MESSAGE FROM THE GOVERNOR OF SOUTH AUSTRALIA

As a community, we are enriched by St John’s enduring work in improving health outcomes for all South Australians.

In a time of increasing social pressures, an ageing population and mounting demand on State healthcare services, St John’s First Aid care, support for the socially isolated and education initiatives have substantial social value.

For many, St John is the trusted first aid presence at our State’s major events, ready to respond when help is needed, including the often lifesaving first response to victims of major illness or trauma. Equally commendable is St John’s support for the socially isolated and the development of future leaders, our young people, whose talents are encouraged through vibrant youth activities.

St John is also responsible for a growing force of individuals, including me, with the capacity to save a life by becoming first aid trained, and I am heartened to see the First Aid in Primary Schools program flourishing in its first full year of operation, breeding a new generation of capable and confident life savers.

St John sets the foundation to a strong, resilient and healthy society of which we are all part, and reflects an organisation committed to identifying and meeting community need over the long term. In my role as Deputy Prior I have been privileged to see firsthand this contribution and the immense time, commitment and dedication from the thousands of St John volunteers who make services possible.

On behalf of fellow South Australians I thank volunteers for their dedication, their commitment and their professionalism in providing the best of care to those in need.

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

His Excellency Rear Admiral the Honourable Kevin Scarce AC CSC RAN
Governor of South Australia
St John Deputy Prior
The St John 2013/14 Annual Report records the impact St John Ambulance Australia SA Inc (St John) made during year, our strategic priorities and how we achieved them.

We empowered tens of thousands of people to be able to provide lifesaving first aid, our first aid specialists provided care at thousands of events, young people have been motivated and inspired, and older generations given support for wellbeing. Spectators enjoyed events and returned home safely, isolated people enjoyed community life and people at home, work and everywhere in between received first aid when they needed it.
### Our People

- **Event Health Services Volunteers**: 849
- **Cadets and Juniors**: 754
- **Volunteer Trainers**: 96
- **Total Staff (Full Time Equivalent, including paid trainers)**: 61.4

### Education and Products

- **283,322 Public and Community First Aid Training Hours**
- **55,630 Certificates Issued**
- **$1,696,841 First Aid Kits and Equipment in SA Homes, Workplaces and Cars**
- **$5,269,778 Event Health Services**
- **$882,911 Social Inclusion Programs**
- **$6,152,689 Total Value of Volunteering Hours**

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*Based on calendar year

Calculations for 2013/14 based on 2010 average wage rate by hour of $27.45 as published in 'Economic Value of Volunteering in South Australia', a report by Duncan Ironmonger from the Households Research Unit, Department of Economics, escalated by the % increase in average weekly earnings for 2011, 2012 and 2013 as per the ABS Time Series Workbook 6302.0 Average Weekly Earnings, Australia

*Duty and training
St John is a self-funding not-for-profit charity supporting the health and wellbeing of South Australians.

We help tens of thousands of people across the state each year through the delivery of first aid, training and education, youth and social inclusion programs. St John volunteers are readily mobilised to provide first aid as part of the State Emergency Management Plan during times of state emergency, such as bushfires and extreme weather events.

**MISSION**

To empower and support the South Australian community through the provision of first aid response and social care.

**FIRST AID & HEALTHCARE**

- **Community event**
  - First Aid pre-hospital care
- **Teach** primary school children First Aid
- **Develop** leadership and healthcare skills of youth members
- **Respond** to State emergency through First Aid provision

**EDUCATION AND PRODUCTS**

- **Restock** First Aid supplies
- **Sell** First Aid kits and equipment
- **Deliver** First Aid and specialist training
- **Train and resource** St John members

**SOCIAL INCLUSION**

- **Connect** people with groups and activities
- **Friendship** to the isolated
- **Teach** First Aid skills to the vulnerable
- **Support** independent living

**MAKING SERVICES POSSIBLE (FUNDING)**

- **Self funded** charity
  - 2,015 volunteers
  - 31.7 social enterprise staff
  - 16.2 program delivery staff
  - 13.5 support staff
- **Public support** through donations
  - 73% social enterprise
  - 9% government
  - 18% other sources
- **Community event organiser contributions**
VISION
We will be indispensable to the health of every household, workplace and public gathering in South Australia. Our people and expertise will help those in need, including our international neighbours.

VALUES
Our people are:
- Skilled
- Resilient
- Dynamic
- Respectful
- Courageous

DRIVERS

Community need
Community needs will always be our focus, and our programs, services and actions will always represent this.

Our people
The work that we do relies on the professionalism, enthusiasm, commitment and caring of our members.

Reach
We will strive to ensure that as many people as possible within South Australia have access to our services and programs.

Research
The work that we do will be underpinned by robust research and evaluation.

Our assets
Our assets will be fit-for-purpose, commercially viable and highly utilised.

Volunteers
Volunteerism is the foundation that drives the activities of St John, and underpins our success.

Engagement
We will engage and form meaningful partnerships with the community and stakeholders to ensure that we remain relevant.

Our actions
Our actions, and the way we conduct our business, will support and enhance the ideal of ‘One St John’.
From the Chairman

I am delighted to present the St John Ambulance Australia SA Inc Annual Report which charts our endeavours during the 2013/14 financial year.

St John continues to be the preeminent provider of First Aid training and services in South Australia. St John has also continued to develop outstanding community engagement programs. With some 2,000 members across the State, we are making valued difference to the lives of South Australians.

As a charitable organisation we continually commit ourselves to achieve more, do better and work even harder for the benefit of all. We strive to achieve the mission we have set ourselves which is ‘to empower and support the South Australian community through the provision of first aid response and social care’.

We are members of an organisation of which we can be justly proud. Achievements are the culmination of the efforts of each and every one of our members and our friends in the community that support our work.

Over this past year St John has made a significant social impact. We have provided on scene patient care to tens of thousands of South Australians at over 3,200 public events. Our patient transport service has transferred 26 cases directly to healthcare facilities. Our First Aid service alone equates to over $7m in economic value to the State.

St John has also supported 456 people to positively reconnect with community life and retain their independence through Community Care, quantified as a staggering $990,000 in benefit to the South Australian economy.

St John’s longstanding commitment to the development of youth has led us to implement the highly successful First Aid in Primary Schools programme. The programme teaches First Aid skills and emergency awareness to primary school aged children. Some 11,300 students have participated this year.

The St John Cadet movement continues to grow. We have 754 young members trained in leadership and providing care in the community. It is exciting that so many of our Cadets go on to have successful careers as health care professionals.

Our challenge going forward is to continue to meet growing community demand for our services. To do so, we must work even harder to continue to recruit young South Australians who want to make a difference. To attract and retain the best volunteers our organisation must excel in providing all of our members the opportunity to apply their talents as well as to learn and develop new skills.
The Board and the leadership team are committed to meet the challenges ahead of us. This year the Board has focus on governance matters to ensure that our members volunteer in a safe environment. Considerable work has been undertaken in the area of protecting the young and the vulnerable. This focus has been to ensure that St John continues to meet the expectations of the people it aspires to serve.

An extensive review of our practices and procedures that are designed to protect children and vulnerable people was performed by PricewaterhouseCoopers. It is the intention of the Board that St John not only meets community expectations but exceeds them. The review has identified the areas where we are strong and has encouraged us to build upon our strengths into the future.

The Board has also undertaken a review of the role of Commissioner prior to the appointment of a new member to that role. Mr Noel Hender BEM CSTJ was appointed as the Acting Commissioner to assist with the recasting of the role to meet the needs of the organisation going forward. I thank Noel for taking on the acting role and the important work he is undertaking to ensure our operations’ membership have the best possible leadership structures to support their important work.

Ceremony and tradition provide an important foundation upon which we construct our future. A new ceremonial committee has been formed and will work closely with the Band and the Historical Society to ensure our traditions come alive and our ceremonies continue to enrich the lives of our membership. At the heart of all our traditions is the constant reminder to us all to never tire of pursuing excellence in all our endeavours and that service to the people of this State is the only real pathway to a meaningful life.

Our success is in large part due to the open-heartedness and overwhelming generosity of our people. Our volunteers total some 2,000 across South Australia. They have given in excess of 196,000 hours of service. This contribution has been valued at a remarkable $6,152,689 million last year alone.

I acknowledge the contribution of my fellow Board members. I particularly wish to thank the retiring Director and Commissioner Mr Ray Greig KSTJ. Ray completed his second triennium as Commissioner and has given outstanding service to St John in this State as well as nationally. He is an example to us all and I have no doubt that he will continue to make a contribution to the life of the organisation.

The contribution of our full time staff also cannot be underestimated. I take this opportunity to thank specifically our Chief Executive Officer Mrs Sharyn Mitten and her management team for their work in supporting the work of our volunteers.

On behalf of all of the members of St John in South Australia, I offer our thanks to our Deputy Prior, His Excellency Rear Admiral the Honourable Kevin Scarce AC CSC RANR Governor of South Australia for his enthusiastic leadership and support throughout this past year. I wish him well in his retirement as Governor of our State.

St John volunteers should be immensely proud of the organisation they have helped shape and of the success that has come from their exemplary and professional work. I make special mention of all the volunteer leaders. Your work has been critical in all that St John has achieved this year.

I thank every member, their families as well as our supporters and advocates. All of you have contributed the success of St John and enabled South Australians to be safer in their daily lives.

Andrew McLachlan CSC
Chairman

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1 The economic and social contribution of St John Ambulance Australia 2008-09 report by Access Economics

2 Calculations for 2013/14 based on 2010 average wage rate by hour of $27.45 as published in ‘Economic Value of Volunteering in South Australia’, a report by Duncan Ironmonger from the Households Research Unit, Department of Economics, escalated by the % increase in average weekly earnings for 2011, 2012 and 2013 as per the ABS Time Series Workbook 6302.0 Average Weekly Earnings, Australia
Heightening governance and consolidation has been our mantra across all work in our second full year of Strategic Plan activity. Time has been spent reviewing and refining the way we work in line with evolving not-for-profit legislation and meticulous compliance requirements.

Significant inroads were made across all areas of governance, most notably our child and vulnerable people practices with a Board commissioned independent review of St John’s existing practices and procedures; reflective of the high level of organisational commitment in this area.

The child and vulnerable people review identified a large number of practices in place and some areas to strengthen our work further: a single consistent approach across the organisation, involve and empower children and adults, clearly defined roles, responsibilities and accountabilities, an accessible policy.

To this end much groundwork was done in affording resources and responsibility to this area, with enhanced policies, procedures and practices to be rolled out through 2014, with the establishment of a Child & Vulnerable People Committee to drive policy development, awareness and education.

This work forms part of St John’s ongoing commitment to accountability, fairness and integrity in all we do.

While our focus during the year was on propelling governance practices, we also met with Government and key policymakers about St John’s intrinsic role in securing stronger, healthier communities.

With this in mind it was great endorsement to secure renewed funding for St John’s State Emergency Response capacity. The New Service Agreement runs to 2016, to provide emergency services with SA Ambulance Service (SAAS) over this three year period. This equates to a $600,800 commitment by Government - a strong indicator of confidence.

We also secured a long-term agreement with the State’s premier sporting and entertainment complex, the Adelaide Oval. St John will be on scene at all sporting fixtures and major events with a comprehensive First Aid and medical response service. The venue features bespoke, fully equipped and resourced St John First Aid Treatment Centres for the care of the public.

A further success, the Community Care Program underwent a rigorous Australian Government Department of Health, Commonwealth HACC Program audit covering all aspects of service delivery and effectiveness. Pleasingly, a picture-perfect 100% pass rate was achieved in our support for older people who are at risk of premature or inappropriate admission to residential care.
Demand for all St John services continued to climb across the board, First Aid in Primary Schools program in its first full year of operation being the major standout. We exceeded our ambitious 2013 target of 10,000 primary school children trained, with over 11,300 receiving basic First Aid and emergency awareness training.

In 2014 we aim to train 17,000 students through First Aid in Primary Schools, however it will be important to secure a Major Project Sponsor to sustain this free to schools program over the long term, currently funded from St John’s own resources, with some corporate sponsorship. Our thanks go to Bendigo Bank who contributed towards the First Aid in Primary Schools program during this financial year.

Through the year we maintained our many corporate alliances, most notably with the RAA, Brand SA, Defence Teaming Centre, Zoos SA, National Pharmacies, SA Chamber of Mines & Energy and StatewideSuper. This provides their members with favourable access to St John products and training courses, and takes our influence to more people, workplaces and resources into more vehicles across the State.

This past year commercial performance continued to reflect the tightened Australian economy, being down on budget. As with many organisations we have looked strategically across all capabilities to assess performance against business and member needs. Included within this has been a review of commercial and marketing functions to ensure the right roles are in place to support long term growth, with the introduction of a Training Manager focussing on innovation and Campaign Manager to seek out new business and maximise our brand effectiveness.

The establishment of a new operating model in 2014 will seek to improve our operational efficiency and cost effectiveness. This is of fundamental importance given our challenging environment and includes the introduction of a central warehousing facility for all commercial and operational componentry to support infrastructure efficiencies.

With a more flexible and responsive structure, we will be in a better position to meet expectations and increase our focus on business efficiencies and effective financial management in line with our strategic goals.

Internally, the Board have committed to a review of the Commissioner role, facilitated through the interim appointment of Mr Noel Hender BEM CSTJ to assist in this task. During this period close links will be established with the volunteer operations structure, with the State Superintendent and Group Leader Youth Development & Engagement reporting to myself on an interim basis to accelerate action at ground level and propel governance activity.

I look forward to the outcomes of the review and take this opportunity to thank outgoing Commissioner Mr Ray Greig. Ray has been resolute in his advocacy of volunteerism and provided valuable insight into the first aid and health care and emergency service arenas.

I also thank the Executive team and staff for their shared focus on achieving outstanding outcomes for the organisation and determination in driving through the execution of strategic plans.

Undoubtedly, the next 12 months will be equally as fast paced and momentous as this and we will all have a real part to play in ensuring that we go from strength to strength. As such I thank sincerely all members, in particular St John volunteers, who have each contributed to the great achievements of St John.

I look forward to a productive and positive year ahead.

Sharyn Mitten
Chief Executive Officer
WHAT WE DO

EVENT HEALTH SERVICES
SOCIAL INCLUSION
FIRST AID IN PRIMARY SCHOOLS
YOUTH ENGAGEMENT
EDUCATION AND PRODUCTS
STATE EMERGENCY RESPONSE
HISTORY AND HERITAGE
STAKEHOLDERS
FUNDING
PEOPLE
THE FACTS
GET INVOLVED
REDDUCING THE IMPACT OF INJURY AND EMERGENCY ON SA EVENT GOERS
EVENT HEALTH SERVICES

St John is present at community events across the State providing first aid response, pre-hospital care and patient transport to the attending public.

St John volunteers are equipped with the essential skills and experience to manage medical emergencies and provide event managers and event goers with that all important peace-of-mind that help is on scene to give immediate aid.

All members uphold a continual skills competency program delivering the latest in healthcare techniques, and carry with them comprehensive first aid kit, and the latest medical equipment.

AIM

Promote event safety and community resilience through the provision of event health services utilising established planning, risk mitigation and public emergency management processes.

PATIENT CARE

Responsive event health services support the health and wellbeing of South Australians in both economic and social terms, assisting State Government by reducing emergency department presentation.

Economic contribution in South Australia:

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Net Savings to Emergency Departments</strong></td>
<td><strong>$2,360,000</strong></td>
</tr>
<tr>
<td><strong>Time Saved Not Going to Hospital</strong></td>
<td><strong>$170,000</strong></td>
</tr>
<tr>
<td><strong>Patients' Reduced Pain and Suffering</strong></td>
<td><strong>$30,000</strong></td>
</tr>
<tr>
<td><strong>Lives Saved</strong></td>
<td><strong>$5,270,000</strong></td>
</tr>
</tbody>
</table>

MAJOR PUBLIC EVENTS

Event health services were provided at SA’s premier major events including Tour Down Under, Big Day Out, Royal Adelaide Show, City to Bay fun run, WOMADelaide, Schoolies, Clipsal 500, and smaller community events like school sports days and local fetes.

40 ADULT DIVISIONS

Happy Valley
Adelaide M/C
Salisbury
Murray Bridge
Barmera
Whyalla
Playford
Gawler
Malion
Loxton
Birkenhead
Tairam Bend
Mitcham/Col Light Gdns
Campbelltown
West Torrens
Port Augusta
Amo Bay
Renmark
Limestone Coast
Blackwood
Victor Harbor
Noarlunga
Goolwa
Yankalilla
Karooona
Barossa
Tea Tree Gully
Woodville
Port Lincoln
Glenelg
Pt Pirie
Lancemore
Balaklava
Unley
Marion
Gilbert Valley
Wakkerie
Port Adelaide

29 CADET DIVISIONS

Noarlunga
Port Adelaide (x2)
Port Pirie
Renmark
Tea Tree Gully
Mount Barker
Victor Harbor
Whyalla
Blackwood
Clare
Glenelg
Loxton
Mount Barker
Woodville
Port Adelaide
Noarlunga
Port Adelaide (x2)
Port Pirie
Renmark
Tea Tree Gully
Mount Barker
Whyalla
Blackwood
Clare
Glenelg
Loxton
Mount Barker
Woodville
Port Adelaide

WHAT WE DO St John Ambulance Australia SA Inc Annual Report 2013/14
## Event Health Services Continued

### Patient Transport

Patients requiring further treatment and assessment are transferred to healthcare facilities by specialist patient transport crews, negating SAAS emergency response vehicle allocation.

<table>
<thead>
<tr>
<th>Description</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low Acuity Patients to Healthcare Facility</td>
<td>26</td>
</tr>
<tr>
<td>Dedicated Vehicle</td>
<td>1</td>
</tr>
<tr>
<td>Stretcher Capable Vehicles</td>
<td>30</td>
</tr>
<tr>
<td>Specialist Volunteers</td>
<td>25</td>
</tr>
</tbody>
</table>

### Resources

We continually maintain and replenish medical kits, equipment and vehicles to ensure stringent standards and access to contemporary resources.

<table>
<thead>
<tr>
<th>Description</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Aid Posts</td>
<td>18</td>
</tr>
<tr>
<td>Mobile First Aid Units</td>
<td>30</td>
</tr>
<tr>
<td>Support Fleet (Vehicles and Trailers)</td>
<td>25</td>
</tr>
<tr>
<td>Event First Aid Kits</td>
<td>248</td>
</tr>
<tr>
<td>Defibrillators (AED)</td>
<td>108</td>
</tr>
</tbody>
</table>

### Qualifications and Training

Members uphold a continual national skills competency program ensuring all volunteers are appropriately accredited to deliver the latest in healthcare techniques.

<table>
<thead>
<tr>
<th>Description</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training Hours**</td>
<td>78,878</td>
</tr>
<tr>
<td>Preliminary First Aiders</td>
<td>307</td>
</tr>
<tr>
<td>First Aiders</td>
<td>140</td>
</tr>
<tr>
<td>First Responders</td>
<td>463</td>
</tr>
<tr>
<td>Advanced Responders</td>
<td>78</td>
</tr>
<tr>
<td>Healthcare Professionals</td>
<td>138</td>
</tr>
</tbody>
</table>

### Volunteers

A task force of volunteers including doctors, nurses and paramedics give freely of time and experience to help fellow South Aussies.

<table>
<thead>
<tr>
<th>Description</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults</td>
<td>849</td>
</tr>
<tr>
<td>Cadets and Juniors</td>
<td>754</td>
</tr>
<tr>
<td>Trainers **</td>
<td>96</td>
</tr>
</tbody>
</table>

Male 414 Female 435
Male 296 Female 458
Male 50 Female 46
**WHAT WE DO**

*Source: ‘The economic and social contribution of St John Ambulance Australia 2008-09’ report by Access Economics

**Based on 2013 calendar year

***Calculations for 2013/14 based on 2010 average wage rate by hour of $27.45 as published in ‘Economic Value of Volunteering in South Australia’, a report by Duncan Ironmonger from the Households Research Unit, Department of Economics, escalated by the % increase in average weekly earnings for 2011, 2012 and 2013 as per the ABS Time Series Workbook 6302.0 Average Weekly Earnings, Australia

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**EVENT HEALTH SERVICES**

**FUNDS SOURCED FROM:**

- **EDUCATION AND PRODUCTS:** 68%
- **FUNDRAISING:** 1%
- **EVENT FEES:** 19%
- **DONATIONS:** 1%
- **GRANTS:** 4%
- **INTEREST:** 2%
- **OTHER SOURCES:** 5%

**TOTAL:** $3,262,222

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**EVENT HEALTH SERVICES**

**FUNDS SPENT ON:**

- **SA Salaries and OnCosts:** 7%
- **MEDICAL SUPPLIES:** 5%
- **GRN RADIO LICENCE FEE:** 2%
- **MEMBER WELFARE:** 10%
- **OTHER COSTS:** 7%
- **OVERHEAD ALLOCATION:** 69%

**TOTAL:** $3,262,222

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**EVENT HEALTH SERVICES**

**FUNDING:**

- **ST JOHN FUNDING:** 68.5%
- **EXTERNAL FUNDING:** 31.5%

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**SPOTLIGHT**

**Life saved at Coopers Stadium**

In May 2014 an exciting soccer match at Coopers Stadium quickly turned to life-threatening drama in the stands, when a 70 year old spectator suffered cardiac arrest.

St John volunteers, on scene for the medical care of the attending public at every match fixture, provided life-saving medical response in the first critical minutes.

With no signs of life, the team of St John volunteer responders commenced CPR and utilised a defibrillator unit to return the patient’s heart to a regular rhythm. Medical response continued until paramedics arrived.

The St John presence at the public event meant the difference between a life lost and a successful outcome. They were in the right place at the right time, with the right equipment, responding quickly to save a life.

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**GET INVOLVED**

**Volunteer:**


**Donate:**


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*Source: ‘The economic and social contribution of St John Ambulance Australia 2008-09’ report by Access Economics

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ENHANCING QUALITY OF LIFE FOR PEOPLE WHO ARE FRAIL, AGED OR LIVING WITH A DISABILITY
Social inclusion programs foster personal independence and resilience to those isolated or at risk of premature or inappropriate admittance to residential care.

• Community Care Program provides a personalised support service to older members of the community and younger people living with disability who are at risk of isolation, matching client and volunteer interests to build an enriching relationship.

• Circle of Friends Program enables eligible older members of the community and younger people living with disability to create ways to experience a further sense of meaning, purpose and enjoyment in life.

We enlist the help of volunteers who give freely of their time to make a difference in the life of someone else.

**AIM**

Improve the quality of life for vulnerable people, especially those living independently at home by enabling frail aged and younger people living with disability to engage in community life in a way that is personally meaningful.

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**COMMUNITY CARE PROGRAM**

Support can include home visiting or outings, help with shopping, or a friendly chat over a cup of tea.

456

COMMUNITY CARE CLIENTS MAINTAINING THEIR INDEPENDENCE WITH SOME SUPPORT

19% Male
81% Female

412

COMMUNITY CARE VOLUNTEERS

20% Male
80% Female

7

COMMUNITY CARE COORDINATORS

(headcount, not FTE)
2 Male
5 Female

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**CIRCLE OF FRIENDS PROGRAM**

The program connects isolated clients with activities, groups or organisations with similar interests, building bridges back to community involvement.

44

CIRCLE OF FRIENDS PROGRAM CLIENTS ACHIEVING THEIR GOALS

11 Male
33 Female

64

VOLUNTEERS AND COMMUNITY PARTICIPANTS

11 Male
53 Female
HOME & COMMUNITY CARE (HACC) AUDIT

Services have been implemented in line with the requirements of the Community Care Common Standards, Commonwealth Program HACC Manual and State HACC Program Guidelines.

Additionally, every three years all programs receiving HACC funding are required to undertake an external service audit. Federal auditors assessed our procedures and work practices, and interviewed a range of stakeholders. St John demonstrated full compliance, meeting the requirements of every standard.

Economic contribution in South Australia.

$990,000
COMMUNITY CARE*

VOLUNTEERS

A team of volunteers are making a genuine difference to the lives of others by building bridges back to community involvement.

28,190
VOLUNTEER HOURS

$882,911
VALUE OF VOLUNTEERING HOURS**

COMMUNITY CARE CLIENT REGIONS (METROPOLITAN ADELAIDE)

FROM LANGUISHING TO FLOURISHING
ENGAGING YOUR COMMUNITY

May 2014 – presentation by Vanessa Leane to the Australasian Society of Association of Executives at the Adelaide Convention Centre highlighted the ways Community Care volunteers support and empower older people and people living with disability.

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Kiara and Pauline, connected through the Community Care Program, experience the great fulfilment and social benefit that friendship can bring.

**GET INVOLVED**

- **Volunteer:**

- **Donate:**
HELPING KIDS STAY SAFE AND KNOW HOW TO RESPOND SAFELY TO EMERGENCY
St John is committed to promoting the importance of first aid in the community and we believe there is no better place to start than in schools. First Aid in Primary Schools is a free program to equip thousands of primary school aged children (5-13 year olds) with vital first aid skills that could help them save a life.

Aligned with core competencies identified within State and National Curriculums we educate on the importance of first aid and what to do in the event of an emergency. Teaching first aid from a young age instils the skills and confidence to respond if called upon at home or at play, and is delivered by accredited trainers.

**AIM**

Empower students with first aid skills so they know how to safely respond in the event of an emergency through a continual annual learning pathway, and supporting families through their children in building the and resilience and capacity of local communities.

**SCHOOL PARTICIPATION**

Schools recognise the benefits to students, including full integration with the South Australian Curriculum, Standards and Accountability Framework (SACSA) and the Australian Curriculum: Health & Physical Education Learning Area.

56 SCHOOLS

**PATHWAY TO CADETS**

First Aid in Schools can spark an interest in first aid and health awareness, with students able to continue the learning pathway through the St John Cadets program.

6 VOLUNTEERS
1 Male
5 Female

1 STAFF COORDINATOR
1 Female

**STUDENT GRADUATES**

Participants enjoy the interactive, group based training which encourages peer supported learning amongst children. The program is divided into school grades for age-appropriate first aid training delivery.

11,361 GRADUATES
WHAT WE DO

FIRST AID IN PRIMARY SCHOOLS CONTINUED

HOW IT WORKS

• Sessions of 45 minutes-2 hours.
• Starts with the basics of identifying danger, checking for response, and calling 000; moves through all aspects of first aid including common child-specific incidents such as anaphylaxis, asthma and choking.
• Cartoon-style imagery is used to illustrate educational material.
• Interactive group-based training techniques encouraging peer-supported learning amongst children.
• Program is divided into school grades R-2, 3-4, 5-6, and 7-8.
• Available in public and private primary schools – free of charge.
• Participating schools are scheduled at least one visit each year, to continually build first aid knowledge.

2013 RESILIENT AUSTRALIA AWARD
(Not-for-profit sector) State Commended Award – First Aid in Schools program
“The ‘First Aid in Schools Program’ is consistent with the approach of the National Strategy for Disaster Resilience, in that it recognises that “Knowledge is fundamental to enabling everyone in the community to determine their hazards and risks, and to inform preparation and mitigation measures.”

The Resilient Australia Awards are sponsored by the Australian Government Attorney-General’s Department in conjunction with states and territories.

CORPORATE SPONSORSHIP OPPORTUNITY
If like us you believe every child deserves access to first aid knowledge get involved by becoming a Corporate Sponsor.
Contact the Office of the CEO or head online to find out more: www.stjohnsa.com.au/donate/help-us-teach-sa-children-life-saving-skills
Give children the gift of first aid education.
**SPOTLIGHT**

“I would certainly like to give very positive feedback to you all. It was a very smooth process to organise and we have had very good feedback from the students who attended and could see the relevance in learning first aid skills. Excellent program – thank you so much.”

*Jane Waltham, Flagstaff Hill Primary School*

“...let’s participate again!
I believe it’s important that the kids are exposed to the procedures continuously ...eventually it will be second nature to them. I also like the idea that it is progressive. The information is ‘relevant and useful for both students and teachers.’

The facilitators have been approachable and have appropriate skills to deal with school age children.”

*St John the Baptist Plympton*

---

**GET INVOLVED**

*Register as a participant:*

*Volunteer:*

*Donate:*

*Corporate sponsor opportunity:*
SKILLS FOR TOMORROW’S LEADERS AND HEALTHCARE PROFESSIONALS
YOUTH ENGAGEMENT

Juniors, Cadets and youth development are vibrant programs for everyday kids. Whilst the emphasis is on first aid we also develop leadership and social skills, bring opportunity to form friendships, give time to help others, experience a sense of achievement and learn skills for life.

JUNIORS
(8-11) is all about having fun! Developing skills through proficiency programs, and becoming Junior first aiders.

CADETS
(11-17) work towards becoming Preliminary first aiders, and then it’s hands-on learning through proficiency badges, competitions and camps, and practicing first aid skills as part of a supervised team at public events.

YOUTH MEMBERS
(18-25) are able to broaden skills and improve personal attributes, particularly in learning more advanced first aid skills. Then there’s the opportunity to undertake comprehensive leadership training.

Young members are represented by the Youth Engagement & Development team and the South Australian Youth Council. They ensure opportunities for the development of young members are maximised, including first aid training, leadership and proficiency programs, and mentoring.

AIM
Provide fun, safe and supportive opportunities for 8-25 year olds to develop skills while engaging meaningfully in the provision of first aid services to the community. Activities encourage self-esteem, confidence and improved interpersonal skills, and give a head start in personal development at school, college or university, and ultimately with career pathways.

PARTICIPANTS
We are proud of what we do, offering a balanced program in both first aid and life skills.

152 JUNIORS 8-11
Male 64
Female 88

602 CADETS 11-17
Male 223
Female 379

224 MEMBERS 18-25
Male 94
Female 130

10 YOUTH COUNCIL MEMBERS
Male 3
Female 7

24,268 CADET HOURS
(up to 18 years of age)
**WHAT WE DO**

**SKILL DEVELOPMENT**
Our youth aim high – earning proficiency and Grand Prior’s badges, working towards Duke of Edinburgh Awards, obtaining SACE Units, and state/national competition participation - all of which deliver a broad spectrum of skills.

<table>
<thead>
<tr>
<th>Item</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grand Prior’s Badges</td>
<td>8</td>
</tr>
<tr>
<td>Proficiency Certificates*</td>
<td>458</td>
</tr>
<tr>
<td>Junior Interest Certificates*</td>
<td>81</td>
</tr>
<tr>
<td>Members Recognised as Local Council Young Citizens of the Year</td>
<td>4</td>
</tr>
</tbody>
</table>

**LEADERSHIP DEVELOPMENT**
Members have the opportunity to learn foundation leadership skills which progressively lead to involvement in leadership roles.

<table>
<thead>
<tr>
<th>Item</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth Leadership Course Participants</td>
<td>32</td>
</tr>
<tr>
<td>Young Leaders (Aged 14-25)</td>
<td>92</td>
</tr>
<tr>
<td>Leaders (25+)</td>
<td>64</td>
</tr>
</tbody>
</table>

**COMPETITION AND CAMPS**
Practical learning experiences enable members to get hands-on practicing skills in simulated scenarios, visiting new places, completing proficiency badges, experiencing adventure and a whole host of new things.

**Angaston Recreational Camp**
- 167 Cadets
  - 29 Leaders (aged 25+)
  - 34 Leaders (aged 25+)

**National Camp – Sydney**
- 9 Young People
  - 5 Leaders (aged 25+)
  - 3 Leaders (aged 25+)

**VOLUNTEERS (ADULT)**
An energetic team of volunteer leaders actively manage activities – the wide range of programs and learning activities wouldn’t exist without them!

<table>
<thead>
<tr>
<th>Item</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cadet Divisions</td>
<td>29</td>
</tr>
</tbody>
</table>

*Based on calendar year*
**WHAT WE DO**

**OVERHEAD ALLOCATION**
- 95%
- 2%
- 1%

**COMPETITIONS**

**MEMBER WELFARE**
- 1%

**OTHER COSTS**
- 2%

**TOTAL**
- $1,132,330

**YOUTH DEVELOPMENT FUNDS SOURCED FROM:**
- Education and Products: 96%
- Other Sources: 4%

**TOTAL**
- $1,132,330

**YOUTH DEVELOPMENT FUNDS SPENT ON:**
- Overhead Allocation: 95%
- Member Welfare: 1%
- Competitions: 2%
- Other Costs: 2%

**TOTAL**
- $1,132,330

**ST JOHN FUNDING**
- 95.6%

**EXTERNAL FUNDING**
- 4.4%

---

**SPOTLIGHT**

Meet Alia, an inspirational Cadet member achieving more with St John.

---

**GET INVOLVED**

- **Join Cadets:**
- **Become a leader:**
- **Donate:**
EQUIPPING SOUTH AUSTRALIANS WITH THE SKILLS AND RESOURCES TO SAVE LIVES
We’re on a mission to save lives and education is pivotal to this goal. In many emergency situations first aid intervention can be the difference between a life lost and a life saved.

St John is an approved first aid training provider with SafeWork SA and a member of the Australian Resuscitation Council at state and national level. Courses range from basic resuscitation to advanced life support and remote survival. We provide specialised training for people in high-risk industries such as the resources sector, in remote areas, and with Occupational Health & Safety responsibilities.

We continually audit course content with requirements of the RTO governing body ASQA. Products are TGA approved and conform to all applicable standards.

AIM
Through accredited training programs equip South Australians with lifesaving skills to enable them to help themselves and others in an emergency. Couple this with the right first aid kits, products and equipment and you have a resilient South Australia.

PUBLIC FIRST AID TRAINING
Accredited and non-certificate courses were delivered at St John training centres across the State, and onsite at participant venues.

Economic contribution in South Australia

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total First Aid Education*</td>
<td>$12,500,000</td>
</tr>
<tr>
<td>Value of Services Provided*</td>
<td>$6,190,000</td>
</tr>
<tr>
<td>Value of Healthy Life Gained*</td>
<td>$6,280,000</td>
</tr>
<tr>
<td>Public &amp; Community First Aid Training Hours</td>
<td>283,322</td>
</tr>
<tr>
<td>Training Certificates</td>
<td>55,630</td>
</tr>
</tbody>
</table>

SPECIALIST COURSES
New courses have been developed to meet workplace and specialist requirements including Manual Handling and Sports first aid (launched March 2013) specifically for those working in a sport and recreation environment. eLearning is now an established delivery tool, and includes Introduction to First Aid, Defibrillator Awareness and Workplace Infection Control.

3,097 Certificates Issued from Tailored Courses

TARGETED RESILIENCE
Initiatives to embed practical skills within communities have led to the development of culturally appropriate training programs supporting the Government Natural Disaster Resilience Program.

MIGRANT TRAINING
First aid training to 200 migrants and distribution of 200 first aid kits (Jun 13-Oct 13).

151 Participants (2013-14)
Supported by

$50,000 South Australian Fire and Emergency Services Commission
EDUCATION AND PRODUCTS CONTINUED

ALLIANCES
We’ve teamed up with partners RAA, SACOME, DTC, Zoos SA, and Brand South Australia, giving their members access to discounted training and products, taking our expertise to an increasing number of homes, workplaces, and vehicles.

KITS AND EQUIPMENT
Our quality products and trusted brand sees us continue to be a household name in first aid supplies.

We have increased distribution through the RAA and National Pharmacies partnerships, who proudly stock our first aid kits through shop networks.

Product sales

<table>
<thead>
<tr>
<th>Product Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Aid Kits</td>
<td>41%</td>
</tr>
<tr>
<td>Components</td>
<td>29%</td>
</tr>
<tr>
<td>Defibrillators</td>
<td>29%</td>
</tr>
<tr>
<td>Books, Posters &amp; Stickers</td>
<td>1%</td>
</tr>
</tbody>
</table>

INNOVATION
We partnered with the State’s premier sporting and entertainment complex, the Adelaide Oval, in the development and fit out of bespoke First Aid Treatment rooms. Facilities include electronic stretchers, stair descenders, AEDs.

PARTNERING TO SAVE LIVES
St John joined with Bendigo Bank to provide community defibrillators (AED). The AEDs provide local people with unrestricted access to equipment that could change the outcome of an emergency.

<table>
<thead>
<tr>
<th>Location</th>
<th>Funded By</th>
</tr>
</thead>
<tbody>
<tr>
<td>JETS FOOTBALL CLUB, UNLEY</td>
<td>Bendigo Bank</td>
</tr>
<tr>
<td>RED CROSS, LONG PLAINS</td>
<td>Bendigo Bank</td>
</tr>
<tr>
<td>Mount Gambier</td>
<td>District Council of Grant, Bendigo Bank, Mt Gambier Council</td>
</tr>
</tbody>
</table>

WE ARE NOT FOR PROFIT
As a non-government organisation we rely on community and volunteer support.

We’re a social enterprise, which means every dollar spent with St John funds community services such as first aid care for the public, education initiatives, support for the underprivileged, social inclusion and youth engagement programs.
Everybody needs good neighbours!
Saving lives through first aid.

When Wendy Smith from Salisbury completed her first aid training with St John she had no idea that just a few short months on she’d be using her first aid skills to save the life of another.

In May 2014, Wendy discovered her neighbour collapsed in his home, unconscious and no longer breathing following a cardiac arrest.

Acting immediately to preserve life Wendy’s training kicked in; instructing his partner to call for an ambulance and effectively delivering CPR for approximately 10 minutes until paramedics arrived. Following hospital treatment the casualty made a full recovery.

Wendy accredited her life saving response to the training received through St John and commented that when confronted with the scene her training just kicked in – doing CPR on a real person was just like practicing on the manikin in her First Aid class.

Do a course:

Buy a kit:

Donate:
STRENGTHENING THE STATE’S ABILITY TO PREPARE FOR, RESPOND TO, AND RECOVER FROM EMERGENCY
STATE EMERGENCY RESPONSE

St John volunteers are readily mobilised to respond as part of the State Emergency Management Plan, working alongside emergency services during time of State emergency such as bushfires or extreme weather events.

We provide patient care services at incident sites, an overflow or surge capacity to SA Ambulance Service (SAAS) and patient transport under the direction of SAAS.

St John has the trained personnel, infrastructure and equipment in place to provide this capability under the Ambulance and First Aid Functional Service – First Aid Functional Service Group.

AIM

Respond in times of crisis as part of a multi-agency approach to State emergency or disaster in relation to the medical management of casualties.

RESPONSIBILITIES

Provide a structured command, communications and logistics capacity under the Ambulance & First Aid Functional Service - First Aid Functional Group:

• Activate/deploy personnel
• First aid/casualty triage (on scene/treatment centres/hospitals/welfare facilities)
• Casualty evacuation (excluding rescue) and transport
• Communications

PERIODS OF SUPPORT AT EMERGENCIES

14 (bushfires, extreme weather events)

STANDBY DAYS

6 (bushfires, extreme weather events)

WORKING RELATIONSHIPS WITH KEY STAKEHOLDERS

Established working relationships with key emergency service providers enable us to respond cohesively as part of an integrated team.

Emergency service providers:

SA Police (SAPOL), SA Ambulance Service (SAAS), Country Fire Service (CFS) and State Emergency Service (SES), Metropolitan Fire Service (MFS), SA Sea Rescue Squadron, Surf Life Saving SA

STATE ADVISORY GROUPS

Senior officers attend meetings and provide input into a number of State Advisory Groups.

Membership on State Committees includes:

• State Response Advisory Group
• State Recovery Committee
• State Pandemic Influenza Working Party
• Emergency Services Major Event Coordinating Committee
• Interagency Incident Management Working Group
• State Search and Rescue Committee
**READINESS TO RESPOND**

First Response crews and leaders were prepared to respond to any emergencies initiated under the State Disaster Plan as part of the ‘Ambulance & First Aid Functional Service - First Aid Functional Group’, or individual emergency service agreements.

<table>
<thead>
<tr>
<th>Resources</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile First Aid Units (Stretcher Capable)</td>
<td>30</td>
</tr>
<tr>
<td>Support Fleet (Vehicles)</td>
<td>18</td>
</tr>
<tr>
<td>Command/Communications Unit</td>
<td>1</td>
</tr>
<tr>
<td>First Aid/Medical Posts</td>
<td>12</td>
</tr>
<tr>
<td>ST John State Operations Centre Control Room, Plus a Contingency A&amp;AFS State Control Centre</td>
<td>1</td>
</tr>
</tbody>
</table>

**STATE-WIDE RESOURCES/COORDINATION**

<table>
<thead>
<tr>
<th>Resource</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operations Adults</td>
<td>849</td>
</tr>
<tr>
<td>Healthcare Professionals</td>
<td>138</td>
</tr>
<tr>
<td>State Duty Officer &amp; Disaster Response Coordinator, Pagers and Government Radio Network</td>
<td>24/7</td>
</tr>
</tbody>
</table>

**CROSS-BORDER ASSISTANCE GUIDELINES**

Under established and proven cross border national guidelines we can respond to interstate emergency, and vice versa.

Cross-Border Assistance agreed implementation & policy:

- Victoria/NSW, other states as necessary
- Personnel, vehicles, equipment, communications
- Professional Officers (eg Doctors, Nurses, Paramedics)
- National Coordination Centre (Canberra)
- National skills maintenance program
- National radio communications capacity

**GET INVOLVED**

**Volunteer:**

**Donate:**
St John Ambulance Australia SA Inc
Annual Report 2013/14

**WHAT WE DO**

**STATE GOVERNMENT AGENCIES**
SA Health, Dept for Families and Social Inclusion, emergency services

**ST JOHN AMBULANCE AUSTRALIA**
Interstate and International Development/assistance

**ST JOHN EMERGENCY MANAGEMENT ARRANGEMENTS**
Emergency/Disaster response

**SA STATE EMERGENCY MANAGEMENT ARRANGEMENTS**
Emergency/Disaster response

**SA AMBULANCE SERVICE (SAAS)**
Service agreement

**SA COUNTRY FIRE SERVICE (SACFS)**
MOU to support SACFS during bushfire response

**STATE COMMITTEE**
representation

**ST JOHN AMBULANCE AUSTRALIA SA INC**
Operations Branch Full time staff Statewide resources, vehicles and equipment

**AMBULANCE AND FIRST AID FUNCTIONAL SERVICES**
First Aid Functional Group

**SURF LIFESAVING SA INC**
MOU to support St John

---

(Operations Branch also known as Event Health Services)
WHAT WE DO

DISCOVERING, SHARING AND PRESERVING OUR HERITAGE FOR FUTURE GENERATIONS
HISTORY
AND HERITAGE

Few Australian organisations can trace their history back to the 12th century or have been granted a Royal Charter by the British crown. With such organisational longevity comes a wealth of expertise and understanding.

The Historical Society actively works to research and preserve this rich heritage, and to share best practice knowledge with all.

Collectively, Historical Society members have a wealth of experience and form a community of practice to discover, share and preserve information. Participation through the Historical Society ensures valuable knowledge is not lost to future generations, and for members enables continuing meritorious participation with St John.

AIM

Collect, manage and preserve cultural material that evidences the history of the Order of St John and St John Ambulance. Interpret and present aspects relevant to our purpose to the community through the St John Ambulance Historical Society of South Australia.

TIMELINE

- **1885**: Queen Victoria granted St John the status of a British Royal Order of Chivalry.
- **1888**: St John Ambulance Brigade formed in South Australia, providing uniformed trained first aiders at public events where large crowds gathered.
- **1914**: St John Ambulance Cadets established.
- **1925**: St John in Australia granted the status of a Commandery linked to the Priory in England. Before this, St John in each State was under the direct control of St John in England.
- **1941**: St John Ambulance Australia was under the direct control of St John in England.
- **1946**: St John in Australia granted the status of a Commandery linked to the Priory in England.
- **1952**: St John Ambulance handover of the State’s ambulance service to SA Ambulance Service (SAAS) to focus on core services (First Aid provision, social inclusion and youth development).
- **1991**: Community Care program established (first known as Neighbourhood Care).
- **1992**: First Aid provision in Primary Schools.
- **1999**: St John Ambulance Australia became a Priory.
- **2013**: St John Ambulance handover of the State’s ambulance service to SA Ambulance Service (SAAS) to focus on core services (First Aid provision, social inclusion and youth development).
- **2013**: Queen Victoria granted St John the status of a British Royal Order of Chivalry.

St John took on a multi-national leadership with some of the Great Officers coming from priories other than the “Grand Priory” in London (as was traditionally the case).
THE MUSEUM
Over the years uniforms have changed, First Aid techniques advanced and equipment dramatically improved. An insight into this unique history can be found at the St John Museum, where public and members alike can see for themselves just how far contemporary practices have come.

72 EDMUND AVENUE, UNLEY
LOCATION

514 VISITORS

MUSEUM REGISTRATION
The St John Ambulance Historical Society Museum gained registration and accreditation with History SA – a statutory authority of the South Australian Government encouraging the research and public presentation of South Australian history to safeguard South Australia’s material heritage.

PUBLICATIONS
Each month a person, piece of equipment or special event is given a full-page write-up in the St John newsletter Open Airways. Each subject is of historical interest and designed to enlighten, promote reflection, challenge and entertain.

Photographs and descriptions of interesting historical First Aid equipment, including the Ashford litter, Eve’s Rocker, the Hayward-Butt Inhaler, and the Vajen Head Protector feature in the Royal Adelaide Hospital online Virtual Health Museum, launched in May. healthmuseumsa.org.au

VOLUNTEERS
The Historical Society is run entirely by a passionate team of volunteers who commit time and energy into preserving, documenting and sharing the history and artefacts of our organisation.

44 VOLUNTEER MEMBERS

2,312 HOURS OF VOLUNTEER TIME

$72,412*
VALUE OF VOLUNTEER HOURS

YOUTH ENGAGEMENT
St John Cadets attend the museum to study “Knowledge of the Order”, one of two compulsory subjects to gain the prestigious Grand Prior’s Badge, involving visiting the Museum and understanding our heritage.

COLLECTION MANAGEMENT
Effort has focused on cataloguing thousands of historical photographs. A Community Heritage Grant secured in 2012/13 enabled the purchase of acid-free archival albums to preserve the collection.

Two members undertook a multi-nation tour of St John historical sites, returning with an array of booklets and other mementos for the Museum. The largest item acquired during the year is an Em-Care Ambulance. These six-wheeled vehicles were designed and built in South Australia and served from the early 1970s to the mid-1980s. The vehicle will be restored and re-stocked before going on display and transporting mobile exhibitions.

The Museum received a first edition “First Aid to the Injured” by Surgeon-Major (Dr.) Peter Shepherd. Subsequent editions of this book were used to train many thousands of people around the world on the basics of first aid.

*Calculations for 2013/14 based on 2010 average wage rate by hour of $27.45 as published in ‘Economic Value of Volunteering in South Australia’, a report by Duncan Ironmonger from the Households Research Unit, Department of Economics, escalated by the % increase in average weekly earnings for 2011, 2012 and 2013 as per the ABS Time Series Workbook 6302.0 Average Weekly Earnings, Australia

22 CADETS COMPLETED KNOWLEDGE OF THE ORDER PROFICIENCY BADGE

22 CADETS COMPLETED KNOWLEDGE OF THE ORDER PROFICIENCY BADGE

40 St John Ambulance Australia SA Inc Annual Report 2013/14 WHAT WE DO
SPOTLIGHT

The St John Museum pays tribute to the thousands of St John members who have contributed their time and energy to the service of others in South Australia since 1885.

It also charts the progress of First Aid techniques and equipment and how things have dramatically changed and improved over time, and showcases documents kept since St John’s establishment as an organisation in South Australia.

Glimpses of this history are on display where the community has the chance to learn more about British Royalty’s involvement with St John and look at early first aid equipment.

Another addition to the Museum is a replica of the 900 year old Papal Bull that marks the beginning of the original Knights Hospitallers who were the inspiration of today’s St John.

A Museum exhibition titled “St John Memorabilia Through the Ages” showcases historical equipment, uniforms, photos, books and videos. Memorabilia from St John’s parent body in the UK provides an insight into St John’s rich heritage.

GET INVOLVED

Visit the Museum:
Open Wed & Fri 10:30-12:30, Sun 14:00-16:00
St John Museum, 72 Edmund Avenue, Unley

Become a leader:

Donate:
STAKEHOLDERS

We engage with stakeholders to further our goal of making first aid a part of everyone's lives and support our humanitarian mission.

We have direct relationships with our members, government partners, event organisers, supporters, donors and employees.

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

SA COMMUNITY

Should our state fall into harm’s way through emergency or natural disaster, the citizens of South Australia become priority stakeholders. We are part of the State Emergency Management Plan and participate as part of a multi-agency response to state emergency in relation to the medical management of casualties.

EDUCATION AND PRODUCT CONSUMERS

St John is a Registered Training Organisation. Training courses skill individuals, corporations and industrial participants with 55,630 training certificates issued. National medical and technical advisory committees authorise course content to ensure we teach the latest techniques and meet all Australian standards.

The First Aid in Primary Schools education program has equipped 11,361 school children (5-13) with vital first aid skills. The program is aligned with core competencies as identified within State and National Curriculums and is delivered by St John accredited trainers.

First aid kits and products provide resources to prepare and respond, with $1,696,841 St John first aid products in the hands of South Australians. Products are TGA approved and conform to all sector and SafeWork SA requirements.

SA EVENT GOERS

In excess of 1 million patrons attend over 80 major events in South Australia each year, making the South Australian events calendar the major stage for local, interstate and international leisure seekers. We were on-scene at 3,202 public events to provide immediate first aid response, pre-hospital care and if necessary patient transport for the attending public.

SERVICE RECIPIENTS

We have a responsibility to provide responsive and relevant programs that meet client and service recipient need. We evaluate services to measure value using a variety of tools and indicators including client surveys, internal and external audits, and development of regional service delivery models, all of which feed into annual strategic planning.

POTENTIAL RECRUITS

Community engagement through regular recruitment campaigns ensures we maintain the capacity to deliver services to communities across South Australia. Campaigns are tailored to reflect the varied volunteering opportunities we can provide and appear in print, radio and online media, and banner advertising.

EXTERNAL AGENCIES

For the planning, co-ordination and provision of community services we maintain direct relationships with the following bodies through participation in state advisory groups and committees, and formal Memorandum of Understanding agreements:


SA HEALTHCARE SYSTEM

Event Health, social inclusion, and education programs strengthen individual resilience and contribute significantly to health and wellbeing in economic and social terms, assisting the SA Government by significantly reducing demand on the healthcare system. Our economic contribution in relation to first aid and healthcare services alone totalled some $2,360,000 in net savings to emergency departments*.

HEALTHCARE SECTOR AND TERTIARY EDUCATION INSTITUTIONS (UNIVERSITIES/TAFE)

Members, particularly our youth, complete formal and informal training which delivers foundation skills to the State’s next generation of healthcare professionals.
ALLIANCES
It makes sense to work with others with shared values towards a common goal. Strong relationships have been forged with corporate business partners and alliances, such as the RAA, DTC, SACOME, Zoos SA, National Pharmacies and Statewide Super, taking our message into more homes and workplaces across South Australia.

EXTERNAL SUPPLIERS
Third party suppliers undertake a variety of support and maintenance tasks including fleet and asset maintenance, commercial cleaning etc. A preferred supplier list bolsters member safety, efficiencies and effectiveness, and capitalises on buying power opportunity, balanced with good governance principles.

MEDIA
St John is the respected health advisor when it comes to all things first aid and willingly assists journalists wherever possible with information about handling emergency situations, first aid facts, casualty treatment numbers at events, and information on the work of our volunteers in the community.

VOLUNTEERS
We have a taskforce of 2,015 volunteers spread across South Australia who are the driving force behind our organisation. Volunteers make charitable services possible, and without them we couldn’t make the impact we do today.

STATE BOARD AND COMMITTEES
The Board of Directors sets the direction of our organisation and ensures good governance in terms of responsibility, self-regulation, prudent management of funds and best practice, and represents members. To enable the Board to properly discharge its responsibilities certain responsibilities are delegated to Board sub-committees.

NATIONAL BOARD AND COMMITTEES
Our interests are represented at a National level through appointments to the St John Australia Board and Committees.

STAFF
We have a dedicated team of staff raising the funds that make charitable services possible, providing volunteer support (including the coordination and management of services), and delivering social enterprise programs. Importantly staff are charged with achieving strategic goals.

*Source: The economic and social contribution of St John Ambulance Australia 2008-09 report by Access Economics
ENGAGEMENT

We have sought to raise the profile of the importance of first aid and related topics through direct community engagement including workshops, public relations activities, media coverage, social media channels and publications.

COMMUNITY ENGAGEMENT

Following Regional workshop outcomes undertaken in 2012, a Community Engagement Consultant was appointed to work with the community in the South East (February 2014). As needs are identified we work collaboratively to build partnerships locally and provide support to enhance community health, resilience and wellbeing.

The Community Engagement Consultant and Regional Superintendent are working collaboratively to establish a Cadet model conducive to the South East environment. Staff and volunteers in the South East have additionally participated in local Careers Expos and partnered with Community Health to support them in delivering the Community Health Pitstop.

A sustainable partnership model is currently being considered to introduce First Aid in Schools into the South East. Other collaborative work being considered includes the development of a South East Volunteer Strategy tailored to the needs of the South East community.

GETTING SOCIAL

An increased social media presence recognises the shift from traditional media channels to an online environment, importantly opening direct dialogue opportunities. Links to social media are promoted through the website, marketing collateral and by trainers, with an 87% increase in Facebook likes.

<table>
<thead>
<tr>
<th>PLATFORM</th>
<th>2013/14</th>
<th>2012/13</th>
<th>2011/12</th>
<th>LAUNCH</th>
</tr>
</thead>
<tbody>
<tr>
<td>LinkedIn followers</td>
<td>215</td>
<td>71</td>
<td>0</td>
<td>December 2011</td>
</tr>
<tr>
<td>St John Ambulance Australia (SA) Inc</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="http://www.linkedin.com/company/st-john-ambulance-australia-sa-inc">www.linkedin.com/company/st-john-ambulance-australia-sa-inc</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Facebook likes</td>
<td>3,439</td>
<td>1,836</td>
<td>234</td>
<td>September 2011</td>
</tr>
<tr>
<td>St John Ambulance</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
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</tbody>
</table>
WHAT WE DO

MEDIA EXPOSURE

Traditional media is important in our long term strategy to enhance our reach, revenue and culture. Public relations firm McClusky & Co assist in building strong strategic relationships with the South Australian media, positioning ourselves as the authoritative voice on health care and first aid.

Consistent stories promoting the positive work we do in the community appeared on all major television stations in South Australia including Channel 7, Channel 9, Network Ten and the ABC. Coverage of volunteer work, community programs and First Aid kits also appeared on South Australia’s highest rating radio stations, in the Advertiser, Sunday Mail, Messenger newspapers and also country press. Over 420 hits were picked up by media monitoring, helping to build mutually beneficial relationships with stakeholders and the public.

Media hits
TV: 52 (including Syndicated Stations)
Radio: 127 (including Syndicated Stations)
Press: 241 individual stories

PUBLICATIONS

Advocacy work is coupled with quality publications maintaining direct stakeholder engagement. The Annual Report is key in communicating our service achievements, governance processes, finances, and long-term aspirations, and goes hand in hand with the Strategic Plan (published within the Annual Report).

Documents are widely publicised to members and key stakeholders, and are accessible via our website stjohnsa.com.au

Education and product consumers
Vital Signs eNewsletter provides the latest on workplace first aid compliance, and first aid tips for work and home, and is a great way to maintain direct consumer engagement. Anyone with an interest in keeping up-to-date in this arena can subscribe online through our website stjohnsa.com.au/news-and-events/vital-signs-newsletter

Service recipients
Community Care clients receive The Companion print newsletter three times per year. The publication nurtures an inclusive community feel and contains important service information and tips on safety and wellbeing. Additionally Treasured Stories print publication is distributed to all program participants.

Volunteers and staff
Regular communication with St John members is important. Communication channels include:
• Open Airways – monthly newsletter reflecting whole of organisation activity and Board strategic messages, distributed electronically. Members are automatically subscribed upon joining.
• CEO Updates – organisational and corporate information, including activity towards strategic goals.
• Now to WOW announcements – supporting definition and implementation of major strategic projects, including goals, expected outcomes and key milestones
• Operations Notices – operational directives and notifications in event health working practices
• Wellbeing newsletter – health and safety policies and procedures and tips for healthy living.

SURVEYS AND FEEDBACK

Surveys provide valuable insight into stakeholder perception and sentiment and are conducted with members, clients and the general public in the areas of member satisfaction, service provision, and brand awareness and recognition.

We also encourage training course participants to provide feedback on course content, trainer delivery and the physical learning environment. On average 34% of training course participants leave feedback, which is collated and reviewed centrally to improve service delivery.
PRIVACY
We support the importance the community places on the maintenance of confidentiality of personal and/or sensitive information.
All privacy practices, outlined within the Privacy Policy, are in line with the Australian Privacy Principles (APP) and supporting legislation, and applies to the collection, storage, access, use and disclosure of information.

EXTENDING OUR REACH
Partnerships and alliances bring opportunity to engage a wider audience base. Benefits include editorial and advertising real estate within partner publications and promotional opportunity, which takes our influence to more homes and workplaces across South Australia.

GOVERNMENT AND KEY AGENCIES
In facilitating our capability to respond as part of a multi-agency approach to state emergency, we maintain representation on key state committees, state advisory groups, and roundtable discussions.
In addition, our Chief Executive Officer and Commissioner of Operations maintain direct relationships with Government and sector representatives to future plan, discuss emerging issues, capabilities, best practice, and relevant changes in Government.

KEY GOVERNMENT/SECTOR MEETINGS

<table>
<thead>
<tr>
<th>CEO/Commissioner</th>
<th>Half yearly</th>
<th>Annual</th>
</tr>
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<tbody>
<tr>
<td>His Excellency Rear Admiral the Honourable Kevin Scarce AC CSC RANR Governor of South Australia</td>
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<td></td>
</tr>
<tr>
<td>Hon Jay Weatherill Premier South Australia</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Hon Jack Snelling MP Minister for Health and Ageing, Government of South Australia</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Hon Tony Piccolo Minister for Emergency Services</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>David Place CEO SA Fire and Emergency Services Commission (SAFECOM), Government of South Australia</td>
<td>✔️</td>
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<tr>
<td>Tony Harrison CEO Education Department</td>
<td>✔️</td>
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</tr>
<tr>
<td>Hieu Van Le Chairman of the South Australia Multicultural and Ethnic Affairs Commission (SAMEAC)</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Evelyn O’Loughlin CEO of Volunteering SA &amp; NT Inc</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Robert Morton CEO SA Ambulance Service</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Jenny Richter Deputy Chief Executive, System Performance, SA Health</td>
<td>✔️</td>
<td></td>
</tr>
</tbody>
</table>

Positions held during 2013/14
WHAT WE DO

FUNDING

We are a social enterprise, meaning a not-for-profit that applies commercial strategies to generate funding for health and wellbeing programs, rather than maximising profits for shareholders.

This is achieved through the delivery of training as a Registered Training Organisations (RTO) and the sale of first aid products, enabling our community services like first aid care for the public, education initiatives, support for the underprivileged, social inclusion and youth development programs.

We are reliant on this funding stream which provides some 74% of total funds, and a big goal will be to get the message out to consumers that their support makes community services possible.

We are required to operate within the reporting framework set out in the Aged Care Funding Agreement which allows the Department to monitor service provider accountability and the effective delivery of services.

EVENT MANAGEMENT

Contributions received from event organisers for first aid service delivery equate to 19.2% of service delivery costs across SA. St John monitors the sustainability of event delivery to ensure services meet expectations of clients and adequate funding is available to maintain high levels of service.

FUNDRAISING, DONATIONS AND BEQUESTS

An increasing area of focus will be fundraising, donations and bequests in order to grow and further diversify funding. We would like to acknowledge and thank the SA community for their generous giving to St John during the financial year.

Major sponsor donations and grants, mostly for specific projects, are referred to the Board before acceptance to ensure alignment with our values, volunteer ethos and constitution.

Our community of individual donors are contacted twice a year to raise awareness around specific areas of activity and to request financial assistance.

No donor complaints were received, other than requests for removal from the donation contact list, which are actioned within 24 hours.

GRANTS

We receive contributions from state and national Government to maintain services in the following areas:

- State emergency first aid response capacity - South Australian Government under the State Emergency Management Plan
- Community Care programs - State Government HACC Program and Australian Government Commonwealth HACC Services provide 50% of funding for community care programs, with an additional 50% contributed from St John

As a service provider we are accountable for the expenditure of Australian Government funding, and funding for Commonwealth HACC services must be spent as required by the Aged Care Funding Agreement.

MANAGED FUNDS

We have a managed fund to preserve capital that has been raised over many years and generate income to assist in providing services to the community. See Financials for the bigger picture.

PERFORMANCE

Training income, event management fees and donations were below expectations; however we were able to respond to this shortfall through proactive management of costs.

First aid product income was on target. No targets were set for legacies and bequests.

Sponsorships are emerging as an area of strategic importance and we are actively pursuing corporate sponsors for our First Aid in Schools program. This will secure the long term viability of this highly regarded education program for primary school aged students.

SUSTAINABILITY

Our funding strategy is based on a social enterprise model to position us as a sustainable organisation, here not just to improve the health outcomes of South Australians today, but into the years ahead. It is prudent to take a look at additional income streams and we will do this over the next year. Assessing future revenue streams will be done with consideration to our vision and brand to ensure cohesion and clarity in our value proposition. Evaluating our brand will be an important focus of the coming year and will provide opportunities to maximise relevance and value to the South Australian community.
WHAT WE DO

FUNDS GENERATED:

- **Grants**: 7%
- **Investments**: 4%
- **Other Income**: 4%
- **Event Fees**: 2%
- **Fundraising, Donations and Legacies**: 9%

**Education and Products**: 74%

**Total**: $10,096,125

FUNDS SPENT:

- **Event Health Services**: 29%
- **First Aid in Primary Schools**: 1%
- **Social Inclusion**: 12%
- **Youth Engagement**: 10%
- **History and Heritage**: 1%

**Education and Products**: 46%

**Total**: $11,153,762
WHAT WE DO
People are our most prized asset, especially our **2,015** volunteers whom contributed **196,446** hours of service. Without them we couldn’t make the impact we do today through our charitable community services.

Volunteers are supported by a dedicated team of **79** staff (61.4 full time equivalent) charged with providing the infrastructure to support services, and generating funds that make services possible.

**OUR COMMITMENT**

We commit to our members through the provision of ongoing support, training and resources, best practice governance and stringent safety standards, in line with legislation and mandatory requirements.

**Learning and development**

Volunteers and staff members receive a thorough organisational induction, screening and role specific training upon joining, continuing throughout their career. This includes access to formal progression training such as Certificate 4 in Front Line Management, together with structured training in areas such as workplace health and safety, bullying and harassment awareness and child and vulnerable people protection.

**Surveys**

In a shift from generic member surveys, individual units commenced separate surveys to provide targeted insight into member perception, expectations and customer service. Outcomes include:

- Measurement of current service levels
- Identification of areas for improvement
- Understanding the things we do well and those that need further development

Survey results facilitate the refinement of practices appropriate to each area, which continues through 2014.

**Open communication**

The ‘Your Voice’ two-way communication channel provides multiple opportunities for direct dialogue with members by email, mail or over the phone. Members are encouraged to give feedback and make suggestions on how we can better support the community, as well as members themselves.

This communication channel is an important engagement mechanism, especially through periods of Strategic Plan major project activity, and as such will continue to be promoted to members.
## WHAT WE DO

### AVERAGE AGE:

- **33**
- **60+: 18%**
- **50-59: 9%**
- **30-39: 8%**
- **40-49: 7%**
- **30-39: 8%**
- **26-29: 5%**
- **18-25: 16%**

### AVERAGE TENURE:

- **6 YEARS**
- **0-1: 40%**
- **2-3: 23%**
- **4-5: 9%**
- **6-10: 12%**
- **11-20: 8%**
- **20+: 8%**

### GENDER

- **FEMALE: 61%**
- **MALE: 39%**

### OUR PEOPLE CONTINUED

#### VOLUNTEERS

- **2,015 VOLUNTEERS**
- **849 OPERATIONS VOLUNTEERS**
- **754 CADETS**
- **412 COMMUNITY CARE VOLUNTEERS**
- **9 BOARD MEMBERS**

### STAFF

- **61.4 Staff members full time equivalent (79 total)**

#### GENDER

- **FEMALE: 73%**
- **MALE: 27%**

#### ACTIVITY SPLIT

- **SOCIAL ENTERPRISE**
  - Marketing: 2
  - Education and Products coordination/admin/sales: 14
  - Trainers: 15.7

- **SUPPORT STAFF**
  - Accounting: 5
  - CEO Office: 2
  - HR and administration: 2.5
  - Information Technology: 2
  - Property: 2

#### TURNOVER

- **FEMALE: 48%**
- **MALE: 52%**

#### PROGRAM DELIVERY

- Community Care: 8.6
- Programs and Community Education: 4
- Volunteer Services: 3.6

#### PROGRAM DELIVERY

- **AVERAGE AGE: 47**
- **UNDER 18: 0%**
- **18-25: 3%**
- **26-29: 8%**
- **30-39: 15%**
- **40-49: 25%**
- **50-59: 40%**
- **60+: 18%**

- **AVERAGE TENURE: 6 YEARS**
- **0-1: 28%**
- **2-3: 24%**
- **4-5: 13%**
- **6-10: 15%**
- **11-20: 16%**
- **20+: 4%**
SPOTLIGHT
Starting out as a Cadet, Darren exemplifies how giving time to help others can be the start of a journey with St John of great personal reward.
THANK YOU TO OUR AMAZING PEOPLE

St John’s valued services could not be achieved without the great energy and spirited commitment of all our members.

Volunteers who have been there when help is needed, youth members adding vibrancy and enthusiasm, dedicated Board members and staff, and respected members of the Order who have given unparalleled service and dedication – you make us who we are.

You are an amazing asset to both St John and the community; South Australia is a better place because of your work.

SERVICE AWARDS

The outstanding dedication and commitment that volunteers, trainers and staff provide to the organisation and the community are recognised through the annual Awards Day Ceremony held in the grounds of Government House. In attendance His Excellency Rear Admiral the Honourable Kevin Scarce AC CSC RANR Governor of South Australia and St John Deputy Prior, key Government figures, together with St John Board and Executive management representatives.

This is a special opportunity to thank individually those who have given extraordinary amounts of dedication to the people of South Australia through St John.

Awards include the Margaret Corkhill Encouragement Award to the member best typifying commitment to St John, and the Mark Compton Prize awarded to the Cadet who during the year achieved the best results in the State while working towards their Knowledge of the Order proficiency badge. This year also saw one Silver and two Bronze Commendations for high or noteworthy achievement. 2013 also saw the introduction of Save A Life Awards presented to members of the public who contribute through the application of first aid skills to saving the life of another.
SERVICE AWARD RECIPIENTS

OPERATIONS

2nd Gilt Laurel Leaf
60 years of service
Clifford Wright

Gilt Laurel Leaf
52 years of service
Lynette Dansie
Noel Hender
Thelma Sandercock

6th Bar/3rd Gilt
42 years of service
Doris Bleby
Christine Brown
Robert Dale
Raymond Greig

5th Bar/2nd Gilt
37 years of service
Allen Burns
Alan Edge
Julienne Feast
Malcolm Hancock
Jonathan Jaensch
Robert Menadue
Ross Parkinson
Lynette Richards
Elke Unger
Beverly Walker

4th Bar/1st Gilt
32 years of service
Kenneth Cunningham
Peter Gilbertson
Johannes Halman
Julie Marshall
Linda McCullum
Kevin Stanton
Elke Unger

3rd Bar
27 years of service
Karen Bastian
Gabrielle Brook
Douglas Dippy
Sharon Dippy
Peter Gilbertson
Elizabeth Groom
Peter Heysen
Doreen Hodgson
Donald Ireland
Arron Jones
Marjorie Raymond
Kevin Stanton
Raylene Thomas
Neil Uzzell
John Vandebeur

2nd Bar
22 years of service
Shane Bolton
Ashley Hack
Joan Ramsay
Ranald Ramsay
Judith Saffin
Kevin Steeke
Simon Walter
William Wooldridge

1st Bar
17 years of service
Tori Butler
Timothy Doult
Brian Forgan
Jayne Gelston
Nancy Gilboy
Peter Jackson
Lorraine Jenner
Janet Neumann
Sandie Oehms
Alan Orrock
Joan Ramsay
Ranald Ramsay
Romain Smith
Peter Spencer
Lorrae Summers

Glenys Tulett
Helen Walker
Gabrielle Young

Service Medal of
the Order of St John
12 years of service
Tamara Berta
Bruce Clayson
Eric Cloosterman
Allan Dandridge
Shane Durkin
Alicia Geyer
Janet Greenfield
David Hamilton
Frances Jarrad
Eileen Jones
Gail MacLucas
Judith McDiarmid
Melissa Oudshoorn
George Papadopoulos
Allison Perini
Kerri Rae
Robyn Whittle
Emma Wohlers
Carolyn Yates
Kelly Young

9 Year Service Award
Emma Adams
Rebecca Blight
Melissa Bridgman
Dion Cock
Peter Crouch
Maureen Dubois
Trevor Fridd
Jonathan Geyer
Elise Hawke
Amelia Thorpe
Danielle Modistach
Scott Modistach
Daniel Pipe
Katherine Seifert
Martina Stoeger
Tracey Whelan

St John Ambulance Australia SA Inc Annual Report 2013/14
Silver Commendation
Andrew Inglis

Bronze Commendation
Sheila Hayes
Daniel Symons

Margaret Corkhill Encouragement Award
John McCallum

CADETS
Cadet Leader of the Year
Tammy M

Cadet of the Year
Jonathan Q

The Mark Compton Prize
Cameron B

Grand Prior’s Badge
Alia C
Brian G
Jessica JI
Kayla M
Carina StC
Gareth S
Jordan V
Thomas W

COMMUNITY CARE
1st Bar
17 years of service
Laura Carbone

Service Medal of the Order of St John
12 years of Service
Elizabeth Bolton
Beverley Cocker
Sally Downey
Susan Haywood
Hilde Jakubowski
Leon Jakubowski
Jutta Millar
Sandra Monnier
Nirmala Puvan
Kelvin Raethel
Delicia Wall
Svetlana Zivkovic

9 Year Service Award
Ann Barton
Julianne Camplin
Henry Doherty
Kathy Lockett
Elizabeth Magarey
Molly Thompson

TRAINING
Robert Britten-Jones Award
Christine Whales

Training Commendations
Kate Denley
Russell Dippy
Kathlene Doult
Catalina Gamble
Helen Kubenk
Trevor Menadue
Christine Partington
Joanna Rees
David Walker

STAFF AWARDS
10 Year Service
Kathlene Doult
Alan Edge

5 Year Service
Alisha Durber
Karen Rae
Sharyn Mitten
Keiren Mahoney

COMMUNITY AWARDS
Bendigo Bank SYC
Young Leader Award
Naomie Doul
Megan Meredith
Nicole Rowe
John Russell
Jordan Visintin

PUBLIC AWARDS
St John Save A Life Award
Clyde Barber
Tom Byrne
Roy Chesters
Piers Robertson
Austin Rugless
William Welford
Alex Wilson
WHAT WE DO

DEPUTY PRIOR
His Excellency K Scrase
AC CSC RANR

BAILIFF GRAND CROSS
Professor V R Marshall AC

KNIGHT/DAME
Dr B E Ancell AM
Prof. P A Arbon AM
Mr B J Bartlett PSM
Dr F H Bridgewater OAM
Mr G L Coombes AM
Dr J L Crompton RFD
Mrs L A Dansie
Dr G A Davies AM RFD ED JP
Mrs R Denham OAM
Dr R M Edwards OAM
Dr B J Fotheringham AM
Mr R J Greig OAM
Mr D C Heard
Mrs M Jackson-Nelson AC CVO MBE
Mr V W Kollosche
Sir E Neal AC, CVO
Lady Neal AM
Mrs M A Nunn
Mrs E Scarce
Mr R J Lavo LVO QPM

COMMANDER
Mr P R Hawkins
Mrs A L Andersen
Mr B G Battersby
Mr R S Beak
Mrs M Beard
Mr P A Bird
Mr G B Brewer
Mr D J Bridges
Dr R Britten-Jones AO

OFFICER
Mr A J Edge
Dr B G Alcorn
Mr M L Allen
Mrs K Allen
Dr C O Auricht

members of the order of st john

Most Venerable Order of the Hospital of St John of Jerusalem, more commonly known as the Order of St John, is an order of chivalry established in 1888 by Queen Victoria, with Queen Elizabeth II now presiding as Sovereign head.

Venerable means ‘entitled to deep respect’ (Oxford English Dictionary). Members of St John, if they give long and meritorious service to the organisation, can be admitted to the Order of St John.

Membership is determined by way of an annual nomination process against established criteria, with the Grand Prior presiding over admissions, and over promotion through the various Order ranks from Member to Knight Grand Cross. Admittance to the Order is a great honour, and those listed represent our South Australian members.

Deputy Prior
His Excellency K Scrase
AC CSC RANR

Bailiff Grand Cross
Professor V R Marshall AC

Knight/Dame
Dr B E Ancell AM
Prof. P A Arbon AM
Mr B J Bartlett PSM
Dr F H Bridgewater OAM
Mr G L Coombes AM
Dr J L Crompton RFD
Mrs L A Dansie
Dr G A Davies AM RFD ED JP
Mrs R Denham OAM
Dr R M Edwards OAM
Dr B J Fotheringham AM
Mr R J Greig OAM
Mr D C Heard
Mrs M Jackson-Nelson AC CVO MBE
Mr V W Kollosche
Sir E Neal AC, CVO
Lady Neal AM
Mrs M A Nunn
Mrs E Scarce
Mr A J Lavo LVO QPM

Commander
Mr P R Hawkins
Mrs A L Andersen
Mr B G Battersby
Mr R S Beak
Mrs M Beard
Mr P A Bird
Mr G B Brewer
Mr D J Bridges
Dr R Britten-Jones AO

Officer
Mr A J Edge
Dr B G Alcorn
Mr M L Allen
Mrs K Allen
Dr C O Auricht

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Thank you to the many generous individuals and organisations that have supported us this year with financial and in-kind support.

**COMMONWEALTH, STATE AND LOCAL GOVERNMENT AUTHORITIES**
We record our appreciation for the assistance received. Your support has allowed us to move forward in our commitment to help the people of South Australia.

**VOLUNTEERS AND THEIR FAMILIES**
Sincere gratitude to families and workplaces of our amazing volunteers for your continued support - St John simply wouldn’t exist without them.

**COMPANIES, ORGANISATIONS AND INDIVIDUALS**
We record our appreciation to the many companies, organisations and individuals that have provided assistance during the year.
- Australian Executor Trustees
- Bendigo Bank
- BGC Contracting
- BOC Ltd
- CMV Foundation
- Commonwealth Bank of Australia
- Lawson Risk Management
- Pelican Point Power Ltd
- PricewaterhouseCoopers
- Zippy Cleaning and Maintenance Pty Ltd

**LEGACIES AND BEQUESTS**
Thank you to the many people who have chosen to make a lasting difference with a legacy or bequest to help others through the work of St John. This generosity allows us to plan for the future, and continue our services for generations to come.
- Colin Cedric Graefe (Estate)
- Jean Guiver (Estate)
- Douglas Obst (Estate)
- Oliver & Stella Raymond Trust
- W Tiedeman Estate
- Mildred Tanner Estate

**STATE VOTE OF THANKS**
The State Vote of Thanks recognises outstanding achievement or contribution to the work of St John Ambulance Australia by a non-member or organisation, and is awarded alongside admissions to the Order.

St John has conveyed this special State Vote of Thanks to the following:
- Fasta Pasta
## Members

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<th>2012/13</th>
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<td>Event Health Services adult volunteers</td>
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<td>915</td>
<td>1043</td>
<td>907</td>
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<tr>
<td>Event Health Services volunteer trainers*</td>
<td>96</td>
<td>86</td>
<td>135</td>
<td>120</td>
</tr>
<tr>
<td>Cadets and juniors</td>
<td>754</td>
<td>805</td>
<td>863</td>
<td>751</td>
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<tr>
<td>Social inclusion programs adult volunteers</td>
<td>412</td>
<td>450</td>
<td>437</td>
<td>410</td>
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<tr>
<td>Members of the Order</td>
<td>526</td>
<td>534</td>
<td>543</td>
<td>564</td>
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<td>Historical Society members</td>
<td>44</td>
<td>45</td>
<td>41</td>
<td>42</td>
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<tr>
<td>Youth Council members</td>
<td>10</td>
<td>9</td>
<td>11</td>
<td>10</td>
</tr>
<tr>
<td>Staff (full time equivalent, including paid Trainers)</td>
<td>61.4</td>
<td>76</td>
<td>73</td>
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## Qualifications (Volunteer First Response)*

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<th>2010/11</th>
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<td>Preliminary First Aiders</td>
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<td>306</td>
<td>404</td>
<td>427</td>
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<td>First Aiders</td>
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<td>First Responders</td>
<td>463</td>
<td>441</td>
<td>521</td>
<td>584</td>
</tr>
<tr>
<td>Advanced Responders</td>
<td>78</td>
<td>62</td>
<td>46</td>
<td>32</td>
</tr>
<tr>
<td>Healthcare Professionals</td>
<td>138</td>
<td>140</td>
<td>151</td>
<td>104</td>
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## Locations

<table>
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<th>2012/13</th>
<th>2011/12</th>
<th>2010/11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event Health Services adult Divisions</td>
<td>40</td>
<td>41</td>
<td>43</td>
<td>50</td>
</tr>
<tr>
<td>Cadet Divisions</td>
<td>29</td>
<td>33</td>
<td>33</td>
<td>34</td>
</tr>
<tr>
<td>Total Divisions</td>
<td>80</td>
<td>74</td>
<td>76</td>
<td>84</td>
</tr>
<tr>
<td>Regions</td>
<td>9</td>
<td>7</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>Public training locations</td>
<td>28</td>
<td>25</td>
<td>26</td>
<td>24</td>
</tr>
<tr>
<td>Community Care geographic locations</td>
<td>7</td>
<td>7</td>
<td>7</td>
<td>7</td>
</tr>
</tbody>
</table>

(Burnside, Marion, Enfield, Norwood, Northern, Western, Onkaparinga)
### VOLUNTEER HOURS

<table>
<thead>
<tr>
<th>Hours</th>
<th>2013/14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event first aid duty hours*</td>
<td>89,378</td>
</tr>
<tr>
<td>Training hours*</td>
<td>78,878</td>
</tr>
<tr>
<td>Community Care hours</td>
<td>28,190</td>
</tr>
</tbody>
</table>

### VALUE OF VOLUNTEERING HOURS**

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>First aid and healthcare services^</td>
<td>$5,269,778</td>
</tr>
<tr>
<td>Social inclusion programs</td>
<td>$882,911</td>
</tr>
<tr>
<td>Total value of volunteering hours</td>
<td>$6,152,689</td>
</tr>
</tbody>
</table>

### COMMUNITIES HELPED

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Events and emergencies attended*</td>
<td>3,202</td>
</tr>
<tr>
<td>Patients treated*</td>
<td>12,056</td>
</tr>
<tr>
<td>Social inclusion clients</td>
<td>456</td>
</tr>
<tr>
<td>School children First Aid trained</td>
<td>11,361</td>
</tr>
</tbody>
</table>

### EDUCATION AND PRODUCTS

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public &amp; community first aid training hours</td>
<td>283,322</td>
</tr>
<tr>
<td>Certificates issued</td>
<td>55,630</td>
</tr>
<tr>
<td>First Aid kits and equipment in South Aussie homes, workplaces &amp; cars</td>
<td>$1,696,841</td>
</tr>
</tbody>
</table>
ECONOMIC CONTRIBUTION IN SOUTH AUSTRALIA

$2,360,000 Net savings to emergency departments
$170,000 Time saved not going to hospital
$30,000 Reduced pain and suffering
$5,270,000 Lives saved
$7,800,000 Total first aid provision

$6,190,000 Value of services provided
$6,280,000 Value of healthy life gained
$12,500,000 Total first aid education

$70,000 Public Access Defibrillation
$990,000 Community care

$8,700,000 Direct gross output
$3,900,000 Indirect gross output
$12,600,000 Total gross output

84.2 Total employment (persons, FTE)

$23,800,000 Total economic value

Note: Total excludes community care and first aid training services, as these are counted under gross output.
Source: The economic and social contribution of St. John Ambulance Australia 2008-09 report by Access Economics
*Based on calendar year
**Calculations for 2013/14 based on 2010 average wage rate by hour of $27.45 as published in ‘Economic Value of Volunteering in South Australia’, a report by Duncan Ironmonger from the Households Research Unit, Department of Economics, escalated by the % increase in average weekly earnings for 2011, 2012 and 2013 as per the ABS Time Series Workbook 6302.0 Average Weekly Earnings, Australia.
Calculations for 2011/12, 2010/11 based on 2010 average wage rate by hour of $27.45 as published in ‘Economic Value of Volunteering in South Australia’ report by Duncan Ironmonger
*Includes duty and training
WHAT WE DO

SUPPORT ST JOHN,
SUPPORT YOUR COMMUNITY
GET INVOLVED

VOLUNTEER
Volunteers find real joy in helping people. Whether you prefer one-to-one connections, enjoy being out and about, or would rather be behind the scenes, there’s a volunteer experience for you.
To give a little back visit www.stjohnsa.com.au/get-involved or call 1300 360 455

GET THE SKILLS TO SAVE A LIFE
Become one of the many South Australians who have the first aid skills to help a loved one, friend or passer-by. In many cases death or serious injury can be avoided with basic first aid intervention.
Find the right course www.stjohnsa.com.au/training training or call 1300 360 455

STAFF TEAM
As a not for profit organisation our staff work hard to ensure our organisation is in the best possible shape to provide sustainable and relevant programs, and support volunteers in our humanitarian work for the South Australian community.

MAKE A DONATION
If you believe in the positive work of St John please show your support by donating. You can choose to make a regular gift, single donation or a bequest. Whatever you give will go directly to supporting the work of volunteers.
Visit www.stjohnsa.com.au donate or call 1300 360 455

GRAB A FIRST AID KIT
Make sure you have the right kit to hand in case of emergency. Resources in homes, cars and workplaces are vitally important to community resilience, and proceeds support community services.
Find the right kit for you visit www.stjohnsa.com.au/shop or get some expert advice on 1300 360 455

Education and product sales fund our community services – first aid care for the public at events, first aid education initiatives for the underprivileged, First Aid in Primary Schools program, social inclusion programs for the isolated, and youth development programs.
GOVERNANCE

REGULATORY AND LEGISLATIVE ENVIRONMENT
STRUCTURE
GOVERNANCE STATEMENT
RISK MANAGEMENT
PEOPLE
SUSTAINABILITY
FINANCIALS
St John operates within the highly regulated not for profit, healthcare, and education and training (VET) sectors. We adhere to all relevant codes of practice, laws and licence agreements which govern these environments:

**INCORPORATED ASSOCIATION**
Operating not-for-profit with a formal legal structure under the Associations Incorporation Act 1985.

**REGISTERED CHARITY**
Australian Charities and Not-for-Profits Commission (ACNC) registered in compliance with the Charities Code of Practice.

**ROYAL CHARTER**
Granted to the Order by Queen Elizabeth II.

**REGISTERED TRAINING ORGANISATION (RTO)**
Australian Skills Quality Authority (ASQA) regulatory body within the Vocational Education and Training (VET) sector. RTO number 88041.

**PUBLIC BENEVOLENT INSTITUTION (PBI)**
Australian Charities and Not-for-profits Commission (ACNC) registered.

**DEDUCTIBLE GIFT RECIPIENT (DGR)**
Status awarded by the Australian Taxation Office (ATO) to receive income tax deductible gifts and deductible contributions.

**INCOME TAX EXEMPT CHARITY (ITEC)**
Status awarded by the Australian Taxation Office (ATO) exempt from Income Tax and income tax returns.

**NOTICE OF ENDORSEMENT FOR CHARITY TAX CONCESSIONS**
Status awarded by the Australian Taxation Office (ATO).

**CODE OF CONDUCT (FIRST AID SERVICES AND HEALTH CARE)**
Health professionals (Doctors, Registered and Enrolled Nurses) adhere to the registration standards of the Australian Health Practitioner Regulation Agency (AHPRA). Health practitioners, including Paramedics, not within the ambit of AHPRA adhere to the Code of Conduct for Unregistered Health Practitioners under Health and Community Services Complaints Commissioner (HCSCC).

We continually monitor compliance with regulatory requirements and ethical standards to ensure accountability to the community, stakeholders and regulatory bodies.

**ESSENTIAL GOVERNANCE**

**Bank:** Westpac Banking Corporation

**Solicitors:** Cowell Clarke (property and constitutional matters), Piper Alderman (Child Protection matters), Fox Tucker (Commercial matters)

**Honorary Solicitor:** Richard McNeill, Cowell Clarke

**Auditors:** PricewaterhouseCoopers

**Investment Advisor:** Shadforth Financial Group Limited

**Insurance Advisor:** Aon Insurance

**Australian Business Number (ABN):** 42 947 425 570

**PRODUCTS – FIRST AID KITS AND EQUIPMENT**
TGA approved (Therapeutical Goods Act).
Workplace kits conform to Worksafe and SafeWork SA Code of Practice.

**Drug license - Schedule 2, 3 and 4:** Authorised by Government of South Australia Department of Health to possess, store and administer controlled substances (medications) using approved organisational clinical protocols, guidelines and standing orders.

**CHARITABLE FUNDRAISING LICENSES**
Office of the Liquor and Gambling Commissioner – License held; Collections for Charitable Purposes Section 6 and section 7.
License – Number CCP27
St John Ambulance Australia is part of the global humanitarian organisation the Order of St John which works to improve the health and wellbeing of people across the world.

The Order of St John is a major international charity, accredited to the United Nations, whose establishments provide first aid, health care and support services in over 40 countries around the world.

St John Australia-wide is active within all states and territories as part of a federated structure governed by the St John Australia National Board who determine national policy and set directions for the St John organisation across Australia.

Within SA we form part of that federated structure and are governed by a Board of Directors. Directors are responsible to the members for the performance of the incorporated association ensuring St John is appropriately managed and provides leading first aid and community services consistent with the culture and values of the Order of St John.

St John in SA, along with all the other St John States and Territories, provides a monthly contribution to the St John Ambulance national office to cover the costs of St John Australia being part of the international Order of St John and the common services provided by the National Office to States and Territories, including developing and maintaining training, assessment and e-learning resources, publications, cadet and junior resources and standards and guidelines, maintaining our RTO registration, undertaking new product development and managing the sourcing of first aid kits and equipment. St John SA benefits in that the costs of these functions are shared among all 8 States and Territories. The monthly contributions are calculated primarily on first aid income. South Australia’s contribution is 8.5% of the total national office budget.
GOVERNANCE STATEMENT

The Directors of St John Ambulance Australia (SA) Inc are responsible to the members for the performance of the incorporated association. The focus of the Board is to ensure St John 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. 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 Executive Management team. We abide by our constitution (Rules of the Association) which provides essential guidelines in the principles and operating practices for our organisation, available to view at www.stjohnsa.com.au/about-us/governance

STANDARDS
These standards identify governance requirements for the Board as defined in One St John policies and standards - Corporate Governance Standards.
1. Board and management roles and responsibilities are clearly defined and separated.
2. Board has processes in place for determining strategic direction.
3. Board has processes in place to monitor progress, including reporting against performance measures.
4. Board has systems in place for ensuring compliance with regulatory and legal obligations.
5. Board identifies all major risks for the St John entity so they can be managed.
6. Induction programs are in place for all new Board members.
7. Board members regularly review their performance individually and as a Board.
The Board Chairman is accountable for standards.

RESPONSIBILITIES
The Board fulfils its primary role by:
• Formulating the Strategic Plan in conjunction with the Chief Executive Officer and Executive Management.
• Selecting, appointing, guiding and monitoring the performance of the Chief Executive Officer.
• Developing and maintaining ethical standards.
• Ensuring succession planning is in place for the role of the Chief Executive Officer and Executive Management positions.
• Approving operating and capital budgets formulated by the Chief Executive Officer and Executive Management.
• Monitoring management’s progress in achieving the Strategic Plan.
• Monitoring financial performance, including management’s adherence to operating and capital budgets.
• Identification of significant business risks and ensuring effective strategies are in place to manage those risks.
• Ensuring adequate systems of internal control to address risk management together with appropriate monitoring of compliance activities.
• Putting in place a suite of delegations, policies and procedures.
• Ensuring financial viability, solvency and sustainability.
• Ensuring compliance with relevant legislation and regulations.
• Advocacy role whenever and wherever necessary.
RISK MANAGEMENT

St John is committed to achieving strategic objectives through appropriate management of risk. A comprehensive risk management framework with consequence table and likelihood rating is being developed to identify and evaluate significant risks and issues which, together with sound risk management practices, help us take advantage of opportunities while also mitigating threats to objectives and operations.

The consequence table focusses five areas of risk:
- Reputation
- Financial
- Products/services
- Clinical governance
- People/WHS

A clinical governance review has commenced and will be completed in 2013/14 to ensure best practice in relation to clinical practices for the organisation in line with the Clinical Code of Practice. Clinical governance can be broadly defined as being able to assure stakeholders of the quality and safety of care provided within the organisation.

Further, a risk management review in relation to event management has commenced to strengthen event risk assessment practices.

ACCOUNTABILITY

As an independent charity we are committed to demonstrating our value to stakeholders, members, clients and the wider community, so they understand how we are making a difference, and that our funds are managed in the most effective way.

This is particularly relevant with the regulatory reform on the horizon and the ACNC push to build sector confidence. We have embraced sector reform and work hard to openly and honestly report performance and community value so that people and businesses can trust our services are well used and of significant value to the community.

We maintain an acute awareness of the regulatory environment. Regular consultation with legislators and key agencies ensures both our stakeholders and ourselves are not disadvantaged by changes in the not for profit sector. This is achieved through attendance at sector best practice information sessions and seminars, alignment with best practice organisations, direct dialogue with regulators, and peer consultation.

INDEPENDENT ADVICE

The Board and Board committees have access to legal, investment and taxation advice. In particular, the Board has engaged PricewaterhouseCoopers (PwC) as auditors, with work undertaken in best business practice benchmarking.

Additionally the Audit Risk and Compliance Committee includes external members providing independent expertise, and is charged with oversight of financial reporting and disclosure, and oversight of regulatory compliance and risk management activity.

REPORTING

We have fundamentally changed how we operate with a focus on transparency and qualitative stakeholder reporting providing meaningful data over services and impact. This has been achieved through the introduction of dashboard reporting and annual reporting to stakeholders.

We will continue to take advantage of evolving technology to effectively report to stakeholders. This theme has continued with the online production of the Annual Report, which brings the benefits of instant access, longevity, and reduced production costs.

As a service provider we are accountable for the expenditure of Australian Government funding, and funding for Commonwealth HACC services must be spent as required by the Aged Care Funding Agreement. We are required to operate within the reporting framework set out in the Aged Care Funding Agreement which allows the Department to monitor service provider accountability and the effectiveness of service delivery.
RECOGNITION

St John Ambulance SA was pleased to be recognised as one of 10 finalists in the revenue $5m to $30m category in the 2013 PwC Transparency Awards for the quality and transparency of our reporting. The awards represent best practice across the not-for-profit sector and provides a benchmark for complete and quality reporting.

The St John Annual Report 2012/13 also won a Silver Award in the prestigious Australasian Reporting Awards. The Australasian Reporting Awards (ARA) is the largest and most comprehensive awards process which assesses annual reports submitted by listed companies, private companies, government departments and not-for-profits.

This is significant national endorsement of our honest communication and accountability around our services, governance, finances, long-term aspirations, and clarity around our impact.

STRATEGIC MANAGEMENT

Our Strategic Plan 2012-17 is a comprehensive set of activity which coordinates and aligns activity with our mission and vision, and ensures common goals for all. Planning is undertaken at an organisational level to set priorities and focus resources, all with a focus on the future.

The framework adopted allows us to continually assess and adjust areas of focus against community need and emerging issues. This is achieved through a manual scorecard of progress against activity which will move to a digital dashboard format through 2013/14. Importantly employee Key Performance Indicators and Business Unit Plans align with strategic outcomes, creating a fully integrated framework.

The Strategic Plan is also an important platform used to clearly articulate our goals to members and the wider community, and can be found online.

COMMITTEES

To enable the Board to properly discharge its responsibilities and duties, certain responsibilities have been delegated to Board sub-committees. The creation of sub-committees does not reduce the directors’ overall responsibility and therefore all sub-committees must report and make recommendations to the Board, including any issues that may arise.

Each board sub-committee acts in accordance with its respective Terms of Reference.

AUDIT RISK AND COMPLIANCE COMMITTEE

The primary objective of the committee is to assist the Board in fulfilling its responsibilities in regard to audit, accounting and reporting obligations, business risk management, compliance with legal and regulatory obligations, management of investment portfolio, and facilitating the organisation’s ethical development, aided by the review of standing agenda items. The committee includes three specialist external members with relevant experience for the functions of the Audit Risk & Compliance committee (two year appointment with right of reappointment). External representatives receive remuneration for meetings attended.

Karen Limb (Chair)  Treasurer
Jeremy Kells  (external representation)
Nicholas Chin  (external representation)
Claudine Law  (external representation)

Standing invitation:
Sharyn Mitten  Chief Executive Officer
Jerie Schmidt  Chief Financial Officer/General, Manager Shared Services
Kerry Whitehead  General Manager Programs & Community Engagement
## AUDIT RISK & COMPLIANCE COMMITTEE STANDING AGENDA ITEMS

Without limiting the scope of the Committee, standing agenda items are reviewed according to the following schedule.

<table>
<thead>
<tr>
<th>No.</th>
<th>Agenda item</th>
<th>Aug 13</th>
<th>Sep 13</th>
<th>Oct 13</th>
<th>Dec 13</th>
<th>Feb 14</th>
<th>Apr 14</th>
<th>May 14</th>
<th>June 14</th>
<th>On-going</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Auditors Planning audit/audit fee (April) and signing (September)</td>
<td></td>
<td>✔</td>
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<td></td>
<td>✔</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Investment advisors and managers</td>
<td></td>
<td></td>
<td>✔</td>
<td>✔</td>
<td></td>
<td>✔</td>
<td></td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>IT systems advisors on IT systems plan, disaster recovery plan and business continuity plan</td>
<td></td>
<td></td>
<td></td>
<td>✔</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Financial Statements Annual Financial Statements</td>
<td>✔</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>5</td>
<td>Annual report Concept May, finalised Oct</td>
<td></td>
<td>✔</td>
<td></td>
<td>✔</td>
<td></td>
<td></td>
<td></td>
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<td>✔</td>
</tr>
<tr>
<td>6</td>
<td>Legal Review of legal, regulatory and contractual compliance of obligations, charity licences, annual association information</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✔</td>
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<tr>
<td>7</td>
<td>Tax Tax obligations and related work/controls</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✔</td>
<td></td>
<td></td>
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<tr>
<td>8</td>
<td>Budget Annual budget</td>
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<td></td>
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<td></td>
<td></td>
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<tr>
<td>9</td>
<td>Risk assessment Risk assessment, risk weighting and referenced to the controls in place to mitigate the risks</td>
<td></td>
<td></td>
<td>✔</td>
<td></td>
<td>✔</td>
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<td></td>
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</tr>
<tr>
<td>10</td>
<td>Audit / Management Reports Auditor and/or other management reports or fraud, theft, policy and internal control breaches (as they arise)</td>
<td></td>
<td></td>
<td></td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>11</td>
<td>Approval limits</td>
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<td></td>
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<tr>
<td>12</td>
<td>Insurances</td>
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</tr>
<tr>
<td>13</td>
<td>Leases Property leases, costs commitments and any covenants (once or as major new leases are entered into)</td>
<td></td>
<td></td>
<td>✔</td>
<td></td>
<td>✔</td>
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<td>✔</td>
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<tr>
<td>14</td>
<td>Accounting policies (once, or as there are changes to accounting standards)</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
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</tr>
<tr>
<td>15</td>
<td>Investment policies (to align with visits by advisors)</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
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</tr>
<tr>
<td>16</td>
<td>Bank arrangements, including any guarantees, covenants or arrangements (link to approvals review, and authorised signatories lists)</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>17</td>
<td>Any financial commitments (as they arise)</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>18</td>
<td>Sensitive issues, and special projects (as they arise)</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>19</td>
<td>Ethics policy</td>
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<tr>
<td>20</td>
<td>Membership issues (where relevant)</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>21</td>
<td>Sanction audit review</td>
<td>✔</td>
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<td>✔</td>
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<td>✔</td>
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</tr>
<tr>
<td>22</td>
<td>Environmental Policy &amp; Plan</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
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</tr>
<tr>
<td>23</td>
<td>Changes to Not for profit Sector legislation</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
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<td>✔</td>
<td>✔</td>
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</tr>
</tbody>
</table>

Status Generally: ✔ Reviewed/actioned ✔ Work commenced ✔ Substantial work required/not yet completed
COMMUNITY CARE COMMITTEE

The committee monitors programs and service delivery to ensure continuing high quality activities that are consistent with St John objectives and also result in effective outcomes for clients, volunteers and staff; promotes Community Care and its activities within the community and St John; provides support where necessary to ensure that each client has access to an advocate of his or her choice; recommends policy and associated procedures; develops proposals for new activities and services in response to community need.

Bronte Weeks Chair of Community Care (Chair)
Kerry Whitehead General Manager Programs & Community Engagement
Sanna Brannan Team Leader Community Care
Lynn Richards Staff Representative Community Care
Heather Linton Client Representative
Patricia Sharp Client Representative
Julie Marshall Volunteer Representative
Mari Lowden Volunteer Representative
Victor Kollosche Community representative
Nina Telford Multicultural Aged Care (external agency) representative

COMMISSIONER’S ADVISORY GROUP

The Commissioner’s Advisory Group is comprised of senior Operations Branch State Officers, representing the operational, cadets/youth and medical standards areas. The Chief Executive Officer is a permanent member of the Group whom in addition to routine participation intentionally provides a direct communications relationship with the commercial business and to the Board.

Ray Greig Commissioner (Chair)
Peter Jackson State Superintendent
Robert Elliott State Professional Officer
Darren Daff Group Leader Youth Engagement & Development
Sharyn Mitten Chief Executive Officer
Kerry Whitehead General Manager Programs & Community Engagement
Maureen Dubois Minute secretary

PROPERTY REVIEW COMMITTEE

The board sets the direction for the long term management of the property portfolio. Additionally the St John property policy specifies that a review of the property portfolio takes place every five years. In line with the above a working party, including an external specialist, has been formed and work is underway. The review will consider property condition, structure and general maintenance, energy efficiency, location, level of occupancy, and long term member and community needs.

Andrew McLachlan Chairman (Chair)
Garry Coombes Chair of Training
Ray Greig Commissioner
Bronte Weeks Chair of Community Care
Sharyn Mitten Chief Executive Officer
Jerie Schmidt Chief Financial Officer/General Manager Shared Services
NOMINATIONS COMMITTEE
The committee reviews nominations by existing members for admission/promotion to the Order of the Hospitaliers of St John of Jerusalem, Priory Australia (the Order). The committee meets in January each year to review nominations and then meets in early March with our Deputy Prior, the Governor of South Australia, to formalise nominations to go forward to the St John Australian Priory for consideration by the National Investigation Committee.

Andrew McLachlan  Chairman (Chair)
Bronte Weeks  Chair of Community Care
Garry Coombes  Chair of Training
Ray Greig  Commissioner
Sharyn Mitten  Chief Executive Officer

REGIONAL DEVELOPMENT COMMITTEE
Set the direction for future services in regional areas through the development of a new strategic plan; the development of an integrated regional development service delivery model tailored to regional communities’ needs and which takes account of national initiatives towards fostering community resilience; builds capacity to better engage with communities.

Andrew McLachlan  Chairman (Chair)
Sharyn Mitten  Chief Executive Officer
Garry Coombes  Chair of Training
Ray Greig  Commissioner
Jerie Schmidt  GM Shared Services

REMUNERATION COMMITTEE
The committee ensures remuneration arrangements support the strategic aims of St John and enable the recruitment, motivation and retention of senior executives while complying with requirements of regulatory and governance bodies, satisfying the expectations of members and remaining consistent with the expectations of the wider employee population.

Andrew McLachlan  Chairman (Chair)
Glenn Docherty  Deputy Chair
Mal Hyde  Director
Phillip Mills  Director
We are governed by a Board of Directors made up of community and business leaders with a strong sense of community service who are committed to the principles of corporate governance in terms of responsibility, self-regulation, prudent management of funds and best practice. All positions are voluntary whereby the members freely donate time and professional expertise.
MAL HYDE AO APM OSJ
Co-opted Member
Appointed November 2011
Mal has recently retired as the Commissioner of Police in South Australia, a position he held since 1997. His past professional memberships have included Member of the Australian Crime Commission, Member of the Australian and New Zealand Advisory Agency and Member of CrimTrac. Currently he is a Fellow of the Australian Institute of Company Directors, a member of the UniSA Business School Advisory Board and a member of other boards, including Bedford Industries. He has been awarded the Officer of the Order of Australia, the Australian Police Medal, the National Medal, the Victorian and South Australian Police Service Medal, and the SA Police Leadership and Efficiency Medal. Mal is also an Officer of The Order of St John Ambulance.

RAY GREIG OAM KStJ
Commissioner
Appointed June 2008
Retired June 2014
Ray is a Member of the Institution of Engineers Australia, Australian Institute of Company Directors and Australian Institute of Emergency Services. He is a Foundation Member of the UniSA Alumni Association. He has been awarded an Order of Australia Medal, Centenary of Australia Medal, National (Emergency Services) Medal and is a Knight of The Order of St John Ambulance. He has been a longstanding member of the State Response Advisory Committee, the State Search & Rescue Committee, and the State Emergency Management Training Committee. Ray also volunteers as a Special Justice of the Peace where he adjudicates on minor criminal matters and road traffic offences in the Adelaide Magistrates Court on a regular basis.

NOEL HENDER BEM CStJ
Commissioner
Appointed June 2014
As an educational consultant, former teacher and educational administrator, Noel has enjoyed a steeped career with the Department for Education and Children’s Services and the wider education arena, including 10 years as a secondary school principal. Experience spans strategy implementation, contractual requirements oversight, program analysis/development and grants submissions.

Noel holds a Bachelor of Arts, Diploma of Teaching, Graduate Diploma in Educational Administration, Diploma of Business (Frontline Management), Certificate 4 in Training and Education, has undertaken Australian Career Development Studies and is an accredited evaluator for the Council of Internationally Accredited Schools (Australia).

Noel is a longstanding St John volunteer with vast experience across leadership, development and training, and is a Commander of The Order of St John Ambulance. Noel has also been awarded the British Empire Medal (BEM) for Gallantry (Civil Division).
BRONTE WEEKS MStJ

Chair of Community Care

Appointed Mar 2009

Bronte is a Member of The Order of St John Ambulance with 14 years of experience in Community Care and a further 11 years experience as a member of the Auxiliary, rising to the position of Vice President at the time of the retirement of the Auxiliary. During her time with the Auxiliary, she was a key member responsible for raising significant funds for St John. She has volunteered as a Red Cross volunteer (non-medical) and in the Emergency Department of the Royal Adelaide Hospital and at St Andrews Hospital. She is a current member of Novita.

GARRY COOMBES AM KStJ

Chair of Training

Appointed Jun 1998

Garry Coombes retired in 2001 after a career in teaching and education administration. His time as a senior TAFE executive included involvement in the national development of the current VET quality system and the implementation of that system in the SA TAFE sector.

Since that time he has continued his interest and involvement in education through participation in and subsequent management of REVISE, a volunteer organisation providing learning support for isolated students.

Garry’s professional membership includes Member of the Australian Bravery Awards Council, St John Ambulance representative – SA State Recovery Committee, Member and State Board Member of the Australian Institute of Emergency Services, Member of the ACE Council of the VEET Board to June 1999. His past memberships include State Executive member of AUSTAFE, St John Ambulance representative on the SA State Disaster Committee, Member of the State Emergency Services Coordinating Committee, and Board Member of the Norwood Rotary Club. Garry is a current Knight of The Order of St John Ambulance.

DR WILLIAM GRIGGS AM ASM MStJ

Elected Member

Appointed Nov 2010
Vacated Nov 2013

Elected Member Bill holds a number of key medical positions including Director, Trauma Services at the Royal Adelaide Hospital, Clinical Director, Retrieval Coordination with MedSTAR Emergency Medical Retrieval, State Controller (Health and Medical) with SA Health, Clinical Associate Professor at the University of Adelaide, Associate Professor (Professional) at James Cook University, Director, Air Force Health Reserves SA/WA with the Royal Australian Air Force, Chair, ADF Retrieval and Critical Care Consultative Group (2005) with the Australian Defence Force and Medical Officer at St John Operations Branch. His Board Memberships have included the Australasian Trauma Society, Prince Alfred College, Phoenix Society, SuperSA and the Motor Accident Commission.
PHILLIP MILLS  
*Elected Member  
Appointed  
Nov 2012*

Phillip Mills is the Chief Executive Officer of the National Beattie Transport Group with responsibility for strategic and business planning, marketing and coordination of daily operations, fleet management, finance and human resources. Phillip is a graduate member of the Australian Institute of Company Directors and completed a Master of Business Administration from the University of South Australia in 2010 to complement his extensive experience in the freight transport and logistics industry. Phillip has developed small and large scale networks nationwide, contributing to the successful development and implementation of large scale operations within the industry. Phillip upholds his social and environmental responsibilities whilst maintaining a clear focus on financial growth and development, and is committed to business excellence. He has a strong sense of community service having served as a St John volunteer.

SAMANTHA HELLAMS  
*Elected Member  
Appointed  
Nov 2013*

Sam is a senior executive with more than 15 years experience in legal, marketing and general management roles and has worked in the private and government sectors. Sam served on the Audit Risk and Compliance Committee of St John SA and other past roles include Deputy Chair of Volunteering SA & NT, Deputy Chair of the Spina Bifida & Hydrocephalus Association of SA Inc and appointments on industry Advisory Boards for the University of Adelaide, Wine Australia Corporation and the South Australian Government. She is currently a Board Member of the Phoenix Society of SA and is a member of the Viability Committee of Volunteering SA&NT and the Australian National Working Group on Volunteer Rights. A member of the Law Society of SA, the Leaders Institute of SA and the Australian Institute of Company Directors, Sam is also a Fellow of the Governor’s Leadership Foundation. She holds undergraduate degrees in Arts and Law and postgraduate qualifications in Law and Business Administration.

SHARYN MITTEN  
*Chief Executive Officer  
Board Secretary  
Appointed  
Mar 2010*

Sharyn has extensive experience in executive management, organisational structures, financial management, strategy and strategy execution. As Chief Executive Officer of St John Sharyn has developed a deep understanding of the not-for-profit sector and has a strong network in this arena. Prior to St John she gained extensive experience with regard to strategic planning, financial management and IT systems throughout a long career at international advisory firm KPMG. Sharyn is on the St John Australian Chief Executives Committee, the St John Youth Council and the St John Commissioner’s Advisory Committee. Sharyn is also a Non-Executive Director of Safer Communities Australia Inc, a former Member of the Spina Bifida and Hydrocephalus Association of SA Inc, and a graduate of the Australian Institute of Company of Directors.
### SKILLS MIX

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<td>Education</td>
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</table>

#### SKILLS SELF-ASSESSMENT

1. Company director’s qualification can be full AICD course or short course on NFP directorship or equivalent governance related course.

2. Criteria for experience/skills – to select a particular skill a Board Member must have been either in charge of a function relating to the discipline/issue or have significant direct personal experience in the discipline/issue. An example of this level of experience/skill is that the Member would be comfortable to lead a Board working group on the subject matter.
## BOARD MEETING ATTENDANCE

<table>
<thead>
<tr>
<th>Name</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
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<td>Andrew McLachlan</td>
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<td>Mal Hyde</td>
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### BOARD STRUCTURE

The Board is comprised of the following members:

- **Co-opted Directors:** Three Directors co-opted by the Board, one of whom shall be appointed Treasurer.
- **Appointed Directors:** Chairman of Training, Chairman of Community Care, Chairman of Operations.
- **Elected Directors:** Three members, not otherwise appointed, who shall be elected from the membership.

### ELECTION PROCESS

The Chairman of the Board is elected from the Board of Directors and holds office for a period of not more than three years. Nominations for the position of Chairman occur in the first Board meeting following the Annual General Meeting (AGM).

The Deputy Chairman is elected from the Board of Directors and occurs in the first Board meeting following each AGM, with the Chairman deciding on the manner in which such election shall be conducted.

Elected Directors are appointed by members of the Electoral College and hold office for a period of not more than three years. Nominations are proposed and seconded by two members of the Electoral College and submitted to the Chief Executive Officer at least 28 days before the AGM. If nominations received are in excess of vacancies a ballot is held, with ballot papers returned to the CEO by noon on the day prior to the AGM.

The candidate(s) receiving the most votes is declared elected. If nominations received are equal to the number of vacancies the nominees are declared elected. Employees shall not be entitled to stand for election in any position.

Co-opted Directors shall be appointed for such a period as the Board of Directors shall determine at the time of each appointment.

An Appointed Director shall remain a Director for so long as that person is the Chairman of the relevant section of the Association.

### THE ELECTORAL COLLEGE

Comprises:

7.1.1 Those members of the Order of St John ordinarily resident in South Australia, however a member may elect to not be a member of the Association by advising such in writing to the Chief Executive Officer;

7.1.2 Those registered members of St John ordinarily resident in South Australia; however a registered member may elect to not be a member of the Association by advising such in writing to the Chief Executive Officer;

7.1.3 Those employees of the Association ordinarily resident in South Australia, however an employee may elect not to be a member of the Association by advising such in writing to the Chief Executive Officer; and

7.1.4 Members of the Board of Directors not provided for in clauses 7.1.1 to 7.1.3

Extract from Rules of the Association revised 2011.
GOVERNANCE

VOTING

All members are eligible to participate in the voting process of the Annual General Meeting and thereby influence the future of St John. Votes are cast either in person at the AGM or via proxy voting.

Proxy voting allows members to appoint the person presiding over the meeting to act as their proxy, to vote on their behalf as the person presiding over the meeting sees fit, at the meeting and at any adjournment of the meeting. This gives opportunity for participation to those members who are unable to attend an AGM or EGM in person.

The St John Ambulance Australia South Australia Inc Rules of the Association can be viewed on our website: stjohnsa.com.au/about-us/governance

BOARD INDUCTION

Newly appointed Board members receive a one on one orientation meeting with the Chairman, and receive a comprehensive Board Member Manual information pack, containing amongst other inclusions:

• Rules of the Association
• Associations Incorporation Act
• Strategic Plan
• Business Plan
• Budget
• Risk Management register
• Board policies

BOARD PERFORMANCE

At a broad level the role of the Board is to provide strategic guidance and effective organisational oversight. As such Board governance forms an integral part of Strategic Plan objectives, with a focus on setting individual and group KPIs. The Chairman meets individually with each Board member on a regular basis to assist the effective input of all Directors.

CONFLICTS OF INTEREST

Every Board member shall declare any actual or potential conflicts of interest and will not participate in any Board duty which may be influenced by that interest, unless the Board considers that matter not to be of material nature.

REMUNERATION

The Board receive no remuneration for services, however they may be reimbursed for reasonable costs and expenses, including travel reimbursement, incurred in connection with Board activities.
Day to day management of the organisation and implementation of corporate strategy and policy initiatives are delegated by the Board to the Chief Executive Officer and the Executive Management team. Each General Manager heads a specific area of the organisation and is supported by business unit managers and their staff.

<table>
<thead>
<tr>
<th>NAME</th>
<th>ROLE</th>
<th>RESPONSIBILITY</th>
<th>QUALIFICATIONS</th>
<th>EXPERIENCE</th>
<th>APPOINTED</th>
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</thead>
</table>
| Jerie Schmidt | Chief Financial Officer & General Manager Shared Services | - Finance  
- IT  
- Property  
- Assets and Logistics | - Certified Practicing Accountant  
- Member of Taxation Institute  
- Graduate AICD | - Sole Practitioner, Tax and compliance  
- Family Accountant, Hill Smith Family  
- Senior Tax Accountant, KPMG | 1/7/2010 |
| Kerry Whitehead | Acting General Manager Commercial | - Commercial Business  
- Sales and Marketing  
- First Aid Products and Training  
- Grants and Fundraising | - Bachelor of Nursing Degree  
- Masters in Health Service Management | - Director, Registration  
- Australian Health Practitioner Regulation Agency  
- Director, Registration and Investigations  
- The Nursing and Midwifery Board of South Australia  
- Nursing Director, Surgery and Obstetrics, The Queen Elizabeth Hospital | 21/1/2013 |
PEOPLE EXECUTIVE MANAGEMENT CONTINUED

REPORTING
The Executive Management team, led by the CEO, meet on a fortnightly basis to review activity and emerging issues, with one-on-ones held fortnightly to focus on specific areas of the organisation. Reports on major projects, day-to-day operational activity and Strategic Plan progress are submitted on a monthly basis to the CEO, with key matters escalated to Board.

PERFORMANCE
Business Unit progress is routinely appraised against targets to allow affirmative or alternative action to take place. Individual performance is assessed by the CEO annually through the Performance Review Process.

REMUNERATION
Executive positions are independently assessed by the Remuneration Committee to ensure remuneration and benefits are commensurate with the not for profit sector and the broader employment market. Employee salaries are eligible for salary packaging as approved by the Australian Taxation Office (ATO) in line with not for profit status, and leave loading of 17.5%.
Employees are reimbursed for travel or accommodation expenses incurred during the course of their work.

SUCCESSION PLANNING
Planned organisational governance activity includes strategies in relation to retention and knowledge management. As a first step Senior Manager positions critical to success have been identified, with the activity of the middle management Leadership Team helping Executive Management identify key performers.

LEADERSHIP TEAM
The Leadership Team comprises key representatives and managers from all areas of the organisation.
The team is responsible for leading staff in day-to-day activity and implementing corporate strategy at ground level through identified Business Plan action.
Monthly meetings assist in coordinating effort across the organisation, and members are additionally responsible for cascading Leadership Team meeting outcomes, WHS policies and issues of importance.
GOALS AND COMPETENCIES
With such a diverse membership, and one that covers almost all parts of the State, having robust systems in place to effectively support and monitor activity is critical to our success.

Business Plans underpin formal planning processes within all areas of the organisation. With the Strategic Plan as the focus, activities across St John are aligned to key outcomes. These in turn, cascade as individual goals or KPIs at an individual level. This work identifies success measures for members as well as highlighting development required to make our Strategic Plan a success.

Within the paid membership, the process for appropriately evaluating and rewarding performance continued, with a focus on setting individual goals and key performance indicators for all levels of staff and management. A major exercise this year saw the updating and review of all job and position descriptions, with an emphasis on core competencies and our values and culture.

WORK HEALTH AND SAFETY
Compliance with legislative requirements is an important part of how we work, including work health and safety. We are committed to providing a safe workplace for all members, staff or volunteers, whether they are in the office, at clients' homes or at such places as Clipsal 500.

A dedicated Health and Safety resource ensures activity continues to gain prominence across the membership with a concerted effort to empower all members to take responsibility for their own wellbeing. Through an extensive awareness raising campaign, including regular articles in the internal newsletter Open Airways, members are recognising the importance of such behaviour.

We continually look at all aspects of what we do and adjust practices accordingly, as such we undertook a comprehensive audit of our clinical governance framework; specifically relating to medications, Health Care Professional credentialing, and a review of the drug medication licence in consultation with SA Health. This continual self-examination ensures we uphold best practice for members and care of the public.

### Lost time injuries 2013/14 2012/13
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### Work Cover injuries 2013/14 2012/13
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<tr>
<td>Head/face</td>
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<tr>
<td>Leg/ankle/foot</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Stress</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Heart/major organs</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Incident and Accident Register

<table>
<thead>
<tr>
<th>Incident Description</th>
<th>2013/14</th>
<th>2012/13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trip Hazard - no treatment</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Trip Hazard - Resulting in First Aid treatment</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Manual handling injury</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Repetitive/over-use injury</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Property damage only - no personal harm</td>
<td>15</td>
<td>12</td>
</tr>
<tr>
<td>Property damage - resulting in injury</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Injury requiring treatment - not St John related</td>
<td>13</td>
<td>3</td>
</tr>
<tr>
<td>Injury requiring treatment - St John related</td>
<td>15</td>
<td>16</td>
</tr>
<tr>
<td>Operations member injuries - use of First Aid Unit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operations injuries other - duty related</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Near miss</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>Other occurrence - no potential hazard</td>
<td>9</td>
<td>11</td>
</tr>
<tr>
<td>Other occurrence - potential hazard</td>
<td>14</td>
<td>5</td>
</tr>
<tr>
<td>Community Care - volunteer incidents</td>
<td>6</td>
<td>5</td>
</tr>
<tr>
<td>Break-in/theft</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Cadet camp incident/injury</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Between 1 July–30 June, maximum number of days with no injury</td>
<td>52</td>
<td>109</td>
</tr>
<tr>
<td>Between 1 July–30 June, maximum number of days without a vehicle accident (including minor accidents)</td>
<td>109</td>
<td>72</td>
</tr>
</tbody>
</table>

### WELLBEING

As part of our ongoing commitment to enhance wellbeing, staff can access the Employee Assistance Program - an independent confidential counselling service. The Program provides highly qualified, skilled and experienced counsellors specifically trained to help resolve problems that can affect personal wellbeing and working life, such as:

- Emotional stress
- Work-related difficulties
- Career concerns
- Interpersonal conflict

Staff at any level of the organisation may access up to three sessions per year. Volunteer members have access to a Peer Support network, again confidential, which includes access to specialist external expertise.
SAFE ENVIRONMENT

Child protection continues to be one of the most important aspects of how St John operates, and when it comes to the safety, wellbeing and protection of the 754 cadets and youth that make up St John, there is no compromise.

Training and awareness raising of child protection activities and mandated notification has continued with all members dealing with young people required to participate. Whilst performance in this regard is strong, as evidenced in the recent independent review of existent Child & Vulnerable People Protection practices, enhanced policies, procedures and education packages will be rolled out to stakeholders through 2014/15 to demonstrate that we are serious about protecting our cadets.

CRIMTRAC

St John is an accredited user of Crimtrac, which allows us to conduct in-house criminal history checks for all members. In support of various pieces of legislation, including the Child Protection Act, all members are required to have such checks conducted on joining and (at least) on a 3 yearly basis. Newly appointed members (staff or volunteers) cannot start work until Crimtrac is cleared.

SUPPORT FOR MEMBERS

St John is a signatory to the Defence Services Support Program, an exciting partnership where St John publicly acknowledges its support for all members, paid and volunteer, who are also active within the Defence Services reserves.

ENTERPRISE AGREEMENT

The Enterprise Agreement covering paid staff continues to serve us and the paid membership well. The focus of the current EBA is around performance and to this end formal approaches to the development of staff, the monitoring of performance, the setting of standards continue to gain importance.

The establishment of the Staff Representative Group provides all staff with a formal forum to raise matters related to their employment. This group is representative of all areas of the paid workforce and management.
Central to our cause is the desire to have a positive influence on the communities of South Australia. We recognize this commitment extends further and includes our environmental impact. As such a reduced environmental footprint has a major place in our Strategic Plan 2012-17, and whilst it’s still early days some inroads have been made:

• Clean desk policy
  A move away from a paper-based environment has resulted in reduced paper consumption, streamlined working and reduced risk of information loss/confidentiality issues.

• Electronic processing
  Extensive work has taken place to improve efficiencies and reduce paper trails in a number of internal processes, for example expense reconciliations, which now take place electronically.

• The move to embrace technology has been extended to Annual Reporting, with the 2012/13 and 2013/14 Annual Reports produced principally online.
  - Environmentally friendly
  - Longer shelf-life (permanent website fixture)
  - Digital content can be shared in a number of ways
  - Cost savings

• Monthly Board packs are now distributed electronically, negating the need for extensive print runs and other resource costs.

• The Property Review (currently on hold) incorporates the importance of environmental impact and will consider initiatives to reduce usage of resources, alongside other factors.

Longer-term it may be advantageous to undertake a wider environmental performance review to facilitate benchmarking and initiatives to mitigate environmental impacts of programs.
We are a social enterprise, meaning a not-for-profit that applies commercial strategies to generate funding for health and wellbeing programs, rather than for maximising profits for shareholders. This is achieved primarily through the delivery of training as an RTO and the sale of first aid products. Every dollar spent with St John enables us to provide community services like first aid care for the public, education initiatives, support for the underprivileged, social inclusion and youth development programs.

### SUMMARY OF COMPREHENSIVE INCOME

<table>
<thead>
<tr>
<th>Description</th>
<th>2013/14 ($'000)</th>
<th>2012/13 ($'000)</th>
<th>2011/12 ($'000)</th>
<th>2010/11 ($'000)</th>
<th>2009/10 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td>10,027</td>
<td>10,651</td>
<td>9,855</td>
<td>9,160</td>
<td>8,255</td>
</tr>
<tr>
<td>Expenses</td>
<td>10,680</td>
<td>10,618</td>
<td>9,379</td>
<td>8,046</td>
<td>8,524</td>
</tr>
<tr>
<td>Net Operating Surplus/(Deficit) before Depreciation &amp; Disposals</td>
<td>(653)</td>
<td>33</td>
<td>476</td>
<td>1,114</td>
<td>(269)</td>
</tr>
<tr>
<td>Depreciation</td>
<td>661</td>
<td>688</td>
<td>736</td>
<td>804</td>
<td>885</td>
</tr>
<tr>
<td>Net Gain/(Loss) on disposal of Property, Plant and Equipment</td>
<td>256</td>
<td>227</td>
<td>3,046</td>
<td>865</td>
<td>295</td>
</tr>
<tr>
<td>Net Surplus/(Deficit) for the year</td>
<td>(1,058)</td>
<td>(428)</td>
<td>2,786</td>
<td>1,175</td>
<td>(859)</td>
</tr>
<tr>
<td>Other Comprehensive Income</td>
<td>687</td>
<td>727</td>
<td>(512)</td>
<td>285</td>
<td>(592)</td>
</tr>
<tr>
<td>Total Comprehensive Income / (Loss) for the year</td>
<td>(371)</td>
<td>299</td>
<td>2,274</td>
<td>1,460</td>
<td>(1,451)</td>
</tr>
</tbody>
</table>

The net operating deficit before depreciation and disposals was $653,000, compared to a surplus of $33,000 in 2012/13. This was due to a variety of matters adversely impacting the income of St John SA (refer following page). Management is actively addressing this under-performance with a range of initiatives planned for 2014/15. Total comprehensive income for 2013/14 was a loss of $371,000, being the first loss recorded since 2009/10.
WHERE OUR MONEY COMES FROM – REVENUE

We received operating revenue of $9,839,830 during 2013/14, $616,518 or 6% less than in the previous year due to lower training fees and product sales.

The largest contributions to revenue were provided by the social enterprise activities - training fees and merchandising sales, which accounted for 73% of all revenue received. Of the other revenue sources, grants accounted for 9% of the revenue received, event fees 6% and investment income 5%.

Training fees for 2013/14 decreased by 7% on last year due to fewer public and private PFA courses. The fees we received from on-site courses decreased by 7% from last year, with these courses continuing to account for 33% of our total training fees. This has been driven by the impacts of increasing competition, course mix changes and continuing to be flexible with pricing arrangements in response to competitors under cutting prices.

Competitor behaviour is being closely monitored, particularly with regards to on-line learning and the prices being charged. Training growth will be driven by a new outbound sales channel established to increase market share in both public and business first aid training, and by the impact of increased marketing spend. In response, the course prices being charged for 2013/14 have been kept at 2012/13 levels.

Merchandising Income for 2013/14 decreased by 7% from 2012/13. These decreases were driven by our success in winning the contract to supply Clipsal with 4,554 kits during 2012/13 which generated additional merchandising sales of $231,472. Excluding this one-off sale, Merchandising Income for 2013/14 increased by 7% from 2012/13.

Grant income for 2013/14 decreased by 12% on last year due to the additional HACC transitional funding received last year. Investment income decreased by 9% from last year due to a reduction in managed investment fund distributions. Event fees increased from last year by 58%, with significant increases in fees received for both commercial and community events due to an increased use of the cost recovery model when quoting and invoicing for services provided. Event contributions over 2013/14 averaged $7 per hour for the hours provided by volunteers at all events across SA. In comparison, average event contributions over 2012/13 were $3.27 per hour.

The following table provides a breakdown of revenue by category for the years 2013/14 to 2009/10:

<table>
<thead>
<tr>
<th>Revenue By Category</th>
<th>2013/14</th>
<th>Percentage</th>
<th>2012/13</th>
<th>2011/12</th>
<th>2010/11</th>
<th>2009/10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training Fees</td>
<td>5,516</td>
<td>56%</td>
<td>5,939</td>
<td>5,792</td>
<td>5,341</td>
<td>4,895</td>
</tr>
<tr>
<td>Merchandising</td>
<td>1,697</td>
<td>17%</td>
<td>1,815</td>
<td>1,542</td>
<td>1,593</td>
<td>1,451</td>
</tr>
<tr>
<td>Grants</td>
<td>898</td>
<td>9%</td>
<td>1,019</td>
<td>840</td>
<td>676</td>
<td>677</td>
</tr>
<tr>
<td>Event Fees</td>
<td>626</td>
<td>6%</td>
<td>397</td>
<td>433</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Investments</td>
<td>539</td>
<td>5%</td>
<td>595</td>
<td>664</td>
<td>457</td>
<td>367</td>
</tr>
<tr>
<td>Other</td>
<td>350</td>
<td>4%</td>
<td>372</td>
<td>225</td>
<td>279</td>
<td>250</td>
</tr>
<tr>
<td>Fundraising &amp; Donations</td>
<td>155</td>
<td>2%</td>
<td>166</td>
<td>139</td>
<td>568</td>
<td>597</td>
</tr>
<tr>
<td>Bequests</td>
<td>60</td>
<td>1%</td>
<td>154</td>
<td>63</td>
<td>246</td>
<td>18</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>9,840</strong></td>
<td><strong>100%</strong></td>
<td><strong>10,456</strong></td>
<td><strong>9,698</strong></td>
<td><strong>9,160</strong></td>
<td><strong>8,255</strong></td>
</tr>
</tbody>
</table>
WHERE OUR MONEY GOES – EXPENSES

Total expenses were $11,153,686 during 2013/14, $42,140 or 0.4% more than last year due to higher administration related costs being offset by lower marketing related costs.

<table>
<thead>
<tr>
<th>Expenses By Category</th>
<th>2013/14</th>
<th>Percentage</th>
<th>2012/13</th>
<th>2011/12</th>
<th>2010/11</th>
<th>2009/10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries &amp; Oncosts</td>
<td>5,362</td>
<td>48%</td>
<td>5,241</td>
<td>4,757</td>
<td>4,154</td>
<td>4,120</td>
</tr>
<tr>
<td>Administration</td>
<td>2,075</td>
<td>18%</td>
<td>1,743</td>
<td>1,704</td>
<td>1,215</td>
<td>1,597</td>
</tr>
<tr>
<td>Operational</td>
<td>1,310</td>
<td>12%</td>
<td>1,308</td>
<td>988</td>
<td>1,045</td>
<td>943</td>
</tr>
<tr>
<td>Merchandising</td>
<td>686</td>
<td>6%</td>
<td>753</td>
<td>603</td>
<td>621</td>
<td>783</td>
</tr>
<tr>
<td>Depreciation</td>
<td>661</td>
<td>6%</td>
<td>688</td>
<td>736</td>
<td>804</td>
<td>885</td>
</tr>
<tr>
<td>Property</td>
<td>568</td>
<td>5%</td>
<td>674</td>
<td>576</td>
<td>510</td>
<td>539</td>
</tr>
<tr>
<td>Marketing</td>
<td>287</td>
<td>3%</td>
<td>509</td>
<td>452</td>
<td>375</td>
<td>386</td>
</tr>
<tr>
<td>Finance</td>
<td>204</td>
<td>2%</td>
<td>195</td>
<td>141</td>
<td>126</td>
<td>156</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>11,154</strong></td>
<td><strong>100%</strong></td>
<td><strong>11,112</strong></td>
<td><strong>9,958</strong></td>
<td><strong>8,850</strong></td>
<td><strong>9,409</strong></td>
</tr>
</tbody>
</table>

Salaries and on-costs comprised 48% of our total outlays of which 48% relates to the social enterprise activities, 19% relates to the program delivery activities and 33% relates to the support staff activities. Merchandising, operational and administration based expenses are our other main expense categories, collectively comprising a further 37% of all expenses.

Salaries and oncosts for 2013/14 increased by 2% on last year due to a 3.5% salary increase for EBA staff and termination payments resulting from the business restructure offset by a decrease in FTE employee numbers of 14.5 over the past year.

Merchandising costs decreased by 9% from last year reflecting the contract won during 2012/13 to supply 4,554 kits to Clipsal. Profit margins on kits, componentry and defibrillator sales increased by 8%, 3% and 8% respectively from the prior year. Operational expenses include vehicle, asset and event management, and these expenses remained steady from last year.

Administration related expenses increased by 19% from last year mainly due to business restructuring expenses and higher professional and legal fees incurred mainly associated with the Child Protection Review.

The remaining 15% of expenses comprised spend associated with property including all occupancy related costs, marketing and finance, as well as depreciation on property, plant and equipment assets.

DISPOSAL OF PROPERTY

St John sold the Angaston property during 2013/14 to J C Coles & R W M Chau for proceeds totalling $388,205. This resulted in a gain on disposal of $251,919.
FINANCIALS CONTINUED

SUMMARY OF FINANCIAL POSITION

<table>
<thead>
<tr>
<th>Description</th>
<th>2013/14 ($’000)</th>
<th>2012/13 ($’000)</th>
<th>2011/12 ($’000)</th>
<th>2010/11 ($’000)</th>
<th>2009/10 ($’000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assets</td>
<td>19,570</td>
<td>20,477</td>
<td>19,815</td>
<td>17,202</td>
<td>15,749</td>
</tr>
<tr>
<td>Liabilities</td>
<td>1,946</td>
<td>2,483</td>
<td>2,120</td>
<td>1,781</td>
<td>1,788</td>
</tr>
<tr>
<td>Equity</td>
<td>17,624</td>
<td>17,994</td>
<td>17,695</td>
<td>15,421</td>
<td>13,961</td>
</tr>
</tbody>
</table>

WHAT WE OWN - ASSETS

The major components of our assets include:
• Property, vehicles, plant and equipment
• Cash assets, including short term investments
• Receivables
• Inventory
• Long term investments

Together, these assets account for $19.6m as at 30 June 2014. This represents a decrease of $0.9m or 4% from last year. Non-current assets comprised 67% of this total.

Asset values decreased within cash and receivables mainly due to the impact of lower sales which was offset by an increase in long term investments reflecting capital and income growth in our Managed Investment Fund.

As at 30 June 2014, the market value of our investment portfolio was $8.4m, reflecting a net increase in market value from 30 June 2013 of $0.9m. This capital value portion of this increase is reported as an increase in the asset revaluation reserve of St John. The total return after fees over the prior 12 month period was 12.23%.

Our property portfolio consists of 28 properties. These properties are currently recorded into the accounts at historical cost less accumulated depreciation and do not reflect materially higher value than the current recorded values.

WHAT WE ARE WORTH - EQUITY

Equity reflects our net assets less liabilities. The balance of equity as at 30 June 2014 was $17.6m, $0.4m lower than in 2012/13, due to the operating deficit for the year including property disposals of $1.1m offset by an increase in the fair investment value reserve of $0.7m.

It should be noted that if the St John property portfolio was revalued at fair value (market value) management believes that the net assets of St John SA would be materially higher.

The decrease in liabilities is due to decreases in trade creditors as there were significant reductions in the amounts owing to several of our larger creditors from the prior year.

WHAT WE OWE - LIABILITIES

Our liabilities were worth $1.9m as at 30 June 2014, a decrease of $0.5m compared to 2012/13. Of this, current liabilities comprise 95%.
STATEMENT OF CASH FLOWS

<table>
<thead>
<tr>
<th>Description</th>
<th>2013/14 ($'000)</th>
<th>2012/13 ($'000)</th>
<th>2011/12 ($'000)</th>
<th>2010/11 ($'000)</th>
<th>2009/10 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash flows from operating activities</td>
<td>(1,880)</td>
<td>(788)</td>
<td>(386)</td>
<td>443</td>
<td>(818)</td>
</tr>
<tr>
<td>Cash flows from investing activities</td>
<td>359</td>
<td>151</td>
<td>3,258</td>
<td>729</td>
<td>691</td>
</tr>
<tr>
<td>Cash flows from financing activities</td>
<td>214</td>
<td>331</td>
<td>203</td>
<td>383</td>
<td>615</td>
</tr>
<tr>
<td>Net Increase / (Decrease) in Cash Held</td>
<td>(1,307)</td>
<td>(306)</td>
<td>3,075</td>
<td>1,555</td>
<td>488</td>
</tr>
<tr>
<td>Cash at Beginning of Financial Year</td>
<td>6,692</td>
<td>6,998</td>
<td>3,923</td>
<td>2,368</td>
<td>1,880</td>
</tr>
<tr>
<td>Cash at End of Financial Year</td>
<td>5,385</td>
<td>6,692</td>
<td>6,998</td>
<td>3,923</td>
<td>2,368</td>
</tr>
</tbody>
</table>

The Cash Flow Statement provides information on the movement of cash in and out of our organisation during the year. Net cash used by operating activities during 2013/14 was $1.9m. As at 30 June 2014, our cash balances were $5.4m.

Karen Limb
Treasurer
Independent auditor’s report to the members of St John Ambulance Australia SA Incorporated

Report on the financial report

We have audited the accompanying financial report, being a special purpose financial report, of St John Ambulance Australia SA Incorporated (the Association), which comprises the balance sheet as at 30 June 2014, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, a summary of significant accounting policies, other explanatory notes and the directors’ declaration.

Directors of the Association responsibility for the financial report

The directors of the Association are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards, the Associations Incorporation Act 1985, and the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act 2012), and for such internal control as the directors determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor’s responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor’s judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity’s preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity’s internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Auditor’s opinion

In our opinion, the financial report of St John Ambulance Australia SA Incorporated is in accordance with the Associations Incorporation Act 1985, and the Australian Charities and Not-for-profits Commission Act 2012, including:

(a) giving a true and fair view of the Association’s financial position as at 30 June 2014 and of its performance for the year ended on that date, and

(b) complying with Australian Accounting Standards to the extent described in Note 1.

Prévote, Cooper & Swales

Prévote, Cooper & Swales

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St John Ambulance Australia SA Inc
Statement by the Board of Directors
30 June 2014

In the opinion of the Board of St John Ambulance Australia SA Incorporated the attached summary financial report for the financial year ended 30 June 2014 has been derived from or is consistent with the full financial report for the financial year.

Dated at Adelaide this 29th day of September 2014

Signed in accordance with a resolution of the Board

Andrew McLachlan
Chairman
Adelaide
Date:

A copy of the full set of financial statements and Auditor’s full statement is available on request from:
St John Ambulance SA Inc.
85 Edmund Avenue, Unley
South Australia 5061
Telephone: 8306 6999
Email: stjohn@stjohnsa.com.au
## ST JOHN AMBULANCE AUSTRALIA SA INC
### STATEMENT OF COMPREHENSIVE INCOME
**FOR THE YEAR ENDED 30 JUNE 2014**

<table>
<thead>
<tr>
<th>Description</th>
<th>30 June 2014 $</th>
<th>30 June 2013 $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Income</td>
<td>8,982,714</td>
<td>9,490,311</td>
</tr>
<tr>
<td>Other income</td>
<td>1,044,213</td>
<td>1,160,833</td>
</tr>
<tr>
<td>Cost of sales</td>
<td>(686,437)</td>
<td>(753,078)</td>
</tr>
<tr>
<td>Employee expenses</td>
<td>(5,339,101)</td>
<td>(5,218,410)</td>
</tr>
<tr>
<td>Depreciation and amortisation expense</td>
<td>(660,995)</td>
<td>(687,864)</td>
</tr>
<tr>
<td>Administrative expenses</td>
<td>(4,654,201)</td>
<td>(4,646,988)</td>
</tr>
<tr>
<td>Net gain on disposal of property, plant and equipment</td>
<td>256,167</td>
<td>227,388</td>
</tr>
<tr>
<td><strong>(Deficit) for the year</strong></td>
<td>(1,057,640)</td>
<td>(427,808)</td>
</tr>
</tbody>
</table>

**Other comprehensive income**

<table>
<thead>
<tr>
<th>Description</th>
<th>30 June 2014 $</th>
<th>30 June 2013 $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Items that may be classified to the statement of comprehensive income</td>
<td>687,190</td>
<td>727,112</td>
</tr>
<tr>
<td>Changes in the fair value of available-for-sale financial assets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Items that will not be reclassified to the statement of comprehensive income</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Other comprehensive income for the year</td>
<td>687,190</td>
<td>727,112</td>
</tr>
<tr>
<td>Total comprehensive (loss)/income for the year</td>
<td>(370,450)</td>
<td>299,304</td>
</tr>
</tbody>
</table>

The above statement of comprehensive income should be read in conjunction with the accompanying notes.
## ST JOHN AMBULANCE AUSTRALIA SA INC
### BALANCE SHEET
#### FOR THE YEAR ENDED 30 JUNE 2014

<table>
<thead>
<tr>
<th>ASSETS</th>
<th>30 June 2014</th>
<th>30 June 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>5,384,999</td>
<td>6,690,916</td>
</tr>
<tr>
<td>Trade and other receivables</td>
<td>671,337</td>
<td>800,919</td>
</tr>
<tr>
<td>Inventories</td>
<td>130,220</td>
<td>160,005</td>
</tr>
<tr>
<td>Grant income receivable</td>
<td>239,868</td>
<td>97,850</td>
</tr>
<tr>
<td><strong>Total current assets</strong></td>
<td>6,426,424</td>
<td>7,749,690</td>
</tr>
<tr>
<td><strong>Non current assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Available-for-sale financial assets</td>
<td>8,373,084</td>
<td>7,453,715</td>
</tr>
<tr>
<td>Property, plant and equipment</td>
<td>4,680,748</td>
<td>5,183,005</td>
</tr>
<tr>
<td>Intangible assets</td>
<td>89,254</td>
<td>90,974</td>
</tr>
<tr>
<td><strong>Total non current assets</strong></td>
<td>13,143,086</td>
<td>12,727,694</td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td>19,569,510</td>
<td>20,477,384</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LIABILITIES</th>
<th>30 June 2014</th>
<th>30 June 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trade and other payables</td>
<td>1,215,797</td>
<td>1,698,727</td>
</tr>
<tr>
<td>Provision for employee entitlements</td>
<td>630,644</td>
<td>699,437</td>
</tr>
<tr>
<td><strong>Total current liabilities</strong></td>
<td>1,846,441</td>
<td>2,398,164</td>
</tr>
<tr>
<td><strong>Non current assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provision for employee entitlements</td>
<td>99,297</td>
<td>84,998</td>
</tr>
<tr>
<td><strong>Total liabilities</strong></td>
<td>1,945,738</td>
<td>2,483,162</td>
</tr>
<tr>
<td><strong>FUNDS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reserves</td>
<td>7,233,944</td>
<td>6,483,928</td>
</tr>
<tr>
<td>Accumulated surplus</td>
<td>10,389,828</td>
<td>11,510,294</td>
</tr>
<tr>
<td><strong>Total equity</strong></td>
<td>17,623,772</td>
<td>17,994,222</td>
</tr>
</tbody>
</table>

The above balance sheet should be read in conjunction with the accompanying notes.
<table>
<thead>
<tr>
<th>Description</th>
<th>30 June 2014</th>
<th>30 June 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receipts in course of operations</td>
<td>9,008,722</td>
<td>9,100,358</td>
</tr>
<tr>
<td>Payments in course of operations</td>
<td>(10,888,383)</td>
<td>(9,888,882)</td>
</tr>
<tr>
<td>Proceeds from donors, bequests and fundraising</td>
<td>214,303</td>
<td>330,733</td>
</tr>
<tr>
<td><strong>Net cash outflow from operating activities</strong></td>
<td>(1,665,358)</td>
<td>(457,791)</td>
</tr>
<tr>
<td>Payments for property, plant and equipment</td>
<td>(254,741)</td>
<td>(478,138)</td>
</tr>
<tr>
<td>Payments for intangibles</td>
<td>(62,695)</td>
<td>(37,823)</td>
</tr>
<tr>
<td>Proceeds from disposal of property, plant and equipment</td>
<td>416,585</td>
<td>334,444</td>
</tr>
<tr>
<td>Dividends and other distributions</td>
<td>47,117</td>
<td>49,632</td>
</tr>
<tr>
<td>Interest received</td>
<td>213,175</td>
<td>283,230</td>
</tr>
<tr>
<td><strong>Net cash inflow from investing activities</strong></td>
<td>359,441</td>
<td>151,345</td>
</tr>
<tr>
<td><strong>Net cash inflow from financing activities</strong></td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Net increase (decrease) in cash and cash equivalents</strong></td>
<td>(1,305,917)</td>
<td>(306,446)</td>
</tr>
<tr>
<td>Cash and cash equivalents at the beginning of the financial year</td>
<td>6,690,916</td>
<td>6,997,362</td>
</tr>
<tr>
<td>Cash and cash equivalents at the end of the financial year</td>
<td>5,384,999</td>
<td>6,690,916</td>
</tr>
</tbody>
</table>

The above statement of cash flows should be read in conjunction with the accompanying notes.
ST JOHN CODE OF CHIVALRY

I PROMISE,

TO SERVE MY GOD,
TO BE LOYAL TO
THE SOVEREIGN AND
TO MY OFFICERS,
TO OBSERVE
THE MOTTOES OF THE
ORDER, WHICH ARE:

PRO FIDE - FOR
THE FAITH; AND

PRO UTILITATE
HOMINUM - FOR
THE SERVICE
OF MANKIND

TO BE THOROUGH
IN WORK AND PLAY,
TO BE TRUTHFUL AND
JUST IN ALL THINGS,
TO BE CHEERFUL AND
PROMPT IN ALL I DO,
TO HELP THE
SUFFERING AND
THE NEEDY,
TO BE KIND TO
ALL ANIMALS.
Our Strategic Plan 2012-17 is a comprehensive set of activity which coordinates and aligns work with our mission and vision, and sets common goals and priorities. This will ensure we continue to provide high quality services and capitalise on all opportunities. Setting our strategic direction ensures we are clear about what we do and what we will achieve.

It’s also the basis for organisational decision making. We regularly review our focus against this plan, and allocate resources appropriately.

The journey towards our vision is guided by strategic themes - Key Outcomes 1 through 13.

To empower and support the South Australian community through the provision of first aid response and social care.

We will be indispensable to the health of every household, workplace and public gathering in South Australia. Our people and expertise will help those in need, including our international neighbours.

- In 2017, St John, prominently located across South Australia, is indispensable to the health and social welfare of the community.
- We are a highly regarded key responder to civil emergencies.
- We are known as educators.
- We are a respected source of well-researched health data and information and actively support the development of technology for first aid.
- We are renowned as an organisation that seriously engages youth from which St John benefits, as do they.
- We have made first aid visible.

Skilled, accomplishing amazing amounts of work, demonstrating consistently strong performance others can rely on, and make wise decisions.

Resilient, maintaining calm in stressful situations, making tough decisions without excessive agonising, discovering practical solutions to hard problems, taking smart risks and are tenacious.

Dynamic, creating new ideas that prove useful, minimising complexity and finding time to simplify, focusing on great results rather than on process, and display a true “can do” attitude.

Respectful, working with others in the best interests of St John, listening well to better understand, making time to help other members and sharing information and advice openly and proactively.

Courageous, questioning actions inconsistent with our values, inspiring others with a thirst for excellence, caring intensely about St John’s success, admitting mistakes and are ego-less when searching for best ideas.
## Key Drivers

<table>
<thead>
<tr>
<th><strong>Community Need</strong></th>
<th>Community needs will always be our focus, and our programs, services and actions will always represent this.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Our People</strong></td>
<td>The work that we do relies on the professionalism, enthusiasm, commitment and caring of our members.</td>
</tr>
<tr>
<td><strong>Reach</strong></td>
<td>We will strive to ensure that as many people as possible within South Australia have access to our services and programs.</td>
</tr>
<tr>
<td><strong>Research</strong></td>
<td>The work that we do will be underpinned by robust research and evaluation.</td>
</tr>
<tr>
<td><strong>Our Assets</strong></td>
<td>Our assets will be fit-for-purpose, commercially viable and highly utilised.</td>
</tr>
<tr>
<td><strong>Volunteers</strong></td>
<td>Volunteerism is the foundation that drives the activities of St John, and underpins our success.</td>
</tr>
<tr>
<td><strong>Engagement</strong></td>
<td>We will engage and form meaningful partnerships with the community and stakeholders to ensure that we remain relevant.</td>
</tr>
<tr>
<td><strong>Our Actions</strong></td>
<td>Our actions, and the way we conduct our business, will support and enhance the ideal of ‘One St John’.</td>
</tr>
</tbody>
</table>
## Key Outcomes 2012-2017

**By 2017, we will have achieved the following outcomes**

<table>
<thead>
<tr>
<th>Programs and Community Engagement</th>
<th>Outcome 1</th>
<th>Outcome 2</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>New and existing programs and services are relevant.</td>
<td>Improved community resilience through first aid education.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Revenue</th>
<th>Outcome 3</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Strong, sustainable and diverse income streams.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Governance</th>
<th>Outcome 4</th>
<th>Outcome 5</th>
<th>Outcome 6</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Strengthened organisational governance.</td>
<td>Strengthened Board governance.</td>
<td>Reduced environmental footprint.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>People and Culture</th>
<th>Outcome 7</th>
<th>Outcome 8</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The best results will be achieved through our people and culture.</td>
<td>Safety and wellbeing of members and those we deal with is a shared responsibility.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Assets and Systems</th>
<th>Outcome 9</th>
<th>Outcome 10</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The right data, assets and systems.</td>
<td>Robust financial management.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Brand</th>
<th>Outcome 11</th>
<th>Outcome 12</th>
<th>Outcome 13</th>
</tr>
</thead>
</table>
YEAR IN REVIEW

HIGHLIGHTS
EVENT HEALTH SERVICES
COMMUNITY CARE
TRAINING SERVICES
HIGHLIGHTS

CADET FIRST AID STATE CHAMPIONSHIPS
115 Cadets demonstrated important skills such as resilience, teamwork, problem solving and leadership whilst having fun!

HARPER FAMILY SCHOLARSHIP WINNER: LACHLAN CIBICH
Active volunteer and Community Care Program Coordinator Lachlan was successful in securing a $15,000 scholarship to research ‘Optimising the impact of youth participation and advocacy in St John’, funded by the Harper Family Endowment Scholarship.

ROYAL ADELAIDE SHOW
More than 160 volunteers on duty. Over 4,000 hours (approx.) 800 patients.

CITY TO BAY
39 volunteers on duty. 257 hours. 65 clinical presentations: 5 of which had to be evacuated, and 123 non-clinical presentations.

2013 RESILIENT AUSTRALIA AWARD (NOT-FOR-PROFIT SECTOR) STATE COMMENDED AWARD - FIRST AID IN SCHOOLS PROGRAM
The Resilient Australia Awards are sponsored by the Australian Government Attorney-General’s Department in conjunction with states and territories.

ANGASTON CADET CAMP
167 youth members and 63 leaders attended an action-packed recreation camp to develop leadership and social skills.

AWARDS DAY
Recognising outstanding service and commitment to the community by members, through St John.

SCHOOLIES
St John volunteers treated: 376 clinical patients. 560 non-clinical services. 16 patients transferred by SAAS to SJA Medical Centre. 97 patients received CPG intervention to avoid hospital admit. Total of 3 patient transfers from SJA Medical Centre to a major Adelaide Hospital.
NATIONAL CADET COMPETITION – SYDNEY
Challenging events to test first aid skills, high level problem solving, critical thinking, clinical judgment and effective communication.
9 Cadets
8 Leaders (5 under 25)

TOUR DOWN UNDER
Over 3,000 bike kits distributed over the 7 day event.

3,000 FACEBOOK LIKES

FIRST AFL GAME (SHOWDOWN) ALL STANDS OFFICIALLY OPEN
52,450 spectators with a total of 36 clinical and 22 non-clinical treatments.

2013 PwC TRANSPARENCY AWARDS – 2012/13 ANNUAL REPORT TOP 10 FINALIST
St John Ambulance SA was pleased to be recognised as one of 10 finalists in the revenue $5m to $30m category for the quality and transparency of our reporting. The awards recognise charities with the most rigorous and transparent reporting on financials, governance and strategy.

CADETS MEET ROYALTY
Six Playford Division Cadets, together with parents and CEO Sharyn Mitten, met the Duke and Duchess of Cambridge who were visiting Elizabeth to engage with young people.

ST JOHN BAND
Played at the Anzac Day Parade in Adelaide, following attendance at the Dawn Service at Semaphore.

YEAR IN REVIEW
FIRST AID IN PRIMARY SCHOOLS
10,000th child trained.

NATIONAL VOLUNTEER WEEK
We celebrated the amazing achievements of volunteers, to let everyone know their efforts are not taken for granted.

INTERNATIONAL MUSEUM DAY
As part of About Time History Festival the Museum displayed the historic HG Holden Panel Van No 111 and BSA Motor Cycle alongside a new First Aid vehicle.

FROM LANGUISHING TO FLOURISHING – ENGAGING YOUR COMMUNITY
Presentation to Australasian Society of Association of Executives, highlighting the ways Community Care volunteers support and empower older people and people living with disability.

AUSTRALASIAN REPORTING AWARDS – SILVER AWARD
The awards are the largest and most comprehensive awards which assess annual reports for effective communication of financial and business information.

CHILD & VULNERABLE PEOPLE PROTECTION GUIDING PRINCIPLES
Principles lay the foundation for enhanced policies, procedures and practices, part of our ongoing commitment to accountability, fairness and integrity in all we do.
VOLUNTEER CHARTER

St John recognises that volunteers are the heart of the organisation, providing an invaluable service to the Australian community through the generous gift of their time and expertise.

In appreciation of this contribution, St John will:

- Value and recognise volunteer contribution.
- Encourage a fair, respectful, diverse and inclusive volunteer culture.
- Develop a safe, healthy and secure work environment.
- Provide effective induction and ongoing training.
- Support clear channels of communication.
- Listen to and act upon feedback.
- Implement policies and procedures that support volunteers.

St John Volunteers will:

- Uphold the values of fairness, respect, diversity and inclusion.
- Contribute to a safe, healthy and secure work environment.
- Undertake the training required to perform their role.
- Respect all St John related confidential information.
- Contribute to St John by providing feedback.
- Follow St John policies and procedures.
OPERATIONS BRANCH
On 24 June 2014, I completed the prescribed maximum term of six years as Commissioner of Operations Branch. It is with great pleasure that I present this, my final report, which highlights the activities and achievements of Operations Branch during 2013/14.

OPERATIONS IN SOUTH AUSTRALIA
We once again commenced the year full of enthusiasm with a focus on achieving our planned ongoing improvements to all aspects of our work, particularly in the streamlining of administration processes, which consume much of our members’ valuable time.

However, some unpredicted but important circumstances effectively changed the organisation’s priorities and this has impacted on the progress of some of Operation’s future objectives.
Nevertheless, our member commitment to events and the skills reaccreditation program continued relentlessly.
Operations Branch, in fulfilling its primary commitment to public events, was once again accomplished by the extraordinary effort and dedication by members from across the State. This ensured that all of our public commitments were fulfilled in a professional and efficient manner.

St John continues to fulfil its aims at major events, namely:
• Promote event safety and community resilience through established planning, risk mitigation and public emergency management processes
• Reduce emergency impact on local health and emergency services with the attendance of professional first aid and health care members at events performing clinical practices under National Best-Practice Guidelines
• Provide a structured command, communications and logistics capacity, including a defined escalation strategy
• Provide public health surveillance through trend monitoring in accordance with established protocols

Our recruiting strategies, including targeted recruitment campaigns, centralised induction nights and “new member” packs continue to be successful and have seen a continued upswing in new members joining St John. Congratulations to Gloria Curtis for her enduring contribution in ensuring the success of our recruitment efforts.

We have increased the number of members with qualifications of Event Team Leader and Commander status through the Bronze Commander course held throughout the year.

Our Healthcare Professionals (Doctors, Clinical Care Registered Nurses and Paramedics) continue to perform at events in accord with the ‘St John Scope of Practice for Health Professionals’. Significant documentation and an associated program have commenced which will effectively ensure all St John Healthcare Professionals are duly accredited and credentialed in performing their advanced clinical practices.

SIGNIFICANT ACHIEVEMENTS THIS YEAR
There were two outstanding accomplishments by Operations Branch this year:

Bushfires
Extreme weather and blistering temperatures were experienced in February 2014 and many St John volunteers faced adversity at the spate of bushfires across South Australia. Members supported the State’s emergency services defending our communities in some brutal conditions. We attended 8 fires in 5 days at Delamere, Bangor (and the Southern Flinders Ranges near Napperby, Beetaloo, Laura, Stone Hut and Wirrabara), Angaston, Eden Valley, Ceduna, Riverland, Bordertown and Billiatt.
Regional and metro St John crews pulled together in a multi-Divisional response – a valiant effort set against a backdrop of searing heat, and the constant threat of changing winds and worsening conditions.
Injuries treated included cardiac arrest, broken bones, lacerations, major and minor burns, heat related illness and hundreds of heath checks and eye washes for Firefighters and volunteers at staging areas.
My thanks go to all members who attended, those involved in ensuring St John was prepared and ready to respond, and also the families and workplaces who provided support and the essential time-off from work.

We are most thankful to the SA Government, who in gratitude for our bushfire response efforts provided eighty 4 day free tickets to the Adelaide Clipsal 500 car race – all who attended enjoyed the event and were appreciative of the recognition.
Adelaide Oval Stadium Management Authority (AOSMA), AFL and SA Cricket Matches

St John’s 40 year continuous commitment to events at Football Park (AAMI Stadium) concluded at the end of the 2013 football and concert seasons.

Our long and outstanding relationship with the League, management at Football Park and the CEO of AOSMA afforded St John early opportunity to commence transitional input into relevant areas of the new Adelaide Oval structural development and future patron health care facilities for the new Stadium.

I led a small team of Operations Branch volunteers (which included Andrew Inglis, a stalwart St John Commander at Football Park) at the initial meetings with representatives of AOSMA. Our input and expertise was welcomed by AOSMA and culminated in a formal and the most significant contract arrangement ever committed to by St John in SA for the provision of Event Health Services.

The contract includes a first for St John, being the leasing of equipment within the Stadium’s treatment areas on a commercial basis. This contributes towards the highest fee-for-service return for Event Health Services ever achieved by St John.

The St John commitment includes the provision of:

- Team of qualified First Responder and Health Care Professional with logistic support members attending every event to be held at Adelaide Oval
- Fit-out of all First Aid facilities throughout the Stadium, including medical/first aid equipment, electrically operated patient beds, stretchers, cardiac defibrillators, oxygen therapy equipment, patient transport vehicle and our electric vehicle ambulance (EVA)
- New power operated ‘climbing’ stretcher/chair which has been purchased by St John for the specific purpose of patient movement either up or down the steep stairs of the upper Stadium levels
- First aid training for AOSMA staff

The lead up to the first event for the new Stadium (International Cricket) saw our Operations Branch Event Planning Team and Commanders meet with the Stadium Operations Manager to collectively achieve a smooth start to the commencement of a new era at Adelaide Oval.

And in March, a capacity football crowd of 50,397 attended the inaugural Showdown Match - our members embraced the challenges and commitment required for the new Stadium. Congratulations to all our members who contributed to the initial concept and planning and to those who continue to attend as part of the Event Health Services response. St John is indebted to you all.

NEW OBLIGATIONS

Throughout the year the Board endorsed a number of new governance initiatives as well as upgrading existing policies. In particular, those relating to child protection and worker health and safety have undergone significant changes and individual commitments added. This is to ensure St John continues always towards ensuring a safe and healthy workforce and exceptional and essential client care, member care and protection.

Every member, as part of the annual Skills Maintenance Program, is mandated to attend an educational session on each of these important areas.

Additionally, Officers who are primarily dedicated to our youth activities will all undertake an extended education program in the area of child protection. The internal use of CrimTrac this year to check police records against all staff, volunteers and our youth assistants (parents etc) has reinforced the desire of St John to be vigilant and positive in its protective measures.

MARKETING OF SERVICES

I have consistently challenged management to consider the introduction of a dedicated Event Health Services marketing program for delivery to new and existing event organisers.

In this regard, I am pleased that the Board recently approved the appointment of a full time Business Development and Client Services Manager dedicated to our Event Health Services delivery.

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.

I am confident that we can meet these challenges with vigour and enthusiasm which will see us extend our services for the benefit of the SA community.
In reflecting upon the past 6 years as Commissioner and as a Board Director I have been involved in countless deliberations and seen much improvement in the areas of administration and governance, particularly in relation to Operations Branch.

At times my role has been challenging as some issues that required my input has necessitated in my ‘wear two hats’ – a personal tribulation where long term loyalty for traditional and proven ways has had to be considered with that of transitioning for the future.

However, I have been steadfast in ensuring that Operations Branch:

- Members are genuinely valued at all levels of the organisation
- Commitment to the community remains voluntary and not-for-profit
- Revenue generated from our event services is channelled into the maintenance of our continuing work - reflecting in accredited training, contemporary medical equipment, modern serviceable vehicles and smart uniforms (including for all of our youth membership)
- Volunteers are managed by volunteers in the delivery of services
- Appropriate members remain highly representative in all areas of emergency management particularly related to our State disaster commitments

What remains resolute in my view is that Operations Branch volunteers are the public face and remain the key to the future success of the St John organisation in this State. Further, our membership is strong, with many intelligent individuals who are committed, operationally experienced and wanting to contribute to a better St John.

**THANK YOU**

In conclusion, I extend a sincere thank you to:

- Every adult and cadet member for your dedicated community work and contribution to the ongoing success of Operations Branch
- Officers and support staff for the many hours of devoted leadership, guidance, care and the delivery of high quality training
- Our Deputy Prior, His Excellency Rear Admiral the Honourable Kevin Scarce, Governor of South Australia, for his active involvement in our formal activities and particularly for his encouragement of our youth members.

Today, Operations Branch is well positioned for even greater service provision to the community. I am positive we will achieve many new goals and I wish all in Operations Branch all the very best for the future.

Ray Greig
Commissioner
COMMUNITY CARE

SOCIAL INCLUSION

The Community Care Program (the Program) continues to offer a high quality and individualised social support service to elderly citizens and younger people experiencing disability. The Program currently offers services to clients in six local council based programs. In addition, St John also continues to support the Circle of Friends Program which is offered to clients throughout metropolitan Adelaide. The Circle of Friends program assists members of the community to achieve a meaningful goal in their life as well as offering the Treasured Stories and case study service to clients.

The past twelve months have seen the Program experience a whirlwind of activity. It has been a period of great change, led in part by changes nationally to the Aged Care sector. There have also been a number of adjustments within the program itself following the retirements of some key staff. This has enabled us to restructure the team ensuring maximised resources, skills and knowledge.

It also provided timely opportunity to review working practices and implement new procedures based on best practice principles within the sector. This has allowed us to instigate new systems to further protect and improve the wellbeing and safety of our clients, volunteers and staff. One of the significant changes is in our reporting criteria. To ensure consistency and transparency, we have excluded those on the waiting list from client numbers. This has resulted in what appears to be a decline in numbers, but in fact reflects a change in data classification.

Despite the many changes, there have been a number of significant achievements made throughout the year. The most substantial being the results obtained from the Home and Community Care (HACC) audit that was conducted in February. In line with funding agreements between the State Government HACC Program and Commonwealth Government HACC Services, it is a requirement that the Program undertake this external audit every three years. The audit assesses our work practices and processes in line with the Commonwealth Community Care Common Standards.

Over a two day period, federal external auditors interviewed a range of staff, volunteers and clients, in addition to reviewing a portfolio of working documents. These documents provided extensive evidence of compliance and strong working practices as implemented within the Program. St John excelled in the audit, meeting the requirements of every standard. The feedback from auditors was positive, with one noting “the quality of the self-assessment paper and audit documentation were outstanding”.

Many of the successes achieved by the Program are the result of the ability of Program Coordinators to successfully match clients and volunteers based on shared skills, interests and personalities. Increasingly we are receiving feedback from clients that their volunteers are considered “more like friends”, “someone that they can trust and confide in” and “valued supports for us in the community”.

This is one of the unique features of the Program. The ability to personalise our support makes for a more meaningful and higher quality service to clients and marks a clear distinction between the Program and other service providers. Some of the other feedback that has been received by clients and volunteers over the past twelve months include:

Volunteers are an integral feature of the Community Care Program. They enable us to reach a much wider proportion of the community and willingly give their time and passion to support those who are more vulnerable. We often see our volunteers going over and above our expectations of them. Over the hot summer and prolonged heat wave that was experienced this year, many of our volunteers routinely phoned their clients to check on their wellbeing and remind them of the importance of keeping hydrated in extreme temperatures.

We were also fortunate to have a wonderful group represent the St John Community Care Program at the SA Volunteer March in May. So to our 412 volunteers who provided over 28,190 hours of support to our clients last year, we extend our gratitude. Without each and every one of them, this Program would not be the success it is.

“St John’s Community Care program has filled the void of loneliness in my life.”

“Volunteers and Coordinators are always there for us, they make us feel welcome and happy.”

“This program plays a huge part in my ongoing mental health and happiness as I am housebound with limited support. I think this program has the potential to save lives!”
The Circle of Friends Program continues to be a leading example in the sector of innovation and advanced client driven service provision. In addition to the 21 Treasured Stories that have been produced, this year’s initiative has extended to promoting opportunities for intergenerational sharing and learning. Through this program, older people have had their strengths validated through the opportunity to share their “life stories” in local schools and kindergartens. The significance of this can be recognised by reports from the World Health Organisation, stating that in socially inclusive societies older people need to be provided with opportunities to make a valuable contribution within the community. Older people should have their needs met with dignity, have their differences respected and have their involvement in the community recognised.

Surprisingly the benefits achieved through Treasured Stories have not been limited solely to the older person. Teachers are reporting that children and young people are engaging in a way that they would not normally in regular learning environments. One of the highlights was the connection formed by a young man living with Autism with one of the Treasured Stories. The teacher described that this young man can be difficult to engage and the young man also acknowledged that he rarely reads. However, in an intergenerational story session he happily read one of the Treasured Stories and could repeat the sequence of events in clear detail.

The young man expressed his delight in reading and hearing the story of an older person. This is evidence that this method of engagement is a powerful learning tool for students and empowering for clients.

"We sing the praises of St John for the way in which we volunteers are cared for. It certainly doesn’t happen in other organisations we are involved in."  

Additional highlights achieved by the Program include an enhanced recognition of the value and success of the Community Care Program by the wider community and professional networks. This is highlighted by the increased coverage that has been received by both television and print media on the outcomes achieved by individual programs and activities. It is also demonstrated by the fact that Program Coordinators have received an increase in requests to make specialised presentations to groups of staff on the impacts of utilising a person-focused, strengths based approach when working with older people.

THE FUTURE

As we move forward into another year, we are again bracing for another year of change. With proposed changes predicted for the Home and Community Care funding, we are uncertain of what the future holds. However, we will be working to ensure that the Community Care Program is well positioned to continue to offer high quality services in an adaptable and flexible environment. We will utilise the opportunity to ensure we create a solid foundation that has the capacity to continue to respond to change and remain a leading and innovative service provider for the Adelaide community.

I would like to take this opportunity to warmly thank our wonderful volunteers for their generosity of spirit and time, as well as our dedicated Coordinators and staff for bringing the Program to life and making it the success that it is. Due to the dedication and team effort from all Community Care members we are able to continue to provide this valuable service in our community.

I also offer a very warm welcome to Sanna Brannan, our new Team Leader and look forward to an exciting year to come.

Bronte Weeks MStJ  
Chair of Community Care
COMMUNITY CARE KEY PERFORMANCE INDICATORS

In accordance with our service agreements Community Care has implemented services in line with the requirements of the Community Care Common Standards, Commonwealth HACC Manual and State HACC Program Guidelines. Analysis of program statistics show outputs were satisfactorily met, however results highlight the need to spread program energy across all areas to balance over and under achievement.

<table>
<thead>
<tr>
<th></th>
<th>ASSESSMENT HOURS</th>
<th>CLIENT CARE COORDINATION HOURS</th>
<th>COUNSELING/ SUPPORT/ ADVOCACY HOURS</th>
<th>SOCIAL SUPPORT HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expected</td>
<td>546</td>
<td>1,310</td>
<td>468</td>
<td>23,537</td>
</tr>
<tr>
<td>Actual</td>
<td>473</td>
<td>1,988</td>
<td>434</td>
<td>27,904</td>
</tr>
<tr>
<td>Achievement rate</td>
<td>86.6%</td>
<td>151.7%</td>
<td>92.7%</td>
<td>118.5%</td>
</tr>
</tbody>
</table>
Training and education programs are an essential contributor towards St John’s mission to support the health and wellbeing of South Australians.

Through public First Aid training and product sales we enable individuals to respond effectively to accident or emergency, saving lives and significantly reducing the impact of injury.

**TARGETED TRAINING**

In the first full year of operation St John trained more than 11,000 South Australian school children in basic First Aid through the First Aid in Primary Schools program. In 2014 we aim to train 17,000 more, giving new generations the basics of saving lives at home or at play.

The program integrates within the schools’ curriculum at no cost to schools or parents, funded in the main through St John’s own resources, with some corporate sponsorship.

To sustain this high-profile and valuable program, St John will seek a Major Program sponsor for future years.

Migrant training, an innovative package for new settlers to the Playford Council area, continued into 2014. Funded through a South Australian Fire and Emergency Services Commission (SAFECOM) grant, the program builds capacity to cope with emergency situations. Respectful of culture, participants worked towards a certificate in CPR or Emergency First Aid. Such programs strengthen links between government, community service organisations such as St John, local disaster emergency groups and communities, and align with Government strategies for disaster resilience.

**PARTNERSHIPS AND ALLIANCES**

Coupled with targeted training, St John is increasingly seeking to form partnerships with business to broaden public access to First Aid resources. Most notably we have continued to work closely with the RAA towards a safer road environment, with a particular focus on young people.

Shockingly, on average 14 young drivers and 8 young passengers aged 16-24 are killed in South Australia each year, with around 190 drivers and passengers in this age group admitted to hospital as a result of a road crash.

Equally confronting, in the five years to 2013, 34,833 South Australians were injured as a result of a traffic accident, meaning drivers face the very real possibility of finding themselves involved in or at the scene of a crash.

Targeted awareness centered on the importance of First Aid kits in cars, and First Aid training for learner drivers. Significantly for St John, the 660,000 RAA members have better access to St John training and resources through the RAA retail network, making products accessible to more South Australians.

Strong alliances continued with the Defence Teaming Centre (DTC), SA Chamber of Mines and Energy (SACOME), National Pharmacies, Zoos SA, and Statewide Super, raising awareness of the importance of First Aid and providing access to resources to their membership. Collegiate Soccer also stepped-up and committed to, as a minimum, one person trained in Sports First Aid, with a sport First Aid kit available at every game.

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**$6,280,000**

VALUE OF HEALTHY LIFE GAINED THROUGH TRAINING*

**55,630**

TRAINING CERTIFICATES ISSUED

**11,361**

FIRST AID IN PRIMARY SCHOOL GRADUATES

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* Source: The Economic and Social Contribution of St John Ambulance 2008-09 report by Access Economics
INDUSTRY EXPERTISE

Through all, a focus on quality and compliance remains central and the reason individuals and organisations continue to choose St John.

In light of recent changes to Safe Work Australia’s harmonised First Aid in the Workplace Code of Practice we have been working with workplaces to achieve best practice First Aid standards and compliance with the new Code.

This is significant, as a high proportion of incidents happen in workplaces. Recent research indicates only 13% of Australian businesses are compliant with the new Code’s requirements, suggesting many employers are failing to put the correct first aid measures in place, putting employees, customers and businesses at risk.

Work includes risk assessment to establish where individual workplaces sit in terms of First Aid and steps needed to become compliant.

STANDARDS

St John continued to enhance First Aid training programs in response to student needs and requirements of Government and employers. Major programs were updated to meet competency requirements defined in revised health training packages, including purchasing new equipment and resources, and consistent with RTO (Registered Training Organisation) governing body ASQA (Australian Skills Quality Authority).

Additionally resources to support new courses in pain management and low voltage rescue were developed, and the elearning resource used to support St John’s major first aid program was completely redesigned and begins release from mid-2014. Scenario cards used by trainers were redeveloped to enhance in-class learning.

Technology will remain key to meeting community expectations and effective program delivery.

QUALITY EXTENDS TO OUR PEOPLE

St John’s humanitarian programs are made possible through the work of a committed volunteer workforce, and much resource is dedicated to continual training and reaccreditation to ensure the best quality of care.

A comprehensive suite of First Aid training packages together with specific training in policies and procedures, drug protocols, equipment and safe operating environments (including child safe environments), ensure volunteers are capable, prepared and equipped to carry out their work.

Significantly, this volunteer workforce bolsters our State’s ability to prepare for, respond to and recover from adversity, Building community resilience is central to our mission and remains high on State and Federal Government agendas, particularly at a time where the threat of natural disaster is never far from mind.

Such disasters stretch emergency services and can overwhelm communities. St John volunteers, as part of the State Emergency Management Plan, have the capability and authority to work alongside other emergency services and take appropriate action at a local level.
THE FUTURE
We will continue to use our expertise in education, community engagement, service provision and resourcing to impart knowledge, skills and confidence throughout South Australia.

To do this we will continue to evolve training, products and services to match community need.

To this end, the training management team is being re-shaped to provide expert input to all training delivery personnel, including volunteers involved in the critical area of training and maintaining the expertise of our Event Health Services volunteers. To ensure greatest impact, the training team has been located under the General Manager Commercial who will be responsible for implementing St John’s strategic targets for all commercial activity, including Education. Importantly the committees will draw on external expertise to bring additional industry specific experience and capability to the table.

Training will remain the sound foundation to St John’s contribution to individual and community resilience. I look forward to many more future successes.

Garry Coombes AM KStJ
Chair of Training

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2014/15 will also see a focus on new partnerships, particularly to support education programs such as First Aid in Primary Schools, where additional corporate sponsors will help secure viability over the long-term.

Additionally, in order to undertake specific action, research and high level advice new committees are to be founded relating to training and education, commercial and marketing. Importantly the committees will draw on external expertise to bring additional industry specific experience and capability to the table.

Training will remain the sound foundation to St John’s contribution to individual and community resilience. I look forward to many more future successes.

Garry Coombes AM KStJ
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1 Source: Department of Planning, Transport and Infrastructure: Road Crashes SA
3 Source: First Aid Readiness in the Workplace (March 2013), St John Ambulance Australia
4 Based on calendar year 2013
HOUSE KEEPING

GLOSSARY

A&FAFS  Ambulance & First Aid Functional Service
ABN   Australian Business Number
ACNC  Australian Charities and Not-for-profits Commission
AED  Automated External Defibrillator
AGM  Annual General Meeting
AHA  Australian Hotels Association
AOSMA Adelaide Oval Stadium Management Authority
ASQA Australian Skills Quality Authority
ATO  Australian Taxation Office
CEAP  Commercial Education and Products
CEO  Chief Executive Officer
CFO  Chief Financial Officer
CFS  Country Fire Service
CPR  Cardiopulmonary Resuscitation
DCSI  Department of Communities and Social Inclusion
DEEWR  Department of Education and Employment and Workplace Relations
DGR  Deductible Gift Recipient
DoHA  Department of Health and Ageing
DTC  Defence Teaming Centre
FTE  Full time equivalent
GM  General Manager
GM C  General Manager Commercial
GM PACE  General Manager Programs and Community Engagement
GM PP&C  General Manager People Performance and Culture
GM SS  General Manager Shared Services
HACC  Home and Community Care
ITEC  Income Tax Exempt Charity
KPI  Key Performance Indicator
MFS  Metropolitan Fire Service
MOU  Memorandum of Understanding
AOSMA  Adelaide Oval Stadium Management Authority
PACE  Programs and Community Engagement
PBI  Public Benevolent Institution
PP&C  People Performance and Culture
PwC  PricewaterhouseCoopers
RAA  Royal Automobile Association
RTO  Registered Training Organisation
SA  South Australia
SAAS  SA Ambulance Service
SACE  South Australian Certificate of Education
SACFS  SA Country Fire Service
SACOME  South Australian Chamber of Mines and Energy
SACSA  South Australian Curriculum Standards and Accountability
SAFECOM  South Australian Fire and Emergency Services Commission
SAMEAC  South Australia Multicultural and Ethnic Affairs Commission
SANFL  South Australian National Football League
SAPOL  SA Police
SES  State Emergency Service
TGA  Therapeutic Goods Administration
VET  Vocational Education and Training
WHS  Work Health Safety

PUBLICATIONS REFERENCED

WE THANK
... the many thousands of people who learn lifesaving first aid skills so that they can help themselves and others, our volunteers who provide care and first aid to those who need it, our young people who bring vibrancy and energy, and the wider St John community of partners and advocates who work with us.

You have each contributed to St John’s mission:
To empower and support the South Australian community through the provision of first aid response and social care.

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