St John
Ambulance
Australia SA Inc.

annual report
2010/2011

strength in the community
message from the governor of SA

St John services form an integral part of our South Australian community and set the foundation to a strong, inclusive and healthy society.

I am continually impressed with the spirited commitment displayed by volunteers and the impact their generosity has on community life across the state. The knowledge and skill displayed by St John volunteers is an enormous community asset, and it is pleasing to see these skills increasingly permeate throughout our society. But it is not just skills and expertise that are valued; it is also the qualities of empathy and concern for others which is felt in all areas of our community.

It is particularly impressive to see St John encouraging and engaging younger generations to participate in volunteer activity and experience the rewards that service to others brings.

I congratulate St John on this significant work, for which everyone involved should feel great pride.

His Excellency

Rear Admiral Kevin Scarce AC DSC RANR KStJ
St John Deputy Prior and Governor of South Australia
Our profile

St John Ambulance Australia SA Inc is a vibrant, passionate and energetic not-for-profit charitable organisation in the South Australian community, for the community.

St John is self-funded whereby commercial proceeds support charitable and volunteer services working for the service of humanity. St John is additionally Australia’s leading provider of first-aid training, patient care services at public events, and of first-aid kits and equipment.

Our history

Today’s contemporary organisation is founded on a long and proud heritage which can be traced back to the days of the First Crusades when the Knights of St John, also known as Hospitallers, cared for sick and injured pilgrims travelling to Jerusalem some 900 years ago.

In the nineteenth century a group of citizens revived the Order of St John in England, drawing their inspiration from the example of the Knights. St John Ambulance was subsequently formed to put its humanitarian ideals into practice in the new industrial society, promoting the cause of first aid for the sick and wounded through volunteer effort - a novel concept at the time.

The movement spread to Australia in 1883 and has since developed into the organisation we know today. The work of the Order of St John is carried out in many countries around the world. St John is a Royal Order of Chivalry with the Queen as its Sovereign Head.

Our vision

Our vision for the future, whether acting alone or in partnership with others, is the provision of charitable and humanitarian services to individuals, groups and organisations.

Our mission

An increasingly resilient South Australian community; where first aid skills and resources are prevalent, and our aged or isolated members of society are engaged in community life.

Our driving forces

The provision of charitable and humanitarian services to individuals, groups and organisations - whether acting alone or in partnership with others.

Provide relief for persons in sickness, distress, suffering or danger which recognises no barrier of race, colour or creed.

Saving lives by making first aid a part of everyone’s life.

Improve the health and wellbeing of seniors and younger people living with a disability.
How we fulfil our mission

Patient care services at community and public events

St John First Aid Responders are passionate dedicated volunteers present at large and small community events across the State, providing first aid response, prehospital care and all-important piece of mind to event goers.

Whether it’s the Football, Christmas Pageant, City to Bay fun run, Anzac Day Parade, Tour Down Under, cricket or local sporting and community events St John First Aid Responders watch over the South Australian community treating the sick and injured, significantly lowering the presentation of patients to the State’s hospital system.

Volunteer First Aid Responders uphold a continual annual skills competency program to ensure the latest in healthcare techniques, and carry with them comprehensive first aid kit and state-of-the-art equipment.

South Australian State Emergency Management Plan

St John SA has an essential role in the South Australian State Emergency Management Plan as it is an integral part of the functional service group ‘Ambulance and First Aid’. This means that in an event of an emergency St John SA will provide patient care services at incident sites as well as providing an overflow or surge capacity to SA Ambulance and the provision of non-urgent patient transport. St John SA and (under our direction) Surf Life have the trained personnel, infrastructure and equipment required to provide this capability under the functional service group.

First aid training

St John is Australia’s leading authority and provider of first aid training. We are passionate about saving lives and are on a mission to make first aid a part of everyone’s lives.

St John provides first aid training to educate and enhance the skills of the South Australian community, as well as ongoing advanced first aid training for the volunteer St John First Aid Responders.

St John is an approved first aid provider with SafeWorkSA and a member of the Australian Resuscitation Council at both state and national level. Courses range from basic resuscitation skills to advanced life support and remote survival. St John provides special training for people in high-risk industries such as mining and shipping, in remote areas, and with Occupational Health & Safety responsibilities.

First aid kits and equipment

St John is the trusted iconic brand when it comes to first aid kits and equipment, setting the standard in quality. Alongside training, first aid kits are a vital component in saving lives.

St John’s range accommodates basic personal kits through to first aid room supplies. Our workplace first aid kits are compliant with all WorkCover requirements and OH&ES legislation. All kits and products meet the Australian Quality Standards and are approved by the TGA.

Community care services

Given a number of varying factors, seniors and younger people living with a disability have a higher risk of social isolation. This in turn has extensive ramifications on their health and wellbeing, impacting on society as a whole.

Over the past year St John SA has worked to assist the aged, infirm, isolated or younger members of the community living with a disability to engage in meaningful activities and community life. The programs respect independence and dignity, and encourage personal development.

Community Care program offers social support through personalised matching of client and volunteer. Even a little regular contact with home visits, help with shopping or a telephone call can make a great deal of difference. Circle of Friends program provides personalised, sensitive, flexible support to empower clients to engage in the community through an activity, organisation or group which reflects their individual goals.

Community Care is funded by Home and Community Care (HACC) and St John Ambulance Australia SA Inc. HACC is a joint Commonwealth and State/Territory Program providing funding and assistance for Australians in need.

Youth members

Through our youth development program, St John SA provides opportunities for young people aged 8 to 18 to form friendships, give time and effort to help others, belong to a team, and learn skills for life.

Young people are able to engage in a program that allows them to have a meaningful connection and contribution to their community, mentoring and role modelling in a safe environment, and real opportunities to develop leadership. It is a great way to learn lifesaving skills, gain nationally recognised competencies, form friendships, help the local community, and have fun while doing it.

Our youth development programs support the growth of young people. The coordinated, progressive series of activities and experiences encourage greater self-esteem, confidence, problem-solving, and improved interpersonal skills. Whilst growing the skills base and resilience of the community, our youth development experiences form an invaluable testing ground for future career paths with the development of life skills relevant to success in adulthood.

Funding and support for ophthalmic services

The ophthalmic support we provide gives people in disadvantaged circumstances access to specialised eye treatment. The St John Hospital in Jerusalem operates for under-privileged communities and refugees and is funded by the St John community around the world.
Our stakeholders

We engage with our stakeholders to further our goal of making first aid a part of everyone’s lives and support our humanitarian mission. Within this group we have direct relationships with a number of stakeholders - our members, government partners, event organisers, our supporters, donors and employees.

We also have indirect relationships with the broader community and it is this group we most influence to increase the level of first aid expertise and community care, in order to potentially save lives, assist in the recovery process, and reduce the length of visits to hospitals.

Community

SA event goers - It is estimated that over 1 million patrons attend over 80 major events in South Australia each year, making the South Australian events calendar the major stage for locals, interstate and international leisure seekers. Our principle stakeholders are therefore those patrons who attend major events.

SA community - Should our State fall into harms way through a major incident or natural disaster, the citizens of South Australia become priority stakeholders.

First aid consumers - Over $1.6m of first aid training and first aid equipment were delivered to South Australian citizens, making consumers, corporates and industrial participants key stakeholders in our endeavour to make first aid a part of everyone’s life.

Volunteers - We have a taskforce of volunteers across South Australia, who are the driving force behind our organisation. St John SA provides the infrastructure needed to carry out their charitable pursuits.

Potential recruits - We depend on new recruits to maintain and increase first aid and community services. We have regular recruitment campaigns targeting new members, and also rely on the efforts of local divisions, media and informal networks to attract new members.

Internal

Staff - We have a dedicated team of paid staff, the majority of whom work at State Office at Unley, with a small number based in other regional locations. For our organisational structure and staff list see page 26.

State Board and Committees - Our board and committees represent our members as outlined in the Board and Committees section of this report.

National Board and Committees - Our members are represented at a National level through appointments to the National Board and Committees.

External

For the planning, co-ordination and provision of community services we maintain direct relationships with the following bodies:

SAAS, SAPOL, SA Health, Department for Families and Communities, SES, MFS, CFS, Surf Life SA, Marine Rescue

Our strategies

The focus of our strategic intent is to develop the capacity and capability of St John SA to meet the growing needs of the South Australian community. There are 6 strategic priorities which we pursue to achieve our mission:

• We will at all times endeavour to embrace and comply with the mission, goals and strategies outlined by the national St John organisation, consistent with the “One St John” policy and for the benefit of our South Australian community.
• We will ensure the Board adopts current governance practice to provide value for all stakeholders.
• We will actively recognise, retain, and attract quality people to achieve our business requirements.
• We will ensure the enhancement and improvement of current and future operations and services to meet the needs of the South Australian community.
• We will position the organisation to ensure effective engagement with all stakeholders.
• We will ensure a sustainable organisation to meet the current and future needs of clients.

Our funding

To support our charitable pursuits we are engaged in the sale of first aid training and first aid equipment to the public. This income is supplemented with distributions from our investment funds.

St John SA additionally relies on State Government to fund a portion of activities.

We actively conduct fundraising campaigns at State level, while locally St John SA Divisions also conduct their own fundraising activities.

From time to time we benefit from unsolicited bequests and donations.

We express gratitude to the South Australian event organisers who have made welcomed donations towards the funds required to support St John SA volunteers and community services.
Corporate governance statement for the year ended 30 June 2011

The Directors of St John South Australia are responsible to the members for the performance of the incorporated association.

The focus of the Board is to ensure St John SA is appropriately managed and provides leading first aid and community services consistent with the culture and values of the Order of St John.

The Board draws on and applies relevant corporate governance principles and practices to assist it in ensuring the performance of St John SA. Day to day management of the organisation’s affairs and implementation of corporate strategy and policy initiatives are delegated by the Board to the Chief Executive Officer and the senior management team.
It is my pleasure to present the 2010/11 Annual Report for St John Ambulance SA Inc which illustrates the incredible demands and achievements of our iconic organisation, and of our people. St John SA has a rich history of service to the community, and I am proud to have seen a progression of these services over the past year.

First and foremost St John SA volunteers are the driving force and strength behind our organisation. Their desire to help those in sickness, distress, suffering or danger has resulted in great strides towards an increasingly robust and resilient South Australia.

Relevance through achievement

St John SA has been at the forefront of strengthening disaster resilience in South Australia. Our work is vital to enabling communities to cope with and recover from disaster, and is a critical component of South Australia’s State Emergency Management Plan, disaster resilience and response capability.

St John SA volunteers are trained and equipped ready to provide support for patient care services at incident sites and recovery centres as well as providing an overflow surge capacity to SA Ambulance. The importance of these skills and resources has been underlined in recent times following the devastating natural disasters experienced in neighbouring states. Our ability to respond to these events with the deployment of experienced volunteer teams representing St John SA demonstrated our capabilities.

At our core is the desire to make first aid a part of everyone’s lives and this year has seen a major focus on extending these skills within the community. St John SA continued the tradition of first aid education for all, working with industry and individuals alike across the state to create a greater depth and breadth of knowledge. The result is more hands in the community able to help themselves and others in times of need.

Our taskforce of volunteer First Aid Responders have undertaken a comprehensive reaccreditation process to ensure they are trained to the highest national standards. Their expertise and dedication to duty constitutes a huge community asset. Their value at public events cannot be underestimated as they continue to watch over our community into the year ahead.

The highly regarded Community Care program gained impetus as social isolation became increasingly prevalent. During the year the work of both volunteers and staff was rewarded with the highest score achievable awarded by Home and Community Care (HACC) in its audit. The HACC Program is jointly funded by the Commonwealth and State Governments. But we did not rest on our laurels, the program diversified with the introduction of the Circle of Friends program, enabling more clients to engage in community life.

The enduring success of our services is indicative of not only the strength of the organisation, but also the power that can be harnessed through a collective volunteer movement.

Our partners & supporters

I take this opportunity to record our sincere thanks to all our partners, supporters and donors for their generosity and valued assistance; without their help St John SA would not be the organisation it is today. I would like to thank also the various Commonwealth, State and local government authorities who continue to partner and support St John SA.

The future

Throughout this past financial year significant strategic advances and additional staff expertise have been harnessed in our pursuit of sustainability, growth and advancement. There will be need for further organisational change as we position ourselves to face the challenges ahead – providing services to an ever increasing client base, pursuing further independent funding sources and grant opportunities, effective structuring of resources.

The Board and Management Team are actively working together to build a strong foundation for a future which demands much of our people and resources. I am confident in our people and our organisation as a whole to respond and adapt to meet these challenges in the same spirit our volunteers respond to the challenges faced out in the field.

We are future focussed and look forward to an even brighter year ahead.

Thank yous

My role as Chairman is enormously assisted by some wonderful staff and Board members. I would like to thank them for their hard work and loyalty throughout the year.

Particular thanks to Sharyn Mitten, Chief Executive Officer, whose passion for a vibrant, flourishing organisation shines through. Likewise, I pay special mention to our army of volunteers across the state. Their passion and commitment never ceases to impress. Thanks also to the network of support staff for their incredible output in supporting volunteer services throughout the year.

It has been a privilege to work alongside all.

Glen Brewer OStJ
Chairman Board of Directors
The 2010/11 year was a successful year for St John SA. St John SA is now back in surplus, has restructured and is heading full steam ahead with both commercial and charitable pursuits.

Training and first aid product revenue activities show growth of 9% on the previous year. We hired staff to focus on winning new business and strengthening relationships with existing clients. The changes to the SA code of practice for first aid in the workplace contributed also.

Expenditure was tightly controlled by management with a 6% decrease on the previous year. Focus was given on allocation of resources and utilisation.

Strong commercial performance together with increases in bequests and donations has contributed to an operating result (excluding depreciation) of $656,867. Please note net profit is $1,459,338.

Operations Branch continues to maintain community service outputs and Community Care has expanded its services to include the ‘Circle of Friends’ program. Our youth membership remains strong, achieved through progressive and engaging programs focussing on advocacy and youth development.

The SA Board has approved the Business Plan and Budget for 2011/12. Many of the initiatives included in the Business Plan are focussed on the capability of St John SA to sustainably extend our performance through improved people management, systems and process, customer focus and communication. Community Care will be expanding with existing and new services and Operations Branch will continue to focus on patient care, training and volunteer excellence. Improving critical aspects of the property portfolio in relation to economic and physical suitability continues to be given high priority for St John SA and is strongly linked to the service delivery model development. For the year ahead we will be looking at alternative income streams in order to mitigate our considerable reliance on training income.

The achievements recorded in this report have not happened overnight; rather the result of investment in planning, setting targets, performance management and generally rolling up our sleeves to do some hard work.

I join with the Chairman in sincerely thanking all who have directly and indirectly contributed to St John SA making a difference in the community. I particularly record my appreciation to the executive management team for their valued input and cooperation, and the Board for their overarching guidance.

We are well positioned for the future, but we must not rest on our laurels, there is still much work to do. We will not deviate from our mission and our commitment to meet the expectations of both the community and volunteers.

Sharyn Mitten
Chief Executive Officer

CEO’s report

st john ambulance australia sa inc. • annual report 2010/2011
first aid training

In the aftermath of a range of natural disasters in recent years, developing and enhancing community resilience has been an increasingly obvious theme of Federal and State Government policies. It matters little whether the disaster is bushfire, flooding or earthquake, it is widely recognised that a community recovers more quickly and completely if it is well structured and prepared to help itself in times of crisis or disaster.

St John SA, through its Training Services arm, is ideally placed to assist communities to do this through a diverse range of services, and in particular the commitment to training in first aid and allied topics.

As the pre-eminent provider of public first aid training, our comprehensive range of certificate and non-certificate courses continue to be delivered at locations across the state. Venues range from St John SA training facilities to industry and commercial work sites. The result is significant numbers of individuals able to help themselves and others in times of emergency, as well as ensuring safer working environments.

So that St John SA can be most effective in meeting community and industry needs, a key feature of the training service is the tailoring of programs to suit individual requirements of client organisations. Expert St John SA training staff and technical back-up personnel ensure that relevant skills and protocols are taught, incorporating up-to-the-minute thinking in pre-hospital care. During the year significant relationships have been developed with the mining and resources industry to meet its particular needs.

As an adjunct to training delivery, priority has been placed on the provision to industrial and business clients of first aid equipment and supplies to ensure staff who have received training from St John SA are able to apply immediate first aid in the workplace. Increased effort has also gone into the provision of technical advice in first aid and workplace safety.

A large training task successfully completed during the reporting period was the reaccreditation of all uniformed St John SA volunteers to national standards of first aid provision. This enhances our ability to deliver the high level of pre-hospital care at the range of public events and major emergencies to which the organisation is committed. These highly trained volunteers dispersed throughout South Australia further enhance, as individuals, the resilience of their communities in times of need.

Training Services also support the uniformed volunteer workforce by presenting and assessing nationally accredited leadership and management qualifications to prepare volunteers for leadership roles in St John SA and the wider community.

In all training efforts, St John SA is mindful of the full range of services it provides to communities across the state. It strives to integrate these services as a total package rather than piecemeal. These integration efforts, begun during this reporting period, will be further developed in the coming year to significantly raise our profile, especially in regional communities, as a strong contributor to improved community resilience.

Garry Coombes AM KStJ
Chair, Training

first aid kits and equipment

St John is the trusted brand when it comes to first aid kits and equipment, setting the standard in quality. Alongside training, first aid provisions are vital in treating injury and saving lives.

As a respected authoritative figure St John SA works closely with regulatory departments and industry representatives and is uniquely placed to respond to advancing first aid product requirements. This past year has seen some creative and innovative new products go to market.

St John SA played an integral part in a working party charged with reviewing the SA Occupational Health, Safety & Welfare Act to reflect the differing needs of workplaces. As part of our commitment to improving workplace safety the changes were communicated via community and industry presentations, general information distribution and advertising to raise awareness and understanding with existing clients and the wider community.

St John SA retail performed soundly throughout the past financial year with overall sales increasing by 20%. This has been in part due to a change to the SA Code of Practice for first aid, which now reflects the differing needs of workplaces.

Looking to the future we intend to strengthen our relationships within the resource and mining market by further promoting and diversifying our safety equipment product range, this includes but is not limited to wheelchairs, emergency rescue stretchers and air-craft stretchers.

![Percentage of sales by product](chart.png)

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<tr>
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<tr>
<td>First Aid Kits</td>
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<tr>
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<td>Defibrillators &amp; accessories</td>
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<tr>
<td>Other</td>
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<td>Books, posters &amp; stickers</td>
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community care work

It is my pleasure to report on another year of service to our community and our clients. Our program co-ordinators provide outstanding skills in matching clients and volunteers which enables long-term, rich and rewarding relationships benefiting both client and volunteer.

Our committee continues to meet regularly and is a vigorous and passionate group of clients, volunteers and community representatives who bring knowledge and experience to our table. Our dominant purpose is to continue to maintain the high standards of service that we currently provide and to plan manageable growth in accordance with the St John SA business plan. Part of the initiatives by the committee implemented into Community Care in the past year has seen a collaborative project undertaken between Community Care and the Youth Council.

Committee members have been consulted in the creation of a career policy and procedure and continue to review relevant documents throughout the reporting cycle.

The committee has submitted or commenced creation of several proposals to the Board as part of their continuous improvement and expansion plans.

I am very proud to announce that our northern program was rewarded with the Australia Day Community Service Group of the Year award this year. This award reflects the wonderful service we are providing to the community.

As part of our continuous improvement strategy we meet with focus groups of clients and conduct surveys, inviting them to provide us with feedback to assist in present and future service plans. The outcomes are reported to the committee.

Our program is jointly funded by Home and Community Care (HACC) and St John SA, allowing us to continue to provide our services.

Recently we introduced a new program ‘Circle of Friends’ which commenced in March 2011. This program provides flexible social support service which enables HACC eligible older members of the community and younger people living with disabilities to further create ways to continue to experience a sense of meaning, purpose and enjoyment in life.

Circle of Friends is an innovative program which is tailored to reveal a client’s hidden strengths and abilities, helping them to share their knowledge and skills in a friendly environment.

Community Care is proud to continue its association with Operations and Cadets, with Cadets providing assistance during the Christmas party season.

The program continues to publish its quarterly client newsletter ‘The Companion’ and also submits articles of interest and relevant information in the St John SA member newsletter ‘Open Airways’.

Our dedicated community care team provide the best possible service to clients and volunteers, continually improving practices and maintaining program requirements under our funding agreements.

We have 410 volunteers supporting 585 clients

We are very grateful for the continued passion and support shown to community care by our Board of Directors and management.

Our program is very capably managed by Eugena Knight-Hoggins whose unflagging energy and commitment knows no bounds.

We are indebted to our wonderful and generous volunteers who give so willingly of their self and their time to make such an impact on the lives of members of our community. We are humbled by their generosity of spirit and know that the people they visit appreciate all that they do.

I am very proud to present this report on behalf of all the wonderful people who make up community care.

Bronte Weeks
Chair, Community Care
The positive impact of the new General Manager People & Culture is being felt across the organisation and has facilitated the move of a number of Operations Branch programs to the people and culture portfolio and become whole-of-St John support programs. This includes the Peer Support Group, Contact Officer Group (harassment and bullying) and the Welfare Group. This allows Operations volunteers to focus on direct delivery services. The support and cooperation from all staff has been much appreciated by our volunteers.

A priority for 2012 will be continuing to develop leadership skills for Operations Branch volunteers. Good leaders are pivotal to the success of our Divisions. I look forward to seeing future initiatives involving the selection and development of leaders for adult and cadet roles.

Involvement with St John SA volunteering can be a wonderful testing ground for future career paths. The expertise and experience of members is greatly valued both internally and externally. A reorganisation of State Office staff presented an opportunity for a number of Operations volunteers to gain full-time employment positions within St John SA.

Effective operational equipment plays a critical part in the provision of St John SA patient care services, and importance is placed on ensuring all resources are fit for purpose. A priority this year was the identification of a successor to the current Ford Transit vehicles which are no longer manufactured with automatic transmissions. Following research a trial vehicle has been purchased and fully fitted out including a new stretcher and striking safety livery. The Fiat 180 is operationally ready and will be moved around the state to gain member feedback. New vehicles however come at significant cost, and those of a size and fit out suitable for our needs will cost approximately $85,000 each.

An extensive statewide audit of our Ferno-Washington stretchers has been conducted and all essential maintenance has been undertaken. In addition 16 new model stretchers have been purchased for our non-emergency transport fleet.

Importance is placed on the ‘tools’ that enable Operations Branch to work more efficiently and effectively. I am delighted with the recent acquisition of a web-based Divisional Management System (DMS) software program which will significantly improve our management and reporting of Operations activities. The software was developed by St John in Queensland and is now fully implemented into every one of their Divisions. The program will be piloted in Port Adelaide and Adelaide Motor Cycle Divisions prior to the gradual rollout across metro and regional Divisions.

The DMS is essential for Operations Branch to effectively do its future ‘business’ with modern technology which will reduce the administrative time of our members. The implementation will no doubt come with some initial teething problems and I ask all members to be patient and positive towards what will be a significant milestone for Operations Branch.

The future

The year ahead sees much opportunity to review and improve, as well as some challenges to overcome which I have no doubt will result in a stronger Operations Branch, such as:

- Adapting to the effects of the Board’s property portfolio review (evaluating property condition, structure and general maintenance, energy efficiency, location, level of occupancy, and long term member and community needs).
- Working with staff at State Office to avoid duplication and free volunteers from administration tasks
- Financing future initiatives as one St John
- Improving volunteer recruitment
- Reviewing centre locations, vehicle fleet numbers and placement

I am confident that we can meet these challenges and extend our services for the benefit of the SA community.
Deployment to Queensland floods

Two of our senior officers were called upon to provide the Queensland Incident Command with high level clinical advice and incident management assistance during their deployment to the Queensland floods – an indictment of our member’s skill and the value of national training programs. Overall, our response can be summed up by the following quotes:

Dr Tom Cundy “…overall, this experience, like many others, has reinforced the valuable and unique service that St John Ambulance contributes to the community. In Queensland, this was demonstrated on a relatively grand scale; however, the flood deployment was a single duty and St John has a calendar packed with many more upcoming duties that rely on the commitment and goodwill of its members. The service provided by St John is shared amongst members who should all feel equally proud of their involvement in the organization on all levels – community, state and national”.

State Paramedic, Rob Elliott: ‘It was a privilege to serve the broader community of St John, and work with such an interesting and talented team from SA as well as interstate colleagues. It was an outstanding professional development opportunity for me. To be able to add such a complex multi-site, multi-jurisdictional, primary health care, recovery focused, campaign event to my incident management experience was extraordinary. I have gained a greater understanding of St John as a national body, variations in corporate approaches and some of the challenges for our professional officers as we break down state barriers. I was also able to forge contacts with senior St John staff that are also GAS staff which has been of benefit to me in a professional context’.

Thank yous

The commencement of a new triennium will see the appointment of new senior State Staff members and a restructure of the State Groups. This is a necessary process to ensure opportunity for aspiring leaders and to provide new initiatives to advance Operations Branch.

I sincerely thank the outgoing State Superintendent Russell Dippy, State Professional Officer Colin Ireland and State Medical Officer Christopher Zeliz for their valuable contributions and look forward to these officers continuing their commitment to the work of Operations Branch.

In conclusion, I extend a sincere thank you to every adult and cadet member for all your dedicated work and in contributing to the ongoing success of Operations Branch.

Thanks also go to our President, Commissioner Mal Hyde for his invaluable guidance and support, State Group members led by the State Superintendent, Chief Executive Officer Sharyn Milten, members of the State Board, and our supportive State Office staff.

A special thank you to our Deputy Prior, the Governor of South Australia His Excellency Kevin Scarce for his active involvement in our formal activities and for his encouragement of our youth members.

I look forward to the coming year and the challenges it brings, and will continue to champion the work of the Operations Branch, the needs of our members and the voluntary work that we provide to the South Australian community.

Ray Greig OAM KStJ
Commissioner

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<td>* Patients treated</td>
<td>9,632</td>
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<td>* Events and emergencies attended</td>
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<tr>
<td>Volunteers</td>
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* 2011 - 1st Jan - 31 December 2010
* 2010 - 1st Jan - 31 December 2009
** Calculation based on year 2010 average wage rate by hour of $27.45 as published in ‘Economic Value of Volunteering in South Australia’ report by Duncan Trimmer
young members

Through providing fun, safe and supportive opportunities for young people to grow and develop while engaging meaningfully in the provision of patient care services to the community, St John in South Australia continues to develop a broad spectrum of life enhancing skills for our young members. With over 50% of operations branch members in South Australia fitting within the youth age bracket this remains a high priority for St John SA.

The National Youth Plan (2010/2013) provided 5 key areas of focus; Flexibility, Retention and Recruitment, Cross-Service engagement, Leadership, and Recognition of the contributions of young people. Additionally, there has been a focus within South Australia on policy, procedure and process to ensure that we are continuing to provide a consistent and appropriate framework for the delivery of the youth development program.

Our young members continue to excel

We have seen significant growth in numbers of members attached to cadet divisions – with a 45% increase in the number of cadets engaging with the St John SA program since 2007. This is evidence of a program that is engaging and relevant to our community needs. However, further growth is now limited by the availability of suitably skilled leaders working within the Cadet and Junior program.

Our young members are setting and achieving personal goals. There has been an increase in the number of young people who are achieving the Grand Prior Award, requiring completion of six compulsory badges plus six badges of choice - a challenging but rewarding achievement.

In 2010, 80 members completed their Non Commissioned Officer (NCO) program, setting the foundation for further development of their leadership skills. This has been achieved through increasing the frequency and availability of this training program.

This year, we saw a record 86 members from across South Australia participate in the annual competition day, with competitions held in First Aid, Drill and Food Tray categories, along with good representation in both the Cadet and Cadet Leader of the year categories. Competitions are designed to challenge our young members - putting the skills that they work so hard to develop to use in a safe environment. This increase in participation is reflective of the efforts that Cadets are putting into their training, with the support of their divisional leaders. The additional training puts our young members in the best possible position to be able to assist should an emergency strike.

Further focus on increasing participation in residential activities is continuing, with acknowledgement that cadet members and young leaders develop resilience, planning and communication skills, and demonstrate leadership through interacting in this environment.

The future

There is a lot of excitement regarding the opportunities to further the engagement of young people within St John in South Australia in the year ahead, and we look forward to maintaining a relevant and engaging youth development program and ensuring opportunities to further develop personal skills through volunteering activities.

It is important for all of us to remember that our young members are more than just the future of St John – they are half of the present.

Lachlan Cibich
Chair, Youth Council

youth council

2010/11 has been a year of transition for the South Australian Youth Council to a new leadership team. We have continued to strive and make profound achievements for the youth movement; our aim remains to be the voice of youth.

Our focus has been on highlighting key areas in the youth sector where organisational support could be improved and where St John SA can better acknowledge and recognize our younger members.

We have also made a conscious effort to broaden and secure our relationship with the Community Care program and state office to investigate other opportunities available within the organisation and to ensure that St John SA youth are present at every available decision making forum.

Snapshot of our 2010/11

The SAYC have developed and facilitated the introduction of the Community CPS Australia Young Leaders Award. This has included discussions that have developed to corporate sponsorship.

Far greater cross branch activity and collaboration – SAYC and Community Care representatives are present on each other’s committees and are working closely to identify areas for flexible volunteering with youth in the community.

The SAYC focused attention on working to streamline and realign the process of transition amongst members turning 18 through its ‘Are you ready to step up?’ campaign.

The SAYC continue to make a contribution on the Australian Youth Council (AYC). We are consistently working with the national team to implement national youth policy and projects, including the 2011 Flashmob in Sydney.

Working with state office to identify areas for greater youth representation in the paid workforce and providing more opportunities for flexible work experience.

We continue to report to the Board, including submissions for the board papers and an active representation through Chief Executive Officer Sharyn Mitten.

The future

As an organisation we strive to provide opportunities for our youth to experience professional development and advocacy. We must continue the trend of two-way dialogue to ensure youth remain engaged with real opportunities to develop and to positively shape their growth.

Darren Daff
State Officer Cadets
St. John SA’s small team of dedicated and hard-working paid staff work tirelessly to support our charitable and volunteer efforts. Often unseen and in the background, their efforts are important to the success of the publicly visible efforts of St. John SA.

Most paid staff are located in State Office at Unley, but there is a band of committed trainers who deliver training courses across the state from Roxby in the north to Mt Gambier in the south.

The organisational restructure of the non-volunteer component of St John SA has continued throughout the year. All areas of State Office have been impacted by the restructure which has now resulted in a more efficient and relevant structure to drive and promote St John SA operations. As a consequence, some staff members have changed roles, new staff have commenced, and we have farewelled others.

In order to best meet the resource needs of all parts of the business, St John SA has recently embarked on a significant workforce planning project. Reviewing all parts of the business, including future staffing needs, skills and competency identification, role clarification, performance management systems, and an exhaustive policy and procedure review, will ensure that all paid staff are actively engaged, supported and developed in the exciting role that St John will continue to play in the community.

Our business

This year’s Business Plan is challenging, with some ambitious targets which are necessary given the changing environment and increased expectations that St John SA is now working towards. The plan has been the driver for the development of Unit Action Plans which clarify expectations and standards required for our success. In order to meet these targets, all staff have been working towards common “cascading” goals, designed to support the operations of St John SA. Development of staff has also been a focus, ensuring that the skills and competencies required to deliver the Business Plan are readily available. As a result, around 15 staff have been supported to undertake Certificate and Diploma courses this year.

Our workplace

Most staff work under one of two workplace agreements which cover employment conditions, remuneration, leave entitlements and associated benefits. Currently, these agreements are being reviewed and updated with a greater focus on performance, development, and most importantly, strategies supporting greater work/life balance.

Communication has been a key focus over the last year, supporting a more transparent leadership structure. In this regard, the St John SA Leadership Team has been established. Made up of supervisors, managers and others in key organisational roles, this team meets on a fortnightly basis, and focuses on addressing the challenges of the workplace together. Currently, this team is involved in identifying leadership competencies and is working on requirements of all staff in regards to performance reviews and development, both of which will be critical to the continued success of our staff.

Our safety

Workplace safety has been paramount this year, and we have been fortunate to experience a few successes in this area. St John SA has satisfied all requirements of a recent OH&S audit, and with a newly appointed Occupational Health & Safety Officer, awareness of safety issues and strategies has continued to be commonplace.

Our future

With continued growth planned for St John SA, new markets and business opportunities, paid staff will continue to play a vital role in supporting the important work of St John SA. We will continue to do all that we can to ensure that they are successful in their daily work, that they are appropriately developed, that they are safe in the work that they do, that they are well led, and that their efforts are acknowledged and rewarded.
st john sa service awards

Operations
Service Certificate – 57 years
Clifford George Wright
First Laurel Leaf – 52 years
Peter Stewart Langdon
4th Gilt Bar 47 years
Garry Leslie Coombes
3rd Gilt Bar 42 years
Alan Charles Bennett
Carey Samuel Evans
Eugenio Antonio Ferrarese
Daryl William Payne
Lyndie Dawn Pole
Michael John Dundas Scott
2nd Gilt Bar 37 years
Jeremy Goodburn
Andrew James Inglis
Lawrence John Weinert
Villis Marshall
1st Gilt Bar
Patricia May Bellman
Franklin Herbert Bridgewater
Margarethe Sue Cugley
Sheila Elise Hayes
Desmond James Johnston
Michael John Victory
Jennifer Joan Zietz
Third Bar 27 years
Karyn Leanne Bear
Allan Raymond Cheval
Graham Murray Cugley
Margarethe Sue Cugley
Kenneth Leo Cunningham
Russell Malcolm Dippy
Johannes Josef Holman
Sheila Elise Hayes
Darryl Arthur Tiley
Kathryn Zietz
Second Bar 22 years
Ethel Mary Batten
Cathryn Mary Blackwell
Gabrielle Brook
Kenneth Leo Cunningham
Peter James Foster
Margaret Anne Foster
Neta Noble
Hugh Paterson
Manly (Kaye) Vaughton
First Bar 17 years
Janice Abbott
Cathryn Mary Blackwell
Gabrielle Brook
Helen Barbara Bunnett
Kenneth Leo Cunningham
Helen Suzanne Judi
Bronwyn Tracy Reichelt
Vera Maud Siebert
Cheryl Susan Williams
Service Medal 12 years
Cathryn Mary Blackwell
Edward James Camplin
Betinda Joan Carpenter
Sok Ping Cheung
Gail Sharon Edwards
Paul Raymond Farrend
Maxine Jay Haren
Shaun Alan Hughes
Lorraine Fay Jenner
Reene Johnston
Note Marlene Johnston
Dennis James Kittel
Scott Brenton Loechel
Christopher Raymond Loston
Rachel Victoria Morgan
John Trevor Olsen
Jan Rae
Ian Christies Rae
Dianne Kay Scanlan
Paul Matthew Slater
Eugene Markus Waslenia
Christopher Yia
Cadets
Grand Prior’s Award
Luke Bannack
Stephen McDallum
Gerise Cullen
Felicity Persons
Peter Migliore
Southern Cross Award
Bronze Level
Jenna Bambrick
Commissioner’s Badge
Samuel Larsen
Andre Steffenok
Zoey Muller
Cadet of the Year
Kevin Clark
Cadet Leader of the Year
Miriam Russell
Community Care
9 Year Certificate
Mandy Bruce
Sally Downey
Nirmala Puvan
Anne Davies
Delicia Wells
Employee
20 years
Hillary A Barber
15 years
Judith A Bowden
Elizabeth J Groom
Betsy D Debono
Allan D Burns
Robert F Manade
10 years
Patrick J Fitzpatrick
Alan C Bennett
Jacqueline K Foster
Franches M Ashman
Robert W Whate
John W Hyatt
Margaret Bilney
5 years
Lorraine J Walford
Vera M Siebert
Janette C Tilse
Nion Dewick
Lyndie R Sugagbe
Michael J Cox
Francisco Fajardo
Philip G Goldberg
Eric B Miles

st john ambulance australia sa inc. • annual report 2010/2011

historical society

The general thrust of the whole Annual Report for St John in South Australia for the 2010/2011 year is about St John’s impact in the community. You may well wonder if the St John Historical Society and its associated museum could have such impact - well it does!

The museum opened on three occasions during the expanded History Week this year as well as at various other times for groups or individuals. Frequently, visitors to our museum expressed amazement at the extraordinary history of the St John organisation as illustrated in our various displays. Younger visitors tend to think that the litters on display were used to take patients to an ambulance. Years ago, these litters were the ambulance. Indeed the word “ambulance” implies walking, which is just what the St John attendants did as they conveyed patients to hospitals on litters.

This is just one example of how the museum is an adjunct to teaching. The year under review has seen major advances in the museum itself which will build on its teaching capacity. The Historical Society applied for a Community Heritage Grant. These sought-after grants are administered from Canberra through the National Library of Australia. We were successful and as a result Yvonne Routledge, a specialist in museum management, was asked to carry out a “Significance Assessment” of the museum. This turned out to be the most detailed evaluation of our collection ever attempted. In turn, it raised the profile of the Museum in the St John community.

Since that assessment and the publicity it attracted, the Historical Society has gained a large donation from a generous donor. In addition, a full-page article of a historical nature has appeared in every edition of the monthly Open Airways newsletter. Each article poses a question, with the answer appearing in the next edition. The questions can be quite difficult to answer, but the answers are always in the museum! Further, Yvonne Routledge has been contracted as our part-time museum specialist for the current financial year. Already she has moulded our procedures so that we now have a much more professional approach to the running of the museum. Steps are being taken to register our museum with History SA, a move that will further raise our profile.

All of this means that our ability to impact on the community will be considerably enhanced in the coming months.

None of this would have happened if it were not for the loyal support given by the members of the St John Ambulance Historical Society in South Australia. Members meet monthly and strongly contribute to quite lively, entertaining evenings. They are guided by our office bearers, viz, Cliff Wright (Deputy Chairman), David Heard (Treasurer) and Lyn Dansie (Secretary). As a Historical Society we are again greatly indebted to Chief Executive Officer Sharyn Mitten and to the Board for their continuing support.

All of us were saddened recently by the sudden death of one of our members, the highly respected Harry Tornaros. The large number of St John members who attended his funeral was an illustration of just how much his contribution to St John was valued.

The coming year will be a stimulating one. A project initiated by the St John Historical Society of Australia (the National Society) is to document something of everyone who has ever been admitted to the Order of St John in Australia. Our task is to document the South Australians who have been so honoured, reaching back as far as 1885. When completed this task, although massive, will show just a fraction of the many people from all walks of life that have given time and energy into the work of St John. It will again show how St John and the community work together for mutual benefit.

Dr. Brian Fatheringham AM, KStJ
Chair, Historical Society
volunteer thank you

The success of St John SA lies firmly in the work of our volunteers. They are a constant source of pride and reflect the most admirable qualities: generosity of spirit, passion, commitment, and selflessness.

From teaching first aid to the community and patient care at events, through to community care and youth development, it is wonderful to see the generosity and concern for others that thrives within St John SA.

This huge volunteer effort is not taken for granted and is one of our state’s most precious assets.

To all St John SA volunteers we say...

Thank you

sponsors and supporters

St John SA wishes to record its appreciation for the assistance received in 2011 from Commonwealth, State and Local Government authorities. The support extended to St John SA has allowed us to move forward in our commitment to help those in need, sickness or distress.

We also wish to thank the many thousands of volunteers and supporters of St John SA – our sincere gratitude for their valuable assistance. St John SA simply wouldn’t exist without them. St John SA also wishes to record its appreciation to the families and workplaces of our volunteers for continuing to support them.

To the following companies, sponsors and supporters, please accept our sincere thanks:

Adelaide Entertainment Centre
Australian Executor Trustees Ltd
Bank SA St John Charitable Fund
Bicycle SA
Big Day Out
Brisbane Regatta
Community CPS Australia Ltd
Fay Fuller Foundation
Inside Line Downhill Mountain Bike Club
Mutual Community Ride
Oakbank Racing Club
Roundhouse Entertainment
Royal Agricultural & Horticultural Society of SA
SA Cricket Association
SA German Association
SA Harness Racing
SA Lotteries
SANFL
SA Society of Model & Experimental Engineers
SA Tourism Commission
Speedway Riders Association of SA
Tour Down Under
Transfield Services
Womadelaide

The following individuals made a Bequest to St John in their final Will and Testament:

Irene Baxter (Estate)
Maxwell Galliford (Estate)
Esther Kent (Estate)
Phyllis McKee (Estate)
Oliver & Stella Raymond Trust
Veronica Richardson (Estate)
Mildred Tanner (Estate)
Walter Tideman (Estate)

St John SA conveys special recognition for service to the Order through a Priory Vote of Thanks issued to the following:

Bronson’s Laundry Service
Ros Lohmann
from the treasurer

It is my pleasure to present the audited summary financial reports of St John Ambulance Australia SA Inc for the 12 months ending 30 June 2011 that was adopted by the Board of Directors on 29 September 2011.

I would like to thank the Chef Financial Officer Jenie Schmidt and her staff for their commitment to continuous improvement.

As an independent not-for-profit organisation and registered charity, St John SA generate the majority of revenue through first aid training and first aid supplies, along with the generous support of the philanthropic community in South Australia. I am sincerely thankful for all who made donations or bequests to St John during the year. I also acknowledge the Federal and State Governments for their continuing commitment to our charitable endeavours and their faith in our volunteers.

Financial performance overview

Management undertook a significant review of its market conditions, operations and processes during the year. Management subsequently implemented new initiatives to grow the distribution of St John services and alleviate inefficiencies. The focus continues to be on creating a financially sustainable not-for-profit model that will fund operational activity from surplus funds and continue to strengthen the balance sheet.

The key areas of focus for the financial management of St John during the financial year were:
- Growing training and product revenues
- Improving organisational efficiencies
- Enhancing and maintaining assets
- Consolidating and enhancing community partnerships
- Growing the size and number of grants and donations
- Diversifying St John's opportunities to generate income

This year saw St John SA report a profit of $1,174,689 before change in fair value from the treasurer

This results in a net assets position as at 30 June 2011 of $15,420,833, which is $1,459,337 higher than the prior year. The increase has been driven by the current year gain on disposal of property as well as better trading performance than in the previous year.

Review of community impact

How St John SA is funded

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Training &amp; Merchandising</td>
<td>$3,262,767</td>
<td>$2,272,719</td>
<td>$2,253,185</td>
<td>$2,798,666</td>
</tr>
<tr>
<td>Grants</td>
<td>$675,658</td>
<td>$677,247</td>
<td>$693,771</td>
<td>$572,869</td>
</tr>
<tr>
<td>Investment</td>
<td>$457,228</td>
<td>$366,782</td>
<td>$591,673</td>
<td>$744,817</td>
</tr>
<tr>
<td>Donations</td>
<td>$473,170</td>
<td>$449,896</td>
<td>$429,755</td>
<td>$413,574</td>
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<tr>
<td>Bequests</td>
<td>$246,329</td>
<td>$18,050</td>
<td>$59,350</td>
<td>$90,205</td>
</tr>
<tr>
<td>Net Fundraising</td>
<td>$51,988</td>
<td>-$2,951</td>
<td>-$51,276</td>
<td>-$39,022</td>
</tr>
<tr>
<td>Other</td>
<td>$97,891</td>
<td>$228,002</td>
<td>$165,811</td>
<td>$477,286</td>
</tr>
<tr>
<td>TOTAL</td>
<td>$5,265,031</td>
<td>$4,009,745</td>
<td>$4,141,409</td>
<td>$5,073,322</td>
</tr>
</tbody>
</table>

How St John SA spent the money

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marketing</td>
<td>$323,117</td>
<td>$319,180</td>
<td>$358,777</td>
<td>$497,266</td>
</tr>
<tr>
<td>Occupancy, IT &amp; Insurance</td>
<td>$1,436,670</td>
<td>$1,419,372</td>
<td>$1,396,705</td>
<td>$1,291,886</td>
</tr>
<tr>
<td>Patient Care</td>
<td>$1,227,358</td>
<td>$1,323,269</td>
<td>$1,251,704</td>
<td>$1,014,371</td>
</tr>
<tr>
<td>Community Care</td>
<td>$677,925</td>
<td>$611,026</td>
<td>$598,859</td>
<td>$497,172</td>
</tr>
<tr>
<td>Organisational Personnel</td>
<td>$741,781</td>
<td>$609,159</td>
<td>$629,761</td>
<td>$640,867</td>
</tr>
<tr>
<td>Administration</td>
<td>$266,444</td>
<td>$902,948</td>
<td>$779,886</td>
<td>$1,143,161</td>
</tr>
<tr>
<td>TOTAL</td>
<td>$4,983,295</td>
<td>$5,184,954</td>
<td>$5,015,702</td>
<td>$5,074,723</td>
</tr>
</tbody>
</table>

The administration ratio as a percentage of total income for the current financial year is 14.94% compared to 18.32% in the prior year. This ratio includes an allocation of administration and organisational personnel.

Capital expenditure

The budget for 2010/11 saw a freeze on capital expenditure due to the financial performance in 2010 and flow over effects of the global financial crisis.

Grants income

Federal and State grant income in 2011 included:
- Department of Health South Australia for the provision of patient care services at incidents and emergencies as well as the maintenance of the SA Government radio network
- Home and Community Care (HACC) for community care programs

St John SA investment portfolio

St John relies upon Shadforth Financial Group Limited (recently merged with Snowball Group) to manage the investment of its reserves. Shadforth Financial Group Limited is also the investment manager for the National Office.
St John SA works closely with the advisor to ensure the exposure of the portfolio to market volatility is closely managed and minimised.

The portfolio enjoyed capital growth of $690,879 and income derived from the portfolio was $220,411.

Goals and opportunities

Management continue to work towards making our business and volunteer models as efficient and effective as possible. The organisation remains growth oriented to finance St John SA’s charitable activities.

The key areas of focus for the financial management of St John SA in the financial year ahead will be:

- Continuing to improve the financial performance of St John SA
- Developing a financial service delivery model that meets the organisation’s needs
- Improving the utilisation of St John SA assets

Risk and Compliance Committee

Once again I have enjoyed the opportunity to make a contribution nationally to St John as a member of the National Risk and Compliance Committee. It is rewarding to be a part of a national team where the collective knowledge and experience of St John is being harnessed for the benefit of all members.

Andrew Lockhart McLachlan
Treasurer

FINANCE

St John Ambulance Australia SA Inc.
Summary financial report

The financial statements and other specific disclosures is an extract of, and have been derived from, the St John Ambulance Australia SA Incorporated full financial report for the financial year. Other information included in the summary financial report is consistent with the Association’s full financial report.

The summary financial report does not, and cannot be expected to, provide as full an understanding of the financial performance, financial position and financing and investing activities of the Association as the full financial report.
## Balance Sheet as at 30 June 2011

<table>
<thead>
<tr>
<th></th>
<th>30 June 2011</th>
<th>30 June 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CURRENT ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>3,922,717</td>
<td>2,367,592</td>
</tr>
<tr>
<td>Receivables and other assets</td>
<td>299,736</td>
<td>367,116</td>
</tr>
<tr>
<td>Inventory</td>
<td>89,474</td>
<td>148,862</td>
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<tr>
<td>Available-for-sale investments</td>
<td>181,586</td>
<td>176,924</td>
</tr>
<tr>
<td><strong>TOTAL CURRENT ASSETS</strong></td>
<td>4,493,513</td>
<td>3,058,494</td>
</tr>
<tr>
<td><strong>NON CURRENT ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Property, plant &amp; equipment</td>
<td>6,216,629</td>
<td>6,768,612</td>
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<tr>
<td>Available-for-sale investments</td>
<td>6,492,021</td>
<td>5,922,348</td>
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<tr>
<td><strong>TOTAL NON CURRENT ASSETS</strong></td>
<td>12,708,650</td>
<td>12,690,960</td>
</tr>
<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td>17,202,163</td>
<td>15,749,454</td>
</tr>
<tr>
<td><strong>CURRENT LIABILITIES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trade and other payables</td>
<td>1,149,890</td>
<td>1,035,275</td>
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<tr>
<td>Employee benefits</td>
<td>571,839</td>
<td>709,572</td>
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<td><strong>TOTAL CURRENT LIABILITIES</strong></td>
<td>1,721,729</td>
<td>1,744,847</td>
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<tr>
<td><strong>NON CURRENT LIABILITIES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee benefits</td>
<td>59,601</td>
<td>43,111</td>
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<tr>
<td><strong>TOTAL LIABILITIES</strong></td>
<td>1,781,330</td>
<td>1,787,958</td>
</tr>
<tr>
<td><strong>NET ASSETS</strong></td>
<td>15,420,833</td>
<td>13,961,496</td>
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</tbody>
</table>

### ACCUMULATED FUNDS

<table>
<thead>
<tr>
<th>Fund Type</th>
<th>30 June 2011</th>
<th>30 June 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accumulated funds</td>
<td>9,580,531</td>
<td>8,583,844</td>
</tr>
<tr>
<td>Fair value reserve</td>
<td>1,025,808</td>
<td>741,159</td>
</tr>
<tr>
<td>Operations Branch district reserve</td>
<td>213,078</td>
<td>384,597</td>
</tr>
<tr>
<td>Legacy reserve</td>
<td>4,601,416</td>
<td>4,271,895</td>
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<tr>
<td><strong>TOTAL ACCUMULATED FUNDS</strong></td>
<td>15,420,833</td>
<td>13,961,496</td>
</tr>
</tbody>
</table>

## Statement of Comprehensive Income Year Ended 30 June 2011

<table>
<thead>
<tr>
<th></th>
<th>30 June 2011</th>
<th>30 June 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue</strong></td>
<td>7,609,439</td>
<td>7,023,891</td>
</tr>
<tr>
<td><strong>Other income</strong></td>
<td>1,093,202</td>
<td>854,652</td>
</tr>
<tr>
<td><strong>Total Income</strong></td>
<td>8,702,641</td>
<td>7,888,543</td>
</tr>
<tr>
<td><strong>Cost of sales</strong></td>
<td>621,198</td>
<td>783,501</td>
</tr>
<tr>
<td><strong>Employee expenses</strong></td>
<td>4,153,670</td>
<td>4,120,466</td>
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<tr>
<td><strong>Administrative expenses</strong></td>
<td>3,242,506</td>
<td>3,591,760</td>
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<tr>
<td><strong>Auditors remuneration (audit of these financial statements)</strong></td>
<td>28,400</td>
<td>28,454</td>
</tr>
<tr>
<td><strong>Depreciation of property, plant and equipment</strong></td>
<td>803,967</td>
<td>894,884</td>
</tr>
<tr>
<td><strong>Loss before impairment, gain on disposal and financial income</strong></td>
<td>(147,100)</td>
<td>(1,520,472)</td>
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<tr>
<td><strong>Impairment of property, plant and equipment</strong></td>
<td>(187,061)</td>
<td>-</td>
</tr>
<tr>
<td><strong>Net gain on disposal of property, plant and equipment</strong></td>
<td>1,051,622</td>
<td>294,973</td>
</tr>
<tr>
<td><strong>Financial income</strong></td>
<td>457,228</td>
<td>366,782</td>
</tr>
<tr>
<td><strong>Profit/(Loss) for the year</strong></td>
<td>1,174,689</td>
<td>(858,717)</td>
</tr>
<tr>
<td><strong>Other comprehensive income</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Net change in fair value of available for sale investments</strong></td>
<td>264,649</td>
<td>(591,923)</td>
</tr>
<tr>
<td><strong>Total comprehensive income for the year</strong></td>
<td>1,459,338</td>
<td>(1,450,640)</td>
</tr>
</tbody>
</table>
Statement of cash flows for the year ended 30 June 2011

<table>
<thead>
<tr>
<th></th>
<th>30 June 2011</th>
<th>30 June 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>$</td>
<td>$</td>
<td></td>
</tr>
<tr>
<td><strong>Cash flows from operating activities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Receipts in course of operations</td>
<td>8,024,689</td>
<td>7,289,352</td>
</tr>
<tr>
<td>Payments in course of operations</td>
<td>(8,688,395)</td>
<td>(8,784,053)</td>
</tr>
<tr>
<td>Net cash used in operating activities prior to grants</td>
<td>(663,706)</td>
<td>(1,494,701)</td>
</tr>
<tr>
<td>Total grants</td>
<td>675,638</td>
<td>677,247</td>
</tr>
<tr>
<td>Net cash (used in) operating activities after grants</td>
<td>11,932</td>
<td>(817,454)</td>
</tr>
<tr>
<td><strong>Cash flows from investing activities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Payment for fixed assets</td>
<td>(708,778)</td>
<td>(674,522)</td>
</tr>
<tr>
<td>Proceeds from disposal of fixed assets</td>
<td>1,321,355</td>
<td>632,620</td>
</tr>
<tr>
<td>Interest received</td>
<td>69,043</td>
<td>92,305</td>
</tr>
<tr>
<td>Dividends received</td>
<td>15,308</td>
<td>650,253</td>
</tr>
<tr>
<td>Proceeds from disposal of available-for-sale investments</td>
<td>12,071</td>
<td>-</td>
</tr>
<tr>
<td>Net cash used in investing activities</td>
<td>728,999</td>
<td>690,656</td>
</tr>
<tr>
<td><strong>Cash flows from donors, bequests and fundraising</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash at the beginning of the financial year</td>
<td>2,367,592</td>
<td>1,879,581</td>
</tr>
<tr>
<td>Cash at the end of the financial year</td>
<td>3,922,717</td>
<td>2,367,592</td>
</tr>
</tbody>
</table>
FINANCE

Report of the independent auditor on the summary financial statements

The accompanying summary financial statements, which comprise the balance sheet as at 30 June 2011, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, related notes and the statement by the Board, are derived from the audited financial report of St John Ambulance Australia SA Incorporated ("the Association") for the year ended 30 June 2011. We expressed an unmodified audit opinion on that financial report in our report dated 29 September 2011.

The summary financial statements do not contain all the disclosures required by Australian Accounting Standards. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial report of St John Ambulance Australia SA Incorporated.

Director’s Responsibility for the Summary Financial Statements

The director’s of the Association are responsible for the preparation of the summary of the audited financial report.

Auditor’s Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 Engagements to Report on Summary Financial Statements.

Opinion

In our opinion, the summary financial statements derived from the audited financial report of St John Ambulance Australia SA Incorporated for the year ended 30 June 2011 are consistent, in all material respects, with the audited financial report.

KPMG

KPMG

Paul Cenko
Partner
Adelaide
29 September 2011

KPMG, an Australian partnership and a member firm of the KPMG network of independent member firms affiliated with KPMG International, a Swiss cooperative.