan was then transported to hospital.

Without Joshua's immediate response and defibrillator, there is absolutely no doubt that Ilan wouldn't have received the life-saving assistance he needed in those critical minutes.

"To have someone there within 90 seconds can really change the whole ball-game"

Joshua was awarded the St John First Aid Champion Award in 2021 for his quick thinking and selfless act.

Thank you Joshua for always being prepared to provide first aid! ■

Scan here to watch Ilan's Story





St John Youth

St John Youth has continued a path of rebuilding and consolidation over the course of 2021.

We're working with divisions and leaders to assist them in building divisional capacity and establishing clear goals for the future. Our focus now is to rebuild and future proof our programs.

It's a credit to all youth divisions and their leadership that every division maintained an online/virtual program during all lockdown periods over the past two years. During this time not only did youth divisions keep directly engaging with their members and offering an online program, but St John Youth also continued to onboard new members and, in some divisions, it's even been necessary to create waiting lists. We continue to assess the location of divisional programs and review opportunities to create programs where they're viable.

The State Youth Team has been working tirelessly to ensure the courses and activities run from the State Office were delivered, to support the efforts of divisional programs. In 2021 they conducted:

- Youth Management Course x 2
- Youth Staff Professional Development Day
- Youth Leadership Course Level 1 and 2 x 2 (One online and one face-to face)
- Youth Leadership Course Level 3
- Easter Camp (4-day camp – 60 participants)
- The introduction of the Youth Mental Health Awareness eLearning training for adult members working with youth members
- A number of accredited first aid training courses being offered to senior youth members.

The only scheduled state-based youth activity not to take place in 2021 was the State Youth Competitions (State Youth Challenge). The National Youth Championships, due to be held in Hobart (January 2022), was unfortunately also cancelled. ■

Recruitment of both Youth Members and Adult Leaders has continued throughout the year. Membership within the program has grown over the course of 2021 with numbers as follows:

2021 Membership Statistics

248 expressions of interest for community divisions submitted (not including school divisions)

245 new member applications processed (including school divisions)

529 youth members active in the program

104 adult leaders directly supporting the program

Youth to Adult Transfers

Transition from Youth to Adult membership had **58** eligible youth members.

38 have completed or are part way through their Y2A Passport, to date.

Whilst there was a decline in overall numbers at the end of 2020, there's been an overall growth over the course of 2021.

Youth divisional officers and leaders proved themselves to be agile and quick to adapt to online mediums during the many lockdowns of 2020 and 2021. Without their dedication and hard work, Covid-19's impact on youth membership numbers and the viability of the program in general would have been far more significant.

We look forward to strengthening the program even further in 2022 with a range of initiatives. ■

Youth Program Grows Family Legacy

Nicholas is a member of our Altona Youth Division.

Nicholas joined St John in the hope to continue his grandfather Laurie McQuade's legacy of 40 years with St John, and to have the skills and knowledge to help others in the community.

"I enjoy the expansive opportunities that come with being a youth member. This doesn't exclusively include the duties, but also the ability to socialise with others my age and work cooperatively with them. That's what makes the youth program so engaging.

I'm loving my time at St John, and I hope to continue being part of the organisation in the years to come." ■



Nicholas (right) and Laurie (left) McQuade

Community Transport

Now in its fifth year, we're pleased to report that Community Transport has expanded its coverage. We're now servicing the needs of vulnerable people in more than 150 suburbs.

2021 Statistics

Total trips:
1889

Trips delivered by volunteers:
59%

Total volunteers:
21

Hours volunteered:
3,400+

Kilometres travelled:
36,000+

Clients serviced:
270

2021 summary

- Although Community Transport didn't reach the target number of transports for 2021, this figure is less than a 4% decrease in transports in comparison to 2020.
- Covid-19 gave St John's Community Transport the opportunity to shine while other community transport organisations were sadly forced to close. This saw St John acquire new clients through referrals from the Eye and Ear Hospital, Red Cross, Home Instead and The Olivia Newton John Cancer Centre.
- During 2021 St John built relationships with The Leukemia Foundation, Home Instead and Huntingtons Victoria. St John also continued to work with Ballarat Health Services, War Widows Guild, Home Care Assistance South East Melbourne, Liberty Disability Services, Let's Get Care, Just Home Care Packages, Oncology Research – Monash Health and Hyperbaric Health. Each of these organisations now utilise St John Community Transport for a number of their clients.
- The Community Transport team coordinated the Support Services Contracts for Citibank and Peninsula Health from May until December.



Lesley, Community Transport customer in 2021

Volunteer Drivers Receive Heartfelt Feedback

Jamie Morris

Anne loved having Jamie as her driver. She had a lovely time chatting with him about his job and tennis and was excited to find out that Jamie plays tennis at the same tennis club she frequented at his age. She called him a beautiful person and said she admires him for volunteering his time.

Nola added to the great feedback about Jamie, saying "he is a lovely young man and a credit to the service"

Martin Close

It was Kathleen's first booking with St John Community Transport when she met Martin. Kathleen had been anxious to find transport to get to a vital procedure and she couldn't have been more grateful for Martin's help. She passed on how lovely, friendly and calming Martin was.

Ben Bayes-Smith

Anna lives in an isolated town called Milgrove in the Yarra Valley and has trouble accessing transport to get to her appointments in the CBD until she found St John Community Transport. On her first trip, she was delighted to have Ben transport her and spoke about her Hungarian heritage. She was very impressed to hear that Ben had been to Hungary himself. She couldn't speak more highly of Ben and hopes to meet him again on her future trips.



Hero son saves mum

10-year-old Ayden from Yarroweyah has been hailed a hero after his quick thinking saved his mum's life.

He woke to find his mum — Helen Burrows — paralysed and severely unwell on March 26, he called 000 immediately and waited with his younger sister Mylah until the ambulance arrived from Shepparton.

When the ambulance arrived, Ms Burrows was taken to Melbourne where she received spinal surgery after doctors discovered a sciatic nerve had been crushed by a prolapsed disc on her spine.

"I was really nervous and scared," Ayden said.

The Year 4 Cobram Anglican Grammar School student received first aid training from St John Ambulance via the First Aid in Schools program two weeks earlier and said if it wasn't for that, he wouldn't have known how to help. We are proud to have visited the school for the last 5 years to educate students on what to do in an emergency.

Principal Keith Willett is very proud of Ayden "We need to acknowledge his calmness under pressure and ability to recollect all the things he was taught in the first aid program. We think the first aid course is very important and we've had some fantastic feedback around it. Nobody ever knows when you'll need to have those skills and this is an example of what can happen when you do." ■

Community Education Programs

Our Impact

First Aid in Schools Doubles Knowledge, Skills and Confidence of Victorian Students

We entered our ninth year of operating this free program, which saw the team return to schools to educate children face-to-face in the basics of DRSABCD. The feedback we received was incredibly positive. Students and teachers welcomed us back with open arms, it's clear the program is much-loved by schools.

After each visit classroom teachers were asked to provide feedback on the program's impact on their students. Based on these reports, we could clearly see that our first aid in schools program more than doubles the knowledge, skills and confidence in the topic after just a 45 minute session. Without this program, children would remain unable to help in an emergency.

Rolling lockdowns throughout the year saw most sessions return online again in 2021, as they did in 2020. The team transitioned well to this delivery mode given the practice and preparation the previous year allowed.

A special snake bite online livestream was developed for late 2021, to respond to increased demand from rural schools on the topic. Bandages were shipped out as far as Mildura so children could practice along in class as they watched our presenters online.

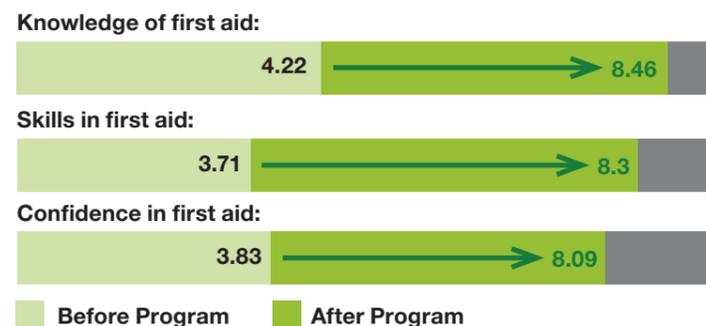
By the end of the year, our presenters began returning to face-to-face delivery and we're looking forward to bringing the program back inside schools for all of 2022. ■

2021 Statistics

Total students trained 2021:
51,754

Average teacher overall rating:
9.5/10

Program Impact (Growth out of 10)



Students learning first aid in years 5 & 6 at Brighton Primary School

CPR Lab

CPR Lab activations saw the community education team visit several shopping centres to provide free defibrillator demonstrations. With a quiet year on the events front, hands-on CPR demonstration was limited to one event only.

We know confidence and knowledge of using defibrillators is low amongst Australians. Our own research shows that:

- 26% don't know where any defibrillators are located
- 50% would be too afraid to use a defibrillator
- 40% don't understand how a defibrillator works
- 58% don't know how to use a defibrillator.

We also discovered that 28% of people have never done any CPR training, and a further 58% of people did their training more than 12 months ago, meaning they are not up to date in their skills. The need for continuous informal community education with a chance to practice hands-on CPR and observe how to use an AED remains just as important as ever. Our work will help to address these gaps.

We're hopeful that, in 2022, events will return to the calendar and the team can educate thousands more members of the public in CPR and defibrillation use, for free. ■

2021 Statistics

CPR Lab participants (defibrillator and CPR demonstrations):
925

Hours provided of free community education:
2,973

What the Students Say

"During our First Aid session they explained how to save someone if they are unconscious. We also got to play Bingo which was a lot of fun. I learnt that if someone is unconscious and they have food then you need to scoop it out of their mouth."

— Cooper L

"On Monday, we learnt first aid on zoom. They taught us DRSABC! Also, if you're wondering what that means, it means D-danger, R-respond, S-send for help, A-airway, B-breathing and C-CPR. If you see someone unconscious you should do DRSABC. I thought it was AMAZING!!"

— Mae C

Free Access for Victorians to Vital First Aid via eLearning

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 basic knowledge of first aid techniques should be accessible to all.

As part of this commitment, St John provided free access to eLearning courses for Victorians during lockdowns on topics ranging from mental health, burns, bites and stings, defibrillation, drowning, choking and much more.

At a time when we know 47% of Melbournians have delayed their first aid training, ambulance response times are longer and more people are staying home, having first aid skills is more essential than ever, regardless of whether an individual is able to attend a course in person. As a leader in first aid training, as well as a trusted source of information, St John is proud to have offered these courses to the community. ■

2021 Statistics

Free eLearning courses provided to community:
2,175

Value of free eLearning courses to community:
\$44,003

Some very positive reviews

Great to be able to do this online, with all the resources needed. Even gave me the opportunity to print out a few things to place around the house for the kids to read. Thanks heaps guys – Maz Bourke, Defibrillation eLearning course

The course was very straightforward and concise. I loved that it used videos to teach the content and all the information was easy to understand and well explained. – Monique Sapiano, Asthma eLearning course

Lots of very good information and advice about mental health issues. How to approach a person and assist until we can get professional assistance. – Stewart MacDonald, First Aid for the Mind eLearning course

New Programs on the Horizon

As part of our ongoing commitment to the community, the team has been working on the development of two exciting new programs: Party Safe and Defib in Your Street. Both have been outlined as key priorities in the Strategic Plan 2019-2023.

Party Safe

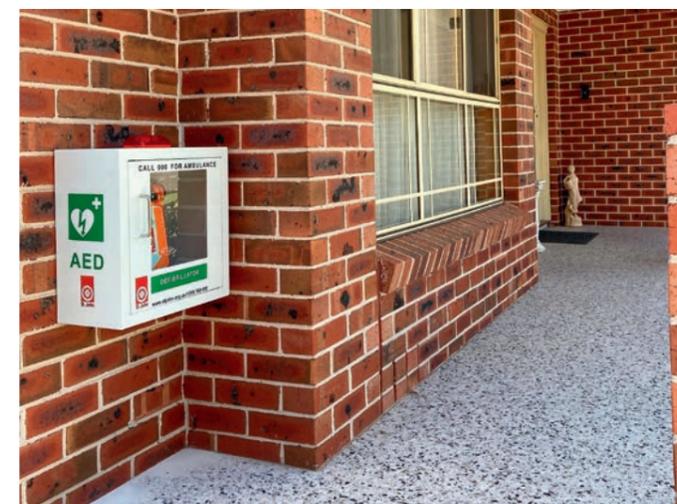
Secondary school students throughout Victoria are an important audience for St John. We remain committed to delivering a program specifically tailored to this group. Hampered by Covid-19 lockdowns throughout 2020 and 2021, Party Safe will launch in 2022. It will focus on a new dangerous scenario for this cohort – the party environment and how to keep their mates safe. ■

Defib in Your Street

Defib in Your Street is a major new community project from St John Ambulance Victoria. It fills the gap of our public access defibrillator commitment in the Strategic Plan 2019-23. The program aims to make the suburb of Reservoir the safest place in Australia to have a sudden cardiac arrest by:

- Installing a 24/7 publicly accessible defibrillator near every Reservoir resident
- Supplying free CPR and defibrillation awareness and community education for 18,000 people in Reservoir, including all school students
- Supplying 3,000 free places in nationally accredited CPR training courses.

Defib in Your Street program development and community engagement began in earnest in 2021. Local businesses, community organisations, schools, families, and individuals have all been contacted. In addition, partnerships have been established with Darebin City Council, nab and La Trobe University. 24/7 publicly accessible defibrillators will be installed in residential areas including outside homes from early 2021 and the program will officially launch in the first quarter. ■



Chris, Lucy and Rafael

Champion Parents Save The Life of Their Bubbly Boy

Parents Lucy and Chris were the last people who expected to be performing CPR on their infant son Rafael while they waited an agonising 35 minutes for help to arrive.

When their infant son Rafael experienced a sudden and unexplained cardiac arrest one evening, Mum leapt into action as she recalled memories of high school first aid training.

As Rafael turned blue and lifeless, Lucy and Chris prepared to say goodbye, but with Lucy's determined chest compressions and breaths – Rafael thankfully regained his breath before the ambulance arrived.

The memory of nearly losing their cherished boy will never leave them, and the duo were awarded our Overall First Aid Champion Award in 2021 for their tireless efforts and their message to all other parents – know first aid. ■

Scan here to watch their story



Transport Services

2021 saw a rise in demand from all our customers as well as an increase in the number of Covid-19 patients transported.

Although this heightened the risk to our people, they went about their duties providing the same level of care and respect they give to all patients. The positive feedback received about our transport services team was proof of how valued they are by our partners and the community.

Patient Transport

- Transport for hospitals continues to increase year on year: 40,555 in 2021, 35,524 in 2020 and 17,107 in the second half 2019 (34,214 annualised)
- Also increasing is St John's ability to deliver surge shifts for Ambulance Victoria: 3,118 staff completed a surge shift in 2021, up from 2,013 in 2020 and 870 in H2 2019 (or 1,740 annualised)
- We developed the careers of 20 Ambulance Transport Attendants through our internal ATA pathway program
- 100 new Patient Transport Officers and Ambulance Transport Attendants joined St John

- Internal Diploma of Emergency Health Care commenced, eight transport services staff participated in the first course
- Partnerships were developed with Kangan University, Australian Paramedical College and Victoria University to allow for their students to undertake observer shifts and ultimately bring more people into the industry
- Coroner's Court contract was renewed for up to seven more years. The Coroner's Court team continue to go from strength to strength. In 2021 they all received first aid training, enhanced driver training and a change of uniform to the St John greens. All vans now feature St John logos on the front doors
- New NEPT regulations came into effect on 30 November 2021, with a focus on improving patient safety and the quality of service across the industry. St John is adopting these new requirements, both immediate and long-term
- 4,000 Covid-19 positive patients were transported. ■

| Transport Case Numbers | 2021 | 2020 | % Change |
|-------------------------|---------------|---------------|-----------|
| SJA NEPT Shifts | 42,615 | 35,565 | 20% |
| AV Baseload Shifts | 32,555 | 35,573 | -8% |
| CSV Transports | 6,374 | 5,917 | 8% |
| TOTAL TRANSPORTS | 83,565 | 79,078 | 6% |



NEPT staff kindly collect and donate blankets to the Lost Dogs Home



Eichelle and Andrea with a local police officer in Bannockburn

Bannockburn Patient Transport Officer raises funds for Community Defibrillator

Bannockburn is that extra bit safer now thanks to the wonderful work of Patient Transport Officer, Eichelle and her friend Andrea. Together they started a Go Fund Me page to raise funds to purchase a St John G5 Defibrillator for the surrounding community. Since, the defibrillator has been installed at the Bannockburn Police Station and is publicly accessible 24/7. ■

Testimonials

I am writing to acknowledge the wonderful treatment and care my mother Joan received on Sunday evening, 4th July. I was unable to lift her off the toilet and because she is heavily built and aged 93 years I called on Ambulance Victoria to assist me.

The two paramedics, Sarah and Liam who attended were in fact from St. John Ambulance who were covering shifts that evening.

Sarah and Liam were magnificent. Caring, calming and thorough in their checking mum once she was retrieved.

Mum and I would be very grateful if you would forward this message to St. John Ambulance with the request that they pass our message on to Sarah and Liam, that we appreciated their wonderful care and presence on that evening.

The other interesting aspect of the evening was that Sarah knew when she received the call that she had been to our home years ago (it was 7 years ago) when Mum had fallen and broken her hip. Sarah remembered that Mum had fallen in the other room. I have always known how wonderful and dedicated our paramedics are, but this absolutely demonstrated to me how dedicated Sarah is, and having met Liam on that evening for the first time, I hold the same view of him. They make a great team.

– Elaine K, July 2021

"You drove me from Ballarat to Sunshine on 30 October 2021. You were BRILLIANT! Thank you so much for your kind and expert care. You are geus. My damaged hand is on the mend after plastic surgery. I would never have been whole again without you... Thank you for choosing paramedicine."

– Jaue, October 2021

When we arrived on scene at the cardiac arrest, we could see great quality CPR being performed by Renee with Peter on the airway. This gave my partner and I plenty of time to get set up properly and commence our ALS protocols without worrying about the CPR. Both St John team members appeared calm and cooperative throughout the arrest, which was in public with a growing audience, not to mention in full sun for most of it. Peter and Renee were supportive of each other as well, and their teamwork made things so much easier for the job. The early actions of this team gave our patient the best possible chance of survival, even though, unfortunately, his prognosis turned out to be very poor. Thanks again Peter and Renee, you made life so much easier for us all."

– Cheryl Jessop and Lorenz Patag, Ambulance Victoria ALS crew



Diploma of Emergency Health Care students

Training

In a climate when most RTOs across Victoria were either closed or significantly restricted, St John has thrived.

Record results have been largely attributed to:

- The launch of 100% online training and the subsequent adoption of our training by NSW and ACT
- The growth of advanced education
- The development of an adaptable culture.

We accomplished an excellent result in Net Promoter Score for students. We achieved 73.2, up from 71.3 the previous year, despite the challenges that many rounds of restrictions placed on our ability to deliver. On top of this, the professional growth and development of the Healthcare Training Division has seen it become the best accredited training organisation in Australia.

New Initiatives

- Launched 20 new eLearning courses from Victoria
- 100% Virtual First Aid became more popular than ever. We began delivering this training on behalf of NSW and ACT to their customers
- We added ten new training venues, allowing students to train closer to home or work
- Launched the Diploma of Emergency Healthcare, with the first cohort starting in October
- Received the good news that the Certificate III in Individual Support (Aged Care) was granted to our scope for delivery
- Established career pathways and a pipeline of trainers with dual contracts from Patient Transport Officers and Ambulance Transport Attendants to deliver the Certificate III NEPT and Diploma of Emergency Healthcare
- Launched the new Mental Health and Wellbeing Essentials Workshop
- Launched an online reschedule course function, allowing students to quickly and easily reschedule public classes to another date or location
- Launched two Book Now Pay Later options which offer payment flexibility for public bookings via our website:
 - For Business - pay on invoice
 - For All - pay via Zip
- Launched a certificate download function. Students can now instantly download a Statement of Attainment from any course completed with St John Ambulance Victoria when they enter their name and USI. ■

Key Statistics

56,452

total students trained

27% of students were trained 100% online, with no requirement to attend face-to-face classes, reducing the risk of Covid-19 and ensuring we slowed the spread

14% of classes ran in regional Victoria

5151 days of training were delivered

6379 classes delivered

83,220 calls were made to our call centre

318 enrolments into Advanced Education courses at a Certificate or Diploma level

Students rated us an average of **9.24** out of 10 for their training experience in 2021.



Scan here to watch Ash's Story



Ash and baby Hudson

Dad Unlocks the Breath of Life for Baby Son

The first day out of a Melbourne lockdown in June, Dad Ash was with his wife and baby Hudson out for lunch. Suddenly their son began choking, every parent's worst nightmare. Ash asked his wife to get ready to call an ambulance expecting the worst. Ash, thanks to his first aid training just months before, placed Hudson into the correct position and performed the first aid technique exactly as he learnt. This fast and textbook move dislodged the food and Hudson began breathing – as did parents!

Ash recommends to everyone he knows, particularly parents, to learn first aid. This tireless advocacy together with his actions made him our First Aid Champion Award Winner in the Community category for 2021. ■

Student Becomes Teacher

After completing our TAE40116 Certificate IV in Training and Assessment course with us, Sara Barnes joined St John to teach our students as a First Aid Trainer in 2021.

"For most of my career I have worked as a Registered Nurse. I have also worked as a Relationship Manager for a home care provider where I promoted in-home care services to health professionals and the community.

I completed my Certificate IV in Training and Assessment with St John as I wanted to transition across to be a First Aid Trainer. The TAE course was so valuable and insightful. The trainer was excellent and learning in a group environment really drove me to progress further." ■





Students with their Smile Squad packs, compiled by St John



Derrinallum Delivers on Defibs

As part of the Victorian Farmers Federation program to build safer and more resilient communities, St John Ambulance Victoria supplied 7 regional organisations with defibrillators. Jack Salter from Poligolet Holdings received one of the defibrillators to ensure their 13 staff and neighbouring properties will benefit from having help nearby should they need it. Located in Derrinallum, where the average ambulance wait time is 45 minutes, an accessible defibrillator is vital for Jack and the team to help increase sudden cardiac arrest survival rates in this community. ■

Jack Salter with the donated defibrillator

Product

In 2021, PPE was in high demand just as it was the year before. Many retailers, including Officeworks, were avid supporters of the St John surgical masks and we were pleased to be able to fulfil multiple orders over the course of the year, not only for masks but for a wide range of vital supplies. Whether it was KN95s, gloves, sanitiser or visors, via retail or online, we ensured the community had access to the equipment they needed to keep them safe.

The Product team was proud to bring to life one of St John's core values – Serving Humanity – more than ever this year. During the year we donated two pallets of hand sanitiser to our St John colleagues in Papua New Guinea as well as high-quality expired stock to various community groups, including dog rescue homes and veterinarians. We partnered with Australia Post to roll-out defibrillators to 40 small communities across Australia and we were able to support the Department of Health and Human Services by sending equipment to over 111 vaccination hubs.

We were also approached by the Victorian Farmers Federation to help enhance the safety of farmers with the provision of a range of specialised kits and defibrillators. Their defibrillator giveaway to 7 farming organisations was something we were keen to support, as rural locations are often the most challenged in terms of ambulance response times. We look forward to our ongoing partnership.

Despite rolling lockdowns, we saw considerable growth in customers and kits serviced. There were 4,517 appointments achieved in 2021 in comparison to 3,131 appointments in 2020. And 27,584 kits were serviced, in comparison to 20,486 in 2020.

In February, we were thrilled to launch new St John Ambulance branded defibrillators. The G3 Elite, G5 and G5 with Intellisense CPR™. At the public launch event in Canberra the Governor General demonstrated the unique features of this defibrillator which has since been extremely well received by customers. With special features that include live feedback on CPR performance and the capability to deliver the highest number of shocks of any defibrillator available, it will help us to deliver on our mission to save more lives.

2021 was the first year of a four-year contract with Dental Health Services Victoria and we were excited to fulfil 198 orders for the Smile Squad. This meant that 54,840 primary and secondary students were supplied with free toothbrushes and toothpaste. The program also saw us service specialised maternity, early childhood and preschools with 69 orders. ■



Trainer Alison handing over the gifted defibrillator to a representative of the 1st Iramoo Scout Group

Scouts Seek Support for Sudden Cardiac Arrest

After a recent emergency, the 1st Iramoo Scout Group in Wyndham Vale knows how important it is to have an easy to access defibrillator and wants to share this message far and wide. As part of the National St John Defibrillator launch, the group were gifted with a defibrillator by St John. ■

New Service Delivery

Supporting the Covid Response

Mobile Vaccinations

With the growing need for Victoria to reach vaccination targets quickly, some unique solutions were required to reach those who may be too busy or unable to get to a larger vaccination site. We worked with the Department of Health to establish mobile vaccination vans from October onwards. Each van was staffed with a St John team member, equipped with St John supplies and supported by local GPs to administer jabs. Anywhere from cafes to shopping strips were serviced, with a new venue visited every 4 hours.

Early morning starts, excellent people skills and some problem solving were key to getting many first and second doses into arms, with the public extremely grateful to see us. Over 70 sites have been visited so far, with the program continuing into December and beyond. ■

Vaccination Hub Support

As well as providing staff and vehicles for the pop-up vaccination sites, many of the longer term, yet temporary sites across Victoria also needed help. More than just needles, vaccine supplies and staff – they needed equipment. Without AEDs, wheelchairs, first aid kits, EpiPens, examination tables and privacy screens, vaccinations would not have been able to take place at sites that were never intended for medical use.

Thankfully St John Ambulance Victoria maintains a supply of all of this equipment in order to operate thousands of events each year and were able to make it available to over 111 sites. Delivery, coordination and pick up of the equipment for each vaccination site became an impressive logistical exercise for the St John team. ■



St John staffing one of the first mobile vaccination pop ups at Aurora Village, Epping

Pop up Vaccinations

Supporting the Department of Health roll out via short-term mobile clinics.



1500
Vaccinations



10
Staff Deployed



70
Sites across Victoria

Equipping Vaccination Sites

Ensuring vaccinations took place at temporary sites from schools to community halls, equipment including AEDs, wheelchairs, examination tables, privacy screens and first aid kits was needed across the state.



111
Sites equipped



130+
Pieces of equipment supplied

Rapid Antigen Testing

The use of a new product and the provision of a new service is never something St John has shied away from. With the approval of rapid antigen testing in Australia came both a new product we offered and a new way of delivering it, as there was requirement for clinical oversight from an AHPRA registered health professional.

After launching in October, St John was overwhelmed with interest from forward thinking organisations who wanted to remain open and operational to staff or patrons and do so as safely as possible. Our team has completed everything from fully managed on-site testing at businesses and events, virtual and remote testing via Zoom and a DIY service where we trained our customers' staff to conduct the testing themselves.

The service continues to evolve and the potential for rapid antigen testing to help businesses avoid shutdowns is extraordinary. It's even been used by St John Ambulance Victoria with its own staff to avoid closing important facilities when notified of potential risks. ■

Rapid Antigen Testing Services

Providing the clinical expertise to allow organisations to test staff and visitors, either remotely or on site.



6
Staff Deployed



500
People tested



800
Testing kits issued

His Excellency General the Honourable David Hurley AC DSC with a recipient of a gifted St John defibrillator



Philanthropic Support

Over the course of the year, St John donors continued to remind us of their loyalty and generosity, by digging deep to ensure we had the necessary financial support to care for the community.

We're grateful to each individual, community group, foundation and corporate organisation that provided assistance.

This year our long-term supporters the late Estate Stott, Margaret Barbour, Peter Billings and William McConnell each left a gift in their wills to support our work. We're very appreciative of their kindness as well as their commitment to the work of St John. During the year we revised our Gifts in Memory program and launched a dedicated section to allow loved ones to create a tribute page.

To enable us to expand our reach in the community we launched a lottery in partnership with Jumbo Fundraising. We thank each person who supported the lottery by purchasing a ticket and sharing it with their networks.

2021 also saw us conduct two successful appeals for donations to aid in the purchase of equipment and training for our volunteers.

Grant funding was received during the year to help in the replacement of first aid equipment within our divisions, support volunteer recruitment, and provide leadership and mental health training for our volunteers. Grants were also received to assist with the installation of solar panels at our Ballarat and Dandenong sites.

As always, we're incredibly grateful to each and every donor who has enabled us to support the Victorian community throughout 2021. ■

Acknowledgments

We sincerely thank each donor who has supported the work of St John, particularly throughout another 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. ■

Members

Estate of Estelle Penelope Rose Stott
Estate of Margaret Chalmers Barbour
Estate of Peter John Billing
Estate of William Ernest McConnell

Community

Biccys Op Shop Supporters Inc.
Blairgowrie Senior Citizens' Club
Fires Productions Pty Ltd
NAB Foundation
Westfield Local Heroes

Gifts in Memory

Brian Cantlon MBE KStJ
Frederick Davidson AM KStJ
Margaret Briggs OSTJ

Government

Bayside City Council
City of Ballarat
Department of Industry, Science, Energy and Resources
Department of Infrastructure and Regional Development
Emergency Management Victoria
Hepburn Shire Council
Hume City Council
Knox City Council
Manningham City Council
Wellington Shire Council

Individual

R Andre
R Croft
J Danks
E Denovan
B English
S Fong
H Foster
E Greiman
C Grubb
P & C Horrocks
D & L Koadlow
G Lefroy
J Manger
IJ Moth
J Murchie
R Pitcher
J Price
A Steele
K Stein
H Swan
E Watson
S Webb

Trusts, Foundations and PAFs

Foundation for Rural & Regional Renewal
Gringlas Family Charitable Fund
Hobsons Bay Community Fund
Mark Pennycook Foundation
The A & A Ramsden Charitable Gift
The L R Cazaly Trust Fund
The Russell Foundation
The William Angliss Charitable Fund

Our People

Employee Engagement Survey

In Q3 we were able to complete the 2021 Employee Engagement Survey, even though we were in the middle of lockdown number six. While the survey results highlighted a number of areas that require some improvement, it also showed a 90% overall employee satisfaction result across the organisation. Participation was high with well over half of all employees completing the survey. ■

Wellbeing Program

In 2021 People and Culture launched the SJAV Wellbeing Program across the organisation, this time in the middle of lockdown four. The program is designed to support our people to navigate the stressors and challenges of Covid-19 and help them remain both physically and mentally resilient. The Wellbeing Program recognised the importance of combining:

- Education
- Injury Management
- Good Mental Health
- Good Physical Health
- Connection to Purpose
- Social Engagement, to impact employee overall wellbeing.

Covid-19 Safety

We're pleased to be able to say that despite the highly infectious nature of the virus, we ended 2021 with only one employee suspected of contracting Covid-19 in a work setting. While the organisation was greatly impacted by employees being close contacts, we were still able to provide a safe and stable workforce. Continued messaging and enforcement of protocols kept a focus on prevention practices across the organisation.

We're grateful for the support of our team in recognising the importance of vaccination and we continued to follow the government's position, that vaccination was a key strategy in the fight against Covid-19. ■

Child Wise Accreditation and National Redress Scheme Update

St John Ambulance completed the three-year child wise reaccreditation process in 2021 and appointed a dedicated resource to child safety. This renewed our commitment to our youth programs and child safety initiatives in 2022. The appointment of the Child Safety Program Co-ordinator is expected to have a significant impact on the ongoing education of our people.

In 2021 St John Ambulance was officially recognised as a participant in the National Redress scheme. After providing relevant details and a document review of over 11,000 records, the organisation's participation was signed off by the Minister's office. ■

EBA Negotiations Commenced

In 2021 we commenced negotiations for a patient transport enterprise agreement. While negotiations are currently underway and expected to take six months, to date they have been positive. They've allowed all parties to express their views on opportunities to better the conditions and terms of employment for all patient transport employees. ■

Community Support Work

The People and Culture team continued to drive and deliver our community support work – providing opportunities for our existing team – and for new team members to join St John in supporting the health sector responding to Covid-19. St John employees continued to be a calming and reassuring presence within the community whilst delivering services in hospitals and aged care. ■





The first all-female emblem bearers

Order Affairs

In June 2021, we were able to hold the Order Church Service at St Paul's Cathedral in Melbourne.

For the first time ever in Australia, we had an all-female procession of emblem bearers. We were pleased to have been able to add a modern and inclusive element to the occasion and thank Dawn Cochrane CStJ, Dorothy Bache DStJ and Sally Hasler DSjJ.

At the service, the new order banner was blessed by the Archdeacon of Melbourne.

It was also a pleasure to congratulate our State Chaplain and Member of the Order, Reverend James (Jim) Pilmer for receiving the Order of Australia Medal on the 2021 Queen's Birthday Honours list. ■

Victorian Members of the Order

Admitted as Officer

Mr Gordon Botwright OStJ

Admitted as Member

Ms Victoria Barlow MStJ
 Ms Cinnamon Cotterell MStJ
 Ms Kate Dennis MStJ
 Mr Paul Haas MStJ
 Ms Genevieve Heath-Kalgutkar MStJ
 Mr Christopher Jay MStJ
 Ms Emilee McGivern MStJ
 Mr Richard Ogley MStJ
 Mr Michael Rudolph-Nicholson MStJ
 Mr Geoffrey Sadler MStJ
 Mr Alan Stephens MStJ
 Mrs Robyn Stephens MStJ
 Ms Carolyn Ulyatt MStJ
 Ms Bronwyn Vaile MStJ

Vale

The Honourable Sir James Gobbo
 KG AK GCMG GCVO KBE PC QC
 KStJ
 Mrs. Kathleen Ann Hollingworth DStJ
 Mr Brian Cantlon MBE KStJ
 Mr Frederick Davidson AM KStJ
 Mrs. Beryl Granger CStJ
 Sister Joan Batson OStJ
 Mrs Margaret Briggs OStJ
 Mr Kevin Lomas OStJ
 Mr Anthony Mesman MStJ
 Mr Ronald McTaggart MStJ



Knight of Justice medal

Honours and Awards

Ultra Long Service Medal 3rd Gilt Bar

**Representing
65 Years Service**
 Ms Dorothy Bache DStJ
 Dr James Mawdsley KStJ

Ultra Long Service Medal 1st Gilt Bar

**Representing
55 Years Service**
 Mr Henry Van Ginkel OStJ

Ultra Long Service Medal

**Representing
50 Years Service**
 Mr James Mays OStJ

4th Gilt BAR

**Representing
45 Years Service**
 Ms Gwen Neylon OStJ
 Mrs Deborah Taylor CStJ

3rd Gilt BAR

**Representing
40 Years Service**
 Mr Robert Correa OStJ
 Mr Laurie McQuade OStJ
 Mrs Sherrie Wentworth MStJ

2nd Gilt BAR

**Representing
35 Years Service**
 Mr Alan Eade ASM KStJ
 Mr Scott Humphrey MStJ
 Mrs Shirley Moon OStJ
 Mr David Rose
 Mr Douglas Ware

1st Gilt BAR

**Representing
30 Years Service**
 Mr Edward Brentnall MBE
 OAM KStJ
 Mr Peter Mill OAM OStJ
 Dr Iain Nicolson KStJ

3rd BAR

**Representing
25 Years Service**
 Mrs Maree Baker
 Mrs Deborah Bartlett MStJ
 Mrs Kay Bell MStJ
 Mrs Frances Burns OAM MStJ
 Mr Daniel Dycer MStJ
 Mrs Vicky Evans
 Mr John Golino MStJ
 Mrs Ke Li
 Mrs Janene McCahan
 Mr Domenic Misale MStJ
 Ms Marie Parker OStJ
 Mr David Smith

2nd BAR

**Representing
20 Years Service**
 Mr David Anderson
 Mrs Lindsey Booth MStJ
 Ms Tania Canidisech MStJ
 Mr Daniel Ciccossillo OStJ
 Dr Martin Dutch OStJ
 Mrs Kerryn Gouldson MStJ

Mr Matthew Jaskolski
 Ms Angela Marroncelli MStJ
 Dr James Xavier MStJ

1st Bar

**Representing
15 Years Service**
 Mr Paul Blaich OStJ
 Mr Jack Boessler MStJ
 Mr Adrian Brown
 Mrs Susan Caslake MStJ
 Mr Tak Chan MStJ
 Mr Brendan Corcoran MStJ
 Mr Simon Goode MStJ
 Mr Andrew Graham
 Mr Brad Kast MStJ
 Mrs Ke Li
 Mrs Brenda Oxford MStJ
 Mr Brendan Pearl
 Mr Luis Perez JP
 Mr Krishna Rajendram
 Ms Christine Reynolds
 Mr Michael Smith MStJ
 Mr Alan Stephens MStJ
 Mr Timothy Stone-Moore
 Mr Rhys Webb
 Mr Greg Williamson MStJ

Long Service Medal

**Representing
10 Years Service**
 Mr Stephen Barr
 Mr Ashley Bear
 Ms Joanne Berry
 Mr Paul Centofanti
 Ms Kate Dennis MStJ
 Miss Sabrina Erdossy
 Mr Alexander Gillam
 Dr Mihajlo Glamcevski
 Mr Joshua Gomperts
 Ms Daniela Grani
 Mr Paul Haas MStJ

Miss Genevieve Heath-Kalgutkar MStJ
 Mr Benjamin Imrie-Quintyn
 Mr Jordan Ismail
 Mr Christopher Jay MStJ
 Mr Andrew Jurrjens
 Mr Joshua King
 Mr Andrew Lee
 Mr Paul Low
 Mr Davide Luisetto
 Mr Chris Mather
 Mr Kyle Matthews-Toner
 Ms Celeste McDonald
 Mr David Nihill
 Ms Michelle Punton
 Mr Anthony Rimmer
 Mr Geoffrey Sadler
 Ms Catherine Smith
 Ms Verity Wiseman
 Ms Suzanne Worthington
 Ms Jennifer Yeh
 Ms Sabrina Yeh

Grand Priors Award

Miss Nelly (Seavphing) Ou

Silver Commendation

Ms Kristy Austin CStJ
 Mr Paul Blaich OStJ

Order Of Australia

Rev James (Jim) Pilmer
 PSM, OAM, OStJ

Ambulance Service Medal

Mr Michael Ray ASM 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
Mrs Elizabeth Chernov DStJ
The Honourable Alex Chernov
AC, QC, KStJ
Lady Anna Cowen DStJ
Mr John F. Crennan 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
Mr Stewart Granger
BEM, KStJ
Ms Sally Hasler 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
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 Barned OStJ
Mr Lindsay Bent OStJ
Mr Paul Blaich OStJ
Ms Kathleen Buick OStJ
Mrs Sharon Boscacci OStJ
Mr Gordon Botwright 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
Mr Alan Fry OStJ
Miss Thelma Gibson OStJ
Mr Kelvin Glare AO, APM, OStJ
Mr Paul Gsodam OStJ
Mr Pierra Guillemain 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
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

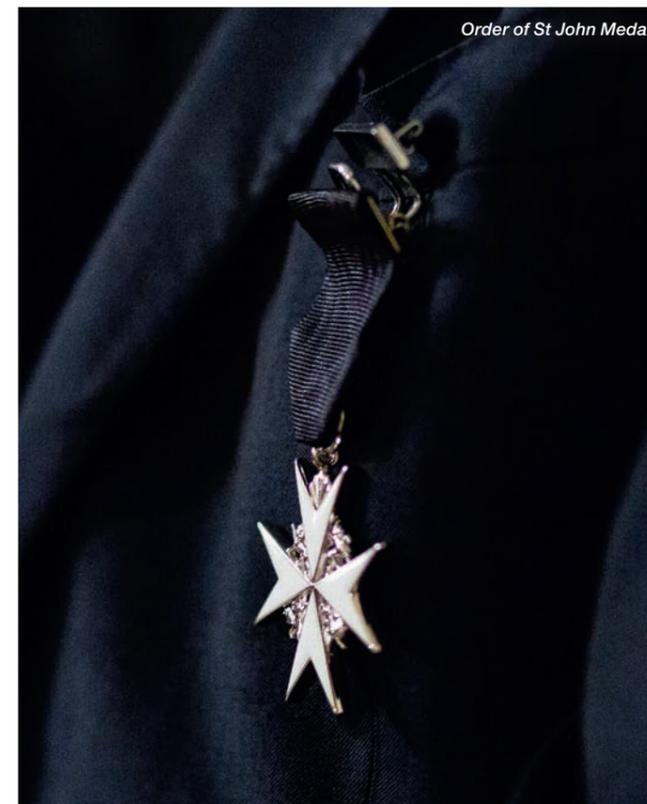
Members

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
Mr David Bannister MStJ
Mrs Debra Bartlett MStJ
Ms Victoria Barlow MStJ
Mr John Barton MStJ
Mr Malcolm Beal MStJ
Mr Ashley Bear MStJ
Mrs Kay Bell MStJ
Miss Heather Blackman MStJ
Mr Jack Boessler MStJ
Mrs Lindsey Booth MStJ
Mr Frederick Brown MStJ
Mrs Judy Brown MStJ
Sister Beverley Bullen MStJ
Mrs Joy Burnell MStJ
Mrs Frances Burns OAM, MStJ
Mr George Burns OAM, MStJ
Mrs Joyce Burt MStJ
Mr Paul Burton MStJ
Mrs Peggy Byrd MStJ
Mr Peter Cain MStJ
Mr Alan Caldwell MStJ
Mr Nicholas Callanan MStJ
Mrs Susan Carnes MStJ
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
Ms Brenda Clayton MStJ
Mr Ian Cleator MStJ
Dr Daniel Compton MStJ
Mrs Patricia Cook MStJ
Mr Brendan Corcoran MStJ
Ms Cinnamon Cotterell MStJ
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
Ms Kate Dennis 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
Sister Pamela Fry MStJ
Mr Chris Gahan, OAM MStJ
Mr Daryn Gardner MStJ
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 Kerryn Gouldson 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
Ms Samantha Gronow MStJ
Sister Inez Growse MStJ
Ms Vi Ha MStJ
Mr Paul Haas MStJ
Mr William Hardy MStJ



Mr Alan Harvey MStJ
 Mr Jay Hateley MStJ
 Mr Anthony Hayes MStJ
 Mr Andrew Haywood MStJ
 Ms Genevieve Heath-Kalgotkar 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
 Mr Christopher Jay 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
 Dr Emma Kong MStJ
 Ms Amy Kwik MStJ
 Ms Fay Langstaff MStJ
 Ms Heather Lavery MStJ
 Mr Ian Lawrence MStJ
 Ms Elisa Lay MStJ
 Ms Barbara Jane 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
 Ms Emilee McGivern MStJ
 Mr David McGrath 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
 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 Richard Ogle 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 Daniel Porter 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 ASM, MStJ
 Mr Jarryd Redinger MStJ
 Ms Petra Reynolds MStJ
 Mr Graeme Robinson MStJ
 Dr Charles Roseby MStJ
 Mrs Julie Rubira MStJ
 Mr Michael Rudolph-Nicholson MStJ
 Mrs Michelle Ruemmler MStJ
 Mr Graham Ryan MStJ
 Mr Peter Ryan MStJ
 Mr Geoffrey Sadler MStJ
 Mrs Maree Salter MStJ
 Mr Peter Sambell MStJ
 Mr Cary Sandell MStJ
 Mr Daniel Sefton MStJ
 Mrs Margaret Shine MStJ
 Ms Jessica Simpson MStJ
 Mrs Kathleen Simpson MStJ
 Mr Russell Sincock MStJ
 Mrs Martha Smith MStJ
 Mr Michael Smith MStJ
 Dr Wendy Smith MStJ
 Dr Eugene Spangaro MStJ
 Ms Bernadette Sparkes MStJ
 Mr William Spinks MStJ
 Mrs Margaret Spinks MStJ
 Mr Charles Spiteri MStJ
 Mr Lyle Spokes MStJ
 Mrs Edith Spoons MStJ

Mr Alan Stephens MStJ
 Mrs Lillian Stephens MStJ
 Mrs Robyn 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
 Ms Anastasia Tzamouranis MStJ
 Ms Carolyn Ulyatt MStJ
 Ms Bronwyn Vaile 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
 Mr Neil West MStJ
 Dr Robert West MStJ
 Dr Leslie Wheeler MStJ
 Mr Donald White MStJ
 Mr Mark White MStJ
 Mr Greg Williamson MStJ
 Mr Keith Wilson MStJ
 Mr Greg Wilton MStJ
 Mr Claus Peter Winckler MStJ
 Mr John A Wiseman MStJ
 Dr John F Wiseman MStJ
 Ms Michelle Wos MStJ
 Mr Donald Wright MStJ
 Mrs Kathleen Wright MStJ
 Mr Gary Wyatt MStJ
 Mrs Sheila Wylie MStJ
 Dr James Xavier MStJ
 Mr Rodney Young MStJ

State Chaplain's Report

Through what was another disjointed year due to lockdowns and Covid requirements the preferred face-to-face visits by chaplains at our various workplaces have been somewhat restricted.



REV JIM PILMER
PSM, OAM, OstJ

However, it has been good to see that many feel comfortable to seek support by telephone. The convenience of this appears to work well in most instances. Chaplaincy is just one of the strands of support provided for employees and volunteers. It offers an informal avenue of approach regarding personal or work issues and is available 24/7.

During the year I was invited to give short presentations at several Induction Days. This gave an opportunity to raise issues of both religious diversity and inclusiveness which brought positive feedback from those in attendance. It was also a further opportunity for me to meet people who perform many different roles within St John Ambulance.

The challenging work of our CSV (Coronial Services) team has the potential to raise matters of religious customs and cultural expectations at the time of a death but many other aspects of the work of St John require sensitivity to the religious and cultural diversity of those around us. Our chaplains are available to be of assistance in this area.

Reverend Rosemary Maries and Major Merv Lincoln have maintained their valued chaplaincy availability, providing pastoral care and spiritual support at Geelong and Ballarat respectively.

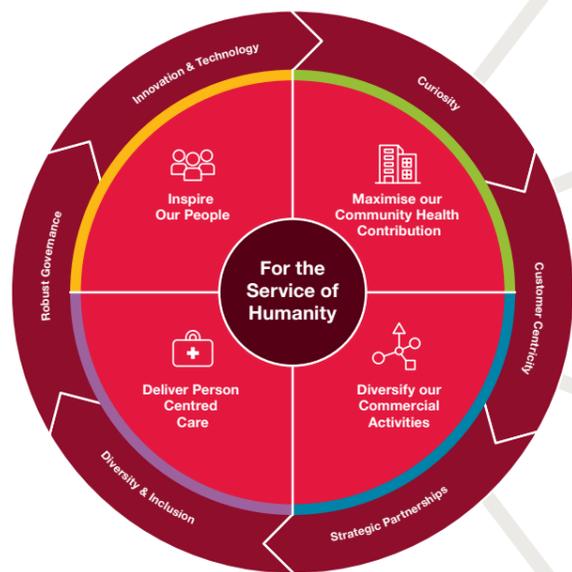
Pastoral support is available to staff members, volunteers and members of the Order of St John, regardless of religious background. ■



Volunteers James and Naomi

Strategic Plan

2021 continued to bring challenges that meant the organisation had 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

2021 UPDATES:

- > We transported 83,000 patients; trained 56,000 people; trained 52,000 primary school children; provided mobile vaccination units, 104 volunteers formed part of AV's surge capacity; and, the Defib in Your Street program was approved by the Board.



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 in home care workers
- > Increase Fundraising's contribution
- > Provide corporate health and wellbeing services

2021 UPDATES:

- > We developed a health service support staff operation; supplied first aid equipment to vaccination hubs; provided mobile vaccination units; launched rapid antigen testing; and expanded 100% virtual classroom training into NSW and ACT.



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

2021 UPDATES:

- > A draft of the new clinical governance framework was presented to the Board and continues to be refined; and, the research paper on drug-induced serotonin toxicity, written by several of our senior volunteer healthcare professional was published in Emergency Medicine Australasia.



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

2021 UPDATES:

- > We released our new employee value proposition with a mental health support focus, we attracted 253 people to the organisation; 97% of staff are fully vaccinated; we signed the lease to move to a newer and modern facility to bring all our people together; and, the staff satisfaction survey revealed 90% of staff are satisfied working in St John.

Thank you to our NEPT crews for transporting record numbers of patients



Financial Overview

It was widely appreciated when preparing the 2021 budget that the year was going to be unpredictable and our forecasts were, at best, a guesstimate. Our budget projected a slower start financially in 2021 with a return to a version of normal trading in Q2/Q3.

At the end of Q1 we were well ahead of our expectations with trading being consistent and minimal restrictions prohibiting us from providing services. It wasn't long, however, before restrictions in Victoria started to halt our year and unwind some of the financial successes from earlier on.

Over the next few months the organisation continued to do its best to deliver services to the Victorian community despite lockdowns restricting activity. Some of the highlights include:

- Our donors continued to support us and the work that we do
- We continued to provide face masks to our commercial and retail customers
- We delivered accredited virtual first aid training
- Where possible, we supported our Patient Transport customers with surge resources
- We provided support workers into multiple Victorian hospitals
- We launched rapid antigen testing services.

While again our core services were heavily impacted by restrictions, our turnover (\$55m) and our community contribution continued to grow. Despite all the challenges the year held we still managed a small surplus which was largely due to record results in November and December. A fantastic effort in a difficult year.



Volunteers at Northern Hospital

2022 Outlook

The business remains optimistic in its financial outlook for 2022, as we look to build on the momentum from late 2021.

Key priorities for 2022 include:

- The relocation of HQ and surrounding properties to Blackburn Road, Notting Hill
- Investment in our volunteer training, recruitment and retention programs to grow membership and engagement
- Investment in our 2022 Brand Campaign
- Implementation of our new HRIS/ Workforce Management System
- Continued investment in sustainable community projects consistent with our mission
- Growth of our revenue and profit margins through commercial diversification
- Maintained discipline on costs and opportunities

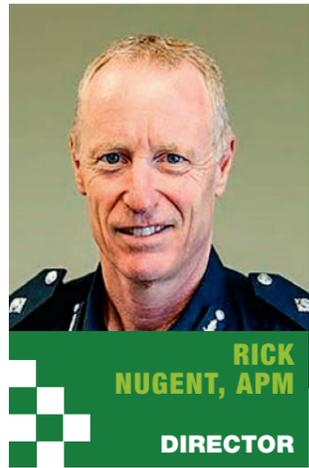
Financial summary

| | 2021 \$000s | 2020 \$000s | Variance \$000s |
|----------------------------------|----------------|----------------|--------------------|
| Commercial revenue | 49,350 | 43,288 | 6,062 |
| Government grants | 314 | 6,695 | (6,381) |
| Fundraising revenue | 443 | 414 | 29 |
| Event health services revenue | 1,957 | 1,744 | 213 |
| Other non-commercial revenue | 3,003 | 2,437 | 566 |
| TOTAL Revenue | 55,067 | 54,578 | 489 |
| Gain/(Loss) on JB Were Portfolio | 488 | (322) | (810) |
| Surplus/(Deficit) | 661 | 2,598 | (1,937) |

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.



Meeting of Members

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

| 2021 Board Meeting Members | Eligible to Attend | Total Attended |
|----------------------------|--------------------|----------------|
| Ms Virginia Bourke | 10 | 10 |
| Mr Mark Engel | 10 | 10 |
| Prof. George Braitberg | 10 | 7 |
| Ms Caroline Elliott | 10 | 9 |
| Mr Paul Davidson | 10 | 10 |
| Dr Andrea Diamond | 3 | 1 |
| Mr Richard Nugent | 10 | 8 |
| Ms Jancie Munt | 3 | 3 |

Volunteers training with Ambulance Victoria to provide surge support



Thank you

"Dear Doreen. Thanks so much for your valuable training, I really enjoyed it. It was my 4th First Aid course and it was the best one by far. Your knowledge and professionalism, not to mention your time management was outstanding. I hope in the future when I'm to do my next one that you're still with St John and I get to have you as my trainer again."

– Belinda

"Sarah, Lindsay, Riley, Karen and Andrew were absolutely amazing when a friend of ours was sick at the Wine Machine Festival. We were so unsure of what happened to her and were worried that she had been drugged. They were so incredible and we cannot say thank you enough for all that they did for our friend. They handled the situation so calmly and with such care, we could trust them and knew our friend was in good hands. We really need more people like them in our world." – Alexandra C, March 2021

"I have finished my St John First Aid course this morning and I just wanted to say thank you to Dani for the wonderful job that she did. Dani was articulate and very clear with her directions and instructions, she has a lovely teacher manner and a good sense of humour. She was very natural and engaging. I am encouraged to continue my learning with St John and will be sure to renew every 12 months and 3 years." – Jane

"A couple of your officers attended to my medical needs on 2 Apr 2021 at the Sunbury United Soccer field following an accident on my motorcycle. I found them to be very reassuring and proficient in their manner. I would have preferred to have thanked them in person." – Greg B

"Unfortunately my mother passed away suddenly and as such, required transport to the Coroners Office. I believe that St John's Ambulance have the contract for Coroner's Office transport and given this I just wanted to pass on a MASSIVE compliment. If my memory serves me well, a middle aged lady named Ros and a young lad called Will attended my Mum's home. They displayed genuine compassion and respect for all of us involved and it really made such a distressing time easier."

– Rebecca Y, May 2021

"Just wanted to pass on some positive feedback to you post our St John First Aid training session – my team of home assessors certainly got a lot out of it, and the training/delivery was sensational – kept the team engaged throughout the day both with the practical work as well as the assessment work. This was super beneficial for the team and I can personally say that I got a whole lot out of this. Not underestimating the importance of providing that initial burst of first aid in order to perhaps have an entirely different situation if not undertaken."

– Ken

"To the wonderful paramedics and patient transport officers who came to us last year on two occasions, we are forever grateful to you for your kindness, expertise, cheerfulness and patience. God bless each and every one of you."

– Michael

"I required an ambulance on Sunday, 30 May 2021 and was transported to Geelong Hospital, where I stayed overnight. Nicholas and Jeff were amazing. Their care and kindness was greatly appreciated. We are very lucky to have such a great service." – Karen May 2021



stjohnvic



@stjohnvic



St John
Ambulance (Vic)



@StJohnVic



St John Victoria



St John Ambulance Australia (VIC) Inc

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