let me show you who I am...
Message from The Governor of SA

St John plays an integral role in the wellbeing of our community and can be found in every corner of our great state – from providing care at public events and connecting with the isolated, to spurring on youth members to excel in all areas of their lives.

It is particularly pleasing to see St John continuing its strong advocacy role through community education and awareness campaigns so that we might all have the capacity to help ourselves and others in times of crisis.

But all of this cannot be achieved without the spirited commitment of St John members. It is wonderful to observe the enthusiasm of volunteers who give so selflessly to help others, and who fly the flag for St John with such pride.

It is this special blend that fills me with such great admiration for St John and its people. The achievements throughout the year, the diversity of services and the enthusiasm of volunteers culminate in outstanding value to the community of South Australia.

His Excellency Rear Admiral Kevin Scarce AC CSC RANR
Governor of South Australia
St John Deputy Prior
About

St John Ambulance Australia SA Inc (St John) is a 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, and social inclusion programs.

Mission

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

Values

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

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

Qualified volunteers give freely of their time and expertise day in and day out to provide event managers and event goers with that all important peace-of-mind that experienced help is on scene to administer 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 first aid and healthcare services utilising established planning, risk mitigation and public emergency management processes.

**Patient care**
First aid response contributes significantly to the health and wellbeing of South Australians, both in economic and social terms.

**Major public events**
First aid and patient care services were provided at South Australia’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.

**Rural events**
We support local events within the more rural areas of South Australia. These events are often the cornerstone to community life, including field days and sporting events.

**Patient transport**
Patients requiring further care and assessment are transferred to healthcare facilities by specialist patient transport crews which alleviates the necessity for a SAAS emergency vehicle to be allocated to this type of work.

**Qualifications and training**
During the year members upheld a continual national skills competency program ensuring all volunteers are appropriately skilled to deliver the latest in healthcare techniques.

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

**Volunteers**
A task force of volunteers including doctors, nurses and those studying towards a healthcare career who give freely of their time and experience to help fellow South Aussies.
A casual night out with family at AAMI Stadium took a dramatic turn when Crows supporter Joe Iandiorio, 61, suffered a cardiac arrest.

Joe immediately began CPR and called for back-up. St John volunteer and registered nurse Daniel Symons, second on scene, said he deteriorated quickly:

“When I arrived about 30 seconds after I got the call he had no signs of life.”

The St John team performed CPR for eight minutes and brought him back to life.

“Thank you,” said Joe. “They were wonderful and if they hadn’t come maybe I wouldn’t be here and I’m glad they were geared up to do what they did.”

During the year St John volunteers were present at every AFL match played at AAMI Stadium – that’s an amazing 7,980 hours of service.

The St John team consisted of Daniel Symons, Dion Cock, James Fox, Peter Garrett, Colin Ireland, Sam Sandford, Alex Saffell, Aiden D’Agostino, Cameron Biss and Kym Fletcher.
Social inclusion programs foster personal independence and resilience. We enlist the help of caring volunteers who give freely of their time and skills to make a difference in the life of someone else.

- Community Care Program provides a personalised service to older members of the community and younger people living with a 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 a disability to further create ways to experience a sense of meaning, purpose and enjoyment in life.

- Project Survival Program enhances resilience through training in first aid skills to ‘at risk’ and vulnerable members of the community.

**Aim**

- Improve the quality of life for vulnerable people, especially those living independently at home
- Further enable frail aged and younger people living with a disability to engage in the community in a way that is personally meaningful
- Build social inclusion by providing companionship and support to members of the community in times of need
- Increase economic and social participation by building skillsets through training and assistance in learning

**Community Care Program**

Demand for our service remains high, and is more relevant than ever with social isolation prevalent within society. Support can include home visiting or outings, help with shopping, or a friendly chat over a cup of tea.

**Circle of Friends Program**

We connect clients with activities, groups or individuals which reflect interests and goals. The last twelve months have seen growth within the Circle of Friends Program with a number of clients achieving their individual goals, and will continue to grow into the future.

**Project Survival Program**

Having completed a feasibility study, Project Survival commenced in February 2012 and is in the early stages of recruitment. We teach basic first aid to residents of community groups such as youth centres, rehabilitation centres or refuge shelters.

**Renewal of service agreements & HACC funding transition**

New service agreements with Department of Health and Ageing (DoHA) and Department of Communities and Social Inclusion (DCSI) were signed and commenced July 1st 2012.

**Volunteers**

A team of caring volunteers are making a genuine difference to the lives of others by building bridges back to community involvement.
Queenie is 94 years young. She’s led an adventurous life - including an around the world trip, living in different states, taking on different types of employment and caring for family members. Queenie also readily accepted the tasks her mother ‘volunteered’ her for during World War II. And she’s just as keen today to remain involved in her community as she was in years gone by.

Queenie lives independently, but is socially isolated. Mobility and health are challenges but these days that doesn’t prevent her from enjoying outings, having now had 5 years of support from Aileen, a Community Care Program volunteer.

Queenie and Aileen meet regularly for lunch or shopping. In Queenie’s words Aileen’s presence in her life makes the world of difference. They have developed a strong mutual friendship and respect for each other.

“We’re the best of friends” says Aileen.

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**Its Me...**

Connecting through friendship

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*Source: ‘The economic and social contribution of St John Ambulance Australia 2008-09’ report by Access Economics  
**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*
St John Cadets and Juniors is a vibrant youth program for everyday kids. Whilst the emphasis is on first aid we also develop leadership and social skills through the programs and activities we have to offer.

Being a Cadet is about having fun! Cadets and Juniors attend camps, get hands on first aid experience in a great team environment.

Our youth are represented by the Youth Engagement & Development team and the South Australian Youth Council. They ensure opportunities for development of young members are maximised. These include providing training in first aid, leadership and other skills through our proficiency program, along with mentoring and simulated experiences leading to our youth members being both competent and confident to undertake leadership roles in their division and at events.

**Aim**

Provide fun, safe and supportive opportunities for 8 - 25 year olds to grow while engaging meaningfully in the provision of first aid services to the community.

Activities and experiences encourage greater self-esteem, confidence and improved interpersonal skills.

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**Skill development**

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

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**Leadership development**

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

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**Competitions and Camps**

Practical learning experiences enable members to get hands-on in simulated scenarios, visit new places, practice skills, complete proficiency badges, experience adventure and new things.

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**Cadets and Youth**

We are very proud of what we do, offering a balanced program in both first aid and life skills. We are seeing youth participation increase year on year, evidence of a thriving and relevant program.

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**Volunteers (adult)**

An energetic team of voluntary adult leaders actively manage activities - programs wouldn’t exist without them.
At the age 13 Glenn was inspired by the actions of a St John Cadet after receiving first aid treatment at an event, and not long after joined the Para District Cadet Division.

The first aid, leadership and self-development skills learnt along the way helped Glenn quickly move through the ranks from a Cadet Corporal right through to Regional Cadet Officer for the Metro North East region. He has been involved in the SA Youth Council and Australian Youth Council, and even been part of the successful Australian team at international first aid competitions in Malaysia in 2000.

Glenn attributes his training with St John as a major contributor to receiving some important accolades through his life. He was awarded the Centenary Medal for his work in St John and also won Playford Council’s 2001 Young Citizen of the Year Award.

"St John has provided a place to make new friends, and also allowed me to develop skills in a safe environment.”

Glenn says his St John training and interaction has helped him build relationships and extend his skills. “As a St John volunteer you meet many different people in a variety of circumstances and you develop skills to keep calm in any situation. I know that these skills have helped me in my time in public office.”

At the age of 19, Glenn was elected to Playford Council and served four years as Deputy Mayor. In 2010 Glenn was elected as Playford Council’s youngest ever Mayor.

“I encourage all cadets and juniors to have fun while attending St John, and learn as many skills as possible because you never know where it might lead you in the future,” Mayor Docherty.
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 life and death.

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 mining and shipping, 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 requirements.

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

Public first aid training
Accredited and non-certificate courses were delivered across the state and extended our reach into more regional communities, most notably Roxby Downs.

Specialist courses tailored for industry
New courses have been developed to meet the requirements of workplaces. In conjunction with heavy industry, relevant training solutions including Manual Handling have been developed. Another new arena, eLearning, is now up and running with Workplace Infection Control.

CSP initiative and new alliances
Through our Community Support Partner initiative launched in June 2012 we provide preferential pricing on first aid training, kits and products, along with the opportunity for organisations to contribute to our charitable projects. We also teamed up with South Australian Chamber of Mines and Energy (SACOME) and Defence Teaming Centre (DTC), giving their members access to discounted training. These initiatives and alliances is taking our expertise into an increasing number of workplaces.

Kits and equipment
Our quality products and trusted brand sees us continue to be a household name through our products.

Restocking service
Expansion of service has included ODT Australis (the major contractor in Roxby Downs) and Just Tag It in Clare to provide a fully equipped First Aid Restocking service to workplaces.

Product innovation
An industry first was the development of a Burns Kit – the only kit within Australia to carry a Burns Module polythene sheet. Burns are a major cause of home and workplace injury, and if not treated correctly can have long term effects on health. Pet First Aid Kits were developed in consultation with Zoos SA to cater for minor and major pet trauma.
A family day out quickly developed into a serious medical emergency when expectant mum Alice Every, 34, collapsed. Alice was 23 weeks pregnant at the time and was visiting Adelaide Zoo with her mother, Meg, and her two-year-old daughter, Matilda. While using the toilet facilities, she collapsed and went into cardiac arrest. Meg raised the alarm and St John first aid trained Adelaide Zoo staff rushed to her aid. They performed lifesaving CPR in the ensuing critical minutes until paramedics arrived.

Impressed with their skills Paramedics asked Zoo first aiders to continue CPR while they carried out other work on Alice. Alice spent two days in intensive care before being moved to Flinders Hospital to have a defibrillator and pacemaker.

Now safe and well, Alice later commented “Only 3% of people that go into the type of cardiac arrest that I went into outside of a hospital environment survive, let alone survive while pregnant.”

“I feel like I owe them my life...and not only my life but my son’s life as well... Not a day goes by where I do not feel incredibly lucky and grateful.”

The quick actions of St John first aid trained Adelaide Zoo staff reinforced to everyone involved the importance of first aid education within communities and workplaces.

And a happy ending, Alice and her husband have since welcomed to the world their baby son, Jarvis.

“'Its Me...' Lives saved at Adelaide Zoo
St John has an essential role in the South Australian State Emergency Management Plan. We form an integral part of the state’s Functional Service Group ‘Ambulance and First Aid’. In the event of a state emergency we will provide patient care services at incident sites, provide an overflow or surge capacity to SA Ambulance Service (SAAS), and provide patient transport under the direction of SAAS.

St John has the trained personnel, infrastructure and equipment in place to provide this capability under the functional service group.

**Aim**

To respond in times of crisis as part of a multi-agency response to state emergency in relation to the medical management of casualties.

**Working relationships with key stakeholders**

We maintained our well-developed working relationships with other key emergency service providers to enable us to respond as part of a cohesive and integrated team.

**State Advisory Groups**

Senior officers attended meetings and provided input into a number of State Advisory Groups.

**Readiness to respond**

First Response Units and leaders were prepared to respond to any emergencies initiated by the State Disaster organisation as part of the Ambulance & First Aid Functional Service Group, or individual emergency service agreements.

**Ambulance & First Aid Functional Service – First Aid Functional Group responsibilities**

Provide a structured command, communications and logistics capacity
- Activate/deploy personnel
- First aid/casualty triage (on scene/treatment centres/hospitals/welfare facilities)
- Casualty evacuation (excluding rescue) and transport
- Communications

**Cross-border assistance guidelines**

Under established and tested cross-border national guidelines we can respond to interstate emergencies and offer assistance, and vice versa, for example the Victoria bushfires, Queensland floods.

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**Strengthening the state’s ability to prepare for, respond to, and recover from emergency**
St John emergency management arrangements

State Government Agencies
SA Health, Families & Communities, emergency services

St John Ambulance Australia
Interstate and International Development/assistance

SA State Emergency Management Arrangements
Emergency/Disaster response

SA Ambulance Service (SAAS)
Operations Branch
Full time staff
Statewide resources, vehicles & equipment

St John Ambulance Australia SA Inc
State Committee representation

SA Ambulance Service (SAAS)
Memorandum of Understanding (MOU) to support SAAS

SA Country Fire Service (SACFS)
MOU to support SACFS during bushfire response

Surf Life Saving SA Inc
MOU to support St John

Membership on State Committees includes:
- State Response Advisory Group
- State Recovery Committee
- State Mitigation Advisory Group
- State Pandemic Influenza Working Party
- Emergency Services Major Event Coordinating Committee
- Interagency Incident Management Working Group
- State Search and Rescue Committee

Emergency service providers:
SA Police (SAPOL), SA Ambulance Service (SAAS), Country Fire Service (CFS) and State Emergency Service (SES), Metropolitan Fire Service (MFS)

Statewide resources/coordination
1,043 St John Operations Adults
151 Healthcare Professionals
24/7 State Duty Officer & Disaster Response Coordinator
Pagers & Government Radio Network

30 Mobile First Aid Units – stretcher patients
6 support vehicles
1 Command/Communications Unit
8 Staff cars
12 First Aid Posts
1 Control room established at Camden Park, with a contingency office located at St John State Office, Unley

Cross-Border Assistance agreed implementation & policy
- Victoria/NSW, other states if necessary
- Personnel, vehicles, equipment, communications
- Professional Officers (e.g. Doctors, Nurses, Paramedics)
- National Coordination Centre (Canberra)
- National skills maintenance program
- National radio communications capacity
Awareness & resources

We want every South Australian to be skilled in first aid, to have the confidence to act, to look out for their neighbour, and to be able to recover from adversity.

Awareness forms an important part of these ambitions. We use many platforms to promote messages of safety, health and wellbeing to ensure these topics are never far from mind.

Aim
To build individual and community resilience through first aid knowledge, confidence, public access resources and the encouragement of social giving.

Community education
We hit the streets to provide informative and engaging demonstrations of first aid where people least expect it.

Partnering to save lives
Work with Zoos SA has resulted in a number of exciting community initiatives. St John provided two defibrillators, for Adelaide and Monarto Zoos, and a number of additional Adelaide Zoo staff and volunteers were trained in first aid.

First aid awareness in your local community
Every year St John provides some basic first aid advice and demonstrations to a wide range of community groups, kindergartens and playgroups across the state.

Social media
Social media has enabled us to communicate in new and dynamic ways. A presence was launched on both Facebook and Twitter to highlight our work, and raise awareness on a range of important issues.

First Aid apps...now that's clever!
Through the innovative use of technology we are putting lifesaving resources at the fingertips of fellow South Aussies.

Campaigns
Awareness focussed on the critical issue of road safety, with a particular emphasis on youth who are over-representative in road accident statistics. Particularly devastating is that some of these deaths are avoidable with basic first aid intervention.

International
In support of Pacific region neighbours we were pleased to donate medical equipment and training aids to assist in the revival of St John Solomon Islands.

Everyone has the potential to save a life
“Its Me…”
Beware Fierce Creatures at the Zoo!

Visitors to Adelaide Zoo were treated to an entertaining demonstration of first aid as part of our Fierce Creatures promotional day. Inspired by the John Cleese movie, actors took on the roles of Zoo Keepers who are ‘viciously attacked’ by a menagerie of fierce creatures.

St John volunteers were on hand to treat the resulting injuries and explain correct treatment methods.

Some very feisty lemurs and an unruly giraffe were just some of the misbehaving animals on the day. Put these together with a rampaging sea lion, a nippy snake, and a hot cup of coffee and you’ve got all manner of injury!

As the fierce creatures ran amok, our fictional Head Zoo Keeper “Rollo Lee” kept onlookers entertained with his comic antics.

This was a wonderful way to raise awareness and present first aid to Zoo visitors in a fun and light-hearted way. It was fantastic to see kids take an interest and get involved.
Very few Australian organisations can trace their history back to the 11th century or have been granted a Royal Charter by the British crown. With this longevity comes a wealth of knowledge and understanding - the Historical Society actively works to research and preserve this rich heritage, and to share best practice knowledge for the benefit of all.

Between them, members of the Historical Society have a wealth of knowledge which underpins the whole ethos of our organisation.

**Aim**
A community of practice to discover, share and create knowledge for future generations. Provide an avenue to capture knowledge and retain participation of longstanding St John members, many of whom have a lifetime’s worth of experience, and continue their active participation within the organisation.

### The Museum
The Historical Society maintains a museum of memorabilia that demonstrates the development of first aid over the years. Viewing the collection gives a perspective on just how far treatments have progressed, and challenges present-day first aiders to improve on current practices.

### Publications
Members regularly undertake research and contribute to publications and informative newsletters.

### Projects
In recognition of our significant heritage a former 1970s HG ambulance was purchased and has been restored to its former glory in collaboration with the Ambulance Service Retired Officers’ Association and currently housed at the Port Adelaide Ambulance station museum. Also during the year several black and white movies were converted to DVD to provide greater accessibility to significant events involving St John in the 1930s.

### Research
Current research is focused on learning more about the first Commissioner of the St John Ambulance Brigade in South Australia, Mr A S Lindsay. In addition Society members answer many queries from the public about past-serving St John members or events.

### Preserving and cataloguing items
During the year we have had the invaluable help of a part-time museum specialist, bringing an additional layer of expertise to maintaining the collection. Some implementations include using acid-free storage materials and cataloguing electronically.

### National cooperation
The Historical Society liaises closely with the National St John Historical Society and contributes to the annual St John Historical Seminar. In 2012 our presentation from focused on the background of an intriguing item in our collection, Sir Hiram Maxim’s Pipe of Peace.

### Volunteers
Historical Society members give generously of their time, knowledge and experience to benefit others.

Our heritage can be traced back to the days of the first Crusades when the Knights of St John (Hospitallers) cared for sick and injured pilgrims travelling to Jerusalem some 900 years ago. Inspired by the Knights in the 19th century a group of citizens revived The Order of St John in England.

Discovering, sharing and preserving our heritage for future generations

St John Ambulance was subsequently formed to put its ideals into practice in the new industrial society, promoting the cause of first aid for the sick and wounded through volunteer effort.
26 Cadets completed the proficiency badge ‘Knowledge of The Order’ which involved visiting the museum and understanding our heritage.

Contribution into Australia-wide publication “Celebrating Women in St John Ambulance Australia” detailing the work done for St John by 140 women over the last 130 years.

41 members
$6,000 HG ambulance
purchase price

Anatomical chart produced in 1886
One of the many fascinating items to be found at the museum

1 Professional Historian

1,860 hours
$51,057 Value of volunteering hours*

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

“Its Me…”
His Story

The Historical Society is frequently approached to research information on former St John members, often unearthing a long legacy of service to the community.

One such example is Hector McCarthy (or McArty) who was best known as “Sporting Mac”. Back in the 1930s Sporting Mac established a holiday camp near Policeman’s Point in the Coorong. He was skilled in first aid following involvement with ambulance work in the Adelaide suburb of Hindmarsh. In the south-east he became known as “Doctor of the Coorong” being the only person with first aid knowledge between Meningie and Kingston. He set up an ambulance station that he paid for himself and ran voluntarily using his own vehicle. He treated hundreds of casualties over a period of a decade or more, and transported the most seriously injured all the way to Adelaide on largely unsealed roads.

In the St John Annual Reports for the years 1936 to 1943 Mr McArty is listed as an Honorary Life Member of St John. At that time there were only 16 other people with Honorary Life Memberships, and they were all doctors.

*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.
We engage with our 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 a number of stakeholders; our members, government partners, event organisers, our supporters, donors and employees.

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

**SA community**

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

**Education and product consumers**

Through training courses and first aid kits and products we skill and resource individuals, corporates and industrial participants, with 46,495 training certificates issued and $1,542,123 of first aid products in the hands of South Australians.

**SA event goers**

Over 1 million patrons attend over 80 major events in South Australia each year, making the South Australian events calendar the major stage for locals, interstate and international leisure seekers. We were on-scene at 5,497 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 the needs of clients and service recipients. We evaluate our services to measure need and 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 our annual strategic planning.

**Staff**

We have a dedicated team of staff supporting our charitable purposes.
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.

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
Patient care, social inclusion, and education programs strengthen individual resilience and contribute significantly to health and wellbeing, both in economic and social terms, 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.

Volunteers
We have a taskforce of volunteers across South Australia who are the driving force behind our organisation.
We are primarily a self-funded not-for-profit organisation that raises revenue through the sale of first aid products coupled with training as a registered training organisation. We also receive contributions for the first aid services provided at events and grants to fund community care services through HACC. A small percentage of income is raised through fundraising, donations and bequests. A strategy for the organisation is to increase this stream of income with dedicated resources and goals to be established in the new department of Programs and Community Engagement being introduced in 2013.

We have an investment in a managed fund to preserve capital that has been raised over many years and generate income to assist in providing services to the community.
2012 Funds spent

- $9,958,026
- 30% First aid & healthcare services
- 57% Education & products
- 10% Social inclusion
- 3% Youth development

21 patient transport
Our people

St John is about people helping people

We are fortunate to have over 2,000 wonderful volunteers to help other people in times of need. Whether they are providing First Aid at the local football game or at the Royal Show, or helping an elderly client with her weekly shopping, or working with other emergency service providers in dealing with a state-wide emergency, our volunteers are the backbone of our organisation.

Our volunteers come from many diverse backgrounds, from countries across the globe, from varied occupations, and ages, but they all have one thing in common – their strong desire to help people within our community. As such, we have a responsibility to ensure that our volunteers are properly supported to allow them to focus on their very important roles.

To this end, a policy review commenced with the aim of unifying consistent approaches to the way all members, volunteer and staff, conduct their business. Further, considerable work has been conducted in ensuring that counselling support is available to all members if and when required.

St John is now accredited with conducting criminal history checks in-house. This has become necessary following the increased need for vigilance in support of legislation, reinforcing our commitment to the wellbeing of all clients, particularly children.

We are equally fortunate to have a group of hard working, committed and professional staff, not only supporting our volunteers, but also providing the broader community with high quality first aid training.

Working behind the scenes, our staff ensure that the vital services and support the South Australian community sees as the face of St John happens with minimum fuss.

A comprehensive leadership development program was rolled out, with the target of all managers, team leaders and supervisors attaining a minimum level of Certificate 4 in Front Line Management. In addition to the number of leaders undertaking this training, a further 15 staff have continued undertaking a variety of Certificate 3 and 4 courses ranging from Occupational Health & Safety to Logistics.

The safety and wellbeing of members was a key focus for the year, with a dedicated resource being assigned to this area.

Over the last 12 months there has been a strong focus on strategic and business planning, and individual performance and development, which was reflected by some key changes in the Enterprise Bargaining Agreement approved and implemented this year. These changes allow for greater control of outcomes at an individual level.
Richard Williams wears many hats including husband, father, grandfather, and retired teacher, to name just a few. Richard is also a St John volunteer within First aid & healthcare services, Community Care and Project Survival.

As a Community Care volunteer Richard was introduced to Narelle. They catch up most weeks and spend time at the nursery, Officeworks and Bunnings and do everyday tasks like shopping for groceries.

Narelle describes Richard as having similar interests and as being very reliable, generous with his time and willing to venture to many different places. For Narelle, a wonderful fiercely independent lady who Richard describes as “gutsy”, being part of Community Care helps her get out and about to do the things she needs and wants to do.

Richard was instrumental in the implementation of Project Survival. His role as Coordinator includes recruitment and promotion of the service, along with providing training to vulnerable members of the community.

As with most volunteers, Richard does not seek reward or acknowledgment for his volunteering work, and when asked what volunteering means to him Richard replies:

“I get a chance to return something to the community and it’s very rewarding”. When asked for advice for prospective volunteers Richard says, “Look around – you’ll find something great to do”.

“*It's Me...*”

Making a genuine difference to the lives of others
Members of The Order of St John

Members of St John, if they give long and meritorious service to the organisation can be admitted to The Order of St John. This is a great honour and the names listed represent our South Australian members.

Deputy Prior  
His Excellency K Scarce AC CSC RANR

Bailiff Grand Cross  
Professor V R Marshall AC

Knight/Dame  
Dr B E Ancell AM  
Dr P A Arbon  
Mr B J Bartlett PSM  
Dr F H Bridgewater OAM  
Mr G L Coombes AM  
Mrs M K Corkhill  
Dr J L Crompton RFD  
Mrs L A Dansie  
Dr G A Davies  
AM RFED ED JP  
Mrs R Denham  
Lt Gen Sir D Dunstan  
Dr R M Edwards  
Dr B J Fotheringham AM  
Mr R J Greig OAM

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

Chaplain  
The Right Rev I George AO LLB  
The Right Rev K Rayner AO

Officer  
Dr I Aarons  
Dr B G Alcorn  
Dr C O Auriich  
Mrs M K Baker  
Mr B Ballard  
Mr C J Beames  
Mrs M M Beards  
Mr A C Bennett  
Mr J Berry  
Mr G W Bone  
Mr D E Bray  
Mr A G Britton  
Mr F A Butler  
Mr P Butler  
Mr C J Campbell  
Mrs V E Cates  
Mr I Coburn  
Mrs P Cohen  
Miss N S Copley  
Mr J L Cronk  
Mrs L M Danzo  
Mrs T Davies  
Mrs N J Day  
Miss B L Delaine  
Mr R M Dippy  
Mr D A Dry  
Mr J J Dudzinski  
Mr A J Edge  
Miss L N Fahey  
Miss J F Feast  
Mr A M Ferguson  
Dr A A Gazzard  
Mrs W M Gibson  
Dr J E Gilligan  
Mr J Goodburn  
Mr L R Gregurke  
Mrs D E Greig OAM  
Mr G H Hambling  
Mrs M A Hampel  
Mrs C A Hawkins  
Mrs S E Hayes  
Mr B M Haynes  
Mr T J Haysman  
Dr D Hodgson  
Mr C J Hunter  
Mr M A Hyde AO APM  
Miss C M Hudson  
Mrs A J Inglis  
Mr W G Jackson  
Mr R Jeisman  
Mrs P A Kakoszke  
Mr C D Lemmer ASM  
Mr E B Lock  
Mr R M Luscombe  
Mrs M K Lynn  
Miss R A M Kerr  
Mrs C Maidment  
Mrs P Malycha  
Mrs N Mann  
Mrs J S Marshall  
Mr W J Martin  
Mrs E Matters  
Mrs J McLachlan  
Mrs J O McLean  
Mr R McNeil  
Dr R F Menadue  
Dr C G Mills  
Mr R W Mitchell  
Mr C Moore  
Mr J E Ness  
Mrs P B Niemann  
Mr M V Norman  
Mr B R Nunn  
Mrs P A Osborne  
Mr B P Paterson  
Mr R E Pedler  
Mrs C F Pedler  
Mr I G Pole  
Mrs L D Pole  
Mr A N Powell  
Mrs P M Pudney  
Mrs L D Richards  
Mr A J Roney  
Mr K V Rowley  
Mr C L Ryan OBE  
Mrs T C Sandercock  
Mr I A Schunke  
Mrs B Seaton  
Mrs E P Simpson  
Mrs K E Stubing  
Dr W D Symes  
Mr H J Tornaros  
Mr R J Toshach  
Mr R W Tuohy  
Mrs E W Unger  
Mr J Walsh  
Mr A C Warren  
Mrs F E Watt  
Mr M H Whimpress  
Mrs S M White  
Miss J Whitehorn  
Dr J A Williamson  
Mr W J Williams  
Mrs R E Wright  
Dr C J Zeitz  
Dr K M Zeitz

Member  
Mr R J Adams  
Mrs D B Allen  
Mr G L Allen  
Mrs J A Allen  
Mrs A M Amos  
Mr J A Anderson  
Mr D B Anderson  
Mr J A Ardern  
Mr R Apted  
Mr L M Archibald  
Mr D H Armstrong  
Mr R W Arthur  
Mr K W Bailey  
Dr H J Bailey  
Mr J P Bailey  
Mr L R Baker  
Mr G L Baker  
Mr P G Barrett  
Mr A A Bartholomaeus  
Mr A Bastian  
Mrs B D Bastian  
Miss K M Bastian  
Mrs E M Batten  
Mr H J Bear  
Mrs K L Bear  
Mr H Becker AM  
Mrs R J Begg  
Mr D J Bell  
Mr R K Bell  
Mr E L Bentley  
Mr R H Berlin  
Mrs J M Best  
Mr G S Bigwood  
Mrs E J Birchmore  
Mr R A Bird  
Mr J R Bissett  
Dr R B Black  
Mrs D M Bleby  
Mr S Bolton  
Mrs J V Bootes  
Mr G Bottcher  
Mrs P A Boucher  
Mr D W Boundary  
Mrs M E Boundary  
Mrs M A Bourn  
Mr D Bower  
Mrs L D Brooks  
Mr R J Brooksby  
Miss C G Brown  
Mr D S Bryant  
Mrs L J Burford  
Mrs E J Burgess  
Mr J B Burnley  
Mr A Burns  
Mrs E C Burns  
Miss T Butler  
Mr H D Button  
Mr C J Campbell  
Mr P Carden  
Mrs R Catford  
Mr J H Chadwick  
Miss B A Chatfield  
Mr G H Chibnall  
Mr M N Christie  
Mrs B L Clements  
Mrs L R Clyde  
Mr J L Cockshell  
Mrs J T Collier  
Mr K A Collins  
Mrs M E Combe  
Mr P E Conrick  
Mr R G Cook  
Mr P G Cook  
Mrs B J Coombs  
Mr P Corkhill  
Mr J D Corkhill  
Mrs M F Corkhill  
Mr J Corner  
Mrs R J Corner  
Mrs R H Cornwall  
Mr F H Court  
Mr I G Cox ASM  
Mr P L Crompton  
Mr K L Cunningham  
Mr R W Curtis  
Mr D L Daff  
Mr P L Daniell  
Mr G C Davey  
Mr B C Davey  
Mrs P J Davidson  
Mr D G Davill  
Mrs V E Davill  
Mr L N Day  
Mrs B D Debono  
Mrs M C Denham  
Miss C L Destro  
Miss T L Dewick  
Mr M Diamond  
Ms S A Dippy  
Mr J ditcham  
Mr M R Doyle  
Mr J Dyer  
Mr J L Dyett
Service Awards

Operations
7th Bar/
4th Gilt 47 years
Peter Hawkins
Helen Lowrence
Harold Tomaros

6th Bar/
3rd Gilt 42 years
Malcolm Doyle
Alison Gazard
Lorraine Griffin

5th Bar/
2nd Gilt 37 years
Alison Gazard
Dianne Kemp
John McCallum
Wayne O’Donnell
Christopher Voigt

4th Bar/
1st Gilt 32 years
Bradley Cock
Graham Cugley
John Lowrence
Colin Moore

3rd Bar 27 years
Nigel Abbott
Andrew Bastian
Bradley Cock
Betty Debono
Patrick Fitzpatrick
Colin Ireland
Christine Trainer

2nd Bar/
22 years
Grant Geyer
Rachel Ireland
William Kerry
Roslyn Lohmann

1st Bar/
17 years
Lynette Brooks
Kenneth Cowburn
Tamara Dewick
Grant Geyer
Andrew Gilboy
William Kerry
Rachel Ireland
Margaret Jaeger
Catherine Maria
Shane Moor
Richard Semmler
Sue Sydenham
Christine Thompson
Kenneth Wyatt
Bernard Whyte

Service Medal/
12 years
Linda Aitchison
Arthur Anderson
Veronica Anderson
Susan Earles
Roger Elsworth
Julie Frost
Ken Garraw
Melanie Gilgen
Peter Hawker
Patricia Holmes
Kelly Moffat
Margaret Mountford
Cheryl Rae
Maxine Starks
Lorae Summers

Cadets
Cadet Leader of the Year
Sarah Guerin
Cadet of the Year
Megan Edwards

The Mark Compton Prize
Jessica Knott
1000 Hours Award
Tammy Maria
Grand Prior’s Badge
James Hunt
Ellie Rusden
Sam Tiller
Joshua Doyle
Claire Grant
Megan Yarrow
Hannah Russell
Sarah Guerin
Miriam Russell
Megan Edwards
Ethan Klobucar
Cameron Yarrow

Community care
Medal 12 years
Peter Bing
Dawn Elliss
9 Years
Diana Caddy
Wendy Marrett
Margaret McNamara

Volunteer & member thank you

Our organisation is founded on the great spirit and overwhelming generosity of all our members.

Our front line volunteers, our respected members of The Order of St John Ambulance who have often contributed a lifetime of service, our youth members that bring such vibrancy to the organisation and the many who support fellow volunteers, our dedicated staff, and also our Board members who freely donate their time and professional expertise - you make us who we are.

St John’s valued services within South Australian communities could not be achieved without your great energy and commitment. Thank you for your tireless work supporting our community, for placing the needs of others before your own, and for giving so freely.

Your efforts are not taken for granted. The community, businesses and indeed the South Australian Government places high value on your work, and constitute one of our state's most prized assets.

To all St John people, staff, volunteers and friends thank you for your contribution towards the success of our amazing organisation.
Sponsors & supporters

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 the families and workplaces of volunteers for continuing to support them - St John simply wouldn’t exist without them.

Companies, organisations and individuals
We record our appreciation to the following companies, organisations and individuals who have provided assistance during the year:

- Adelaide Entertainment Centre
- Adelaide Showground Farmers Market
- Australian Executor Trustees Ltd
- Adelaide Fringe
- Big Day Out
- City Bay Fun Run
- City of HoldfastBay
- Clipsal 500 Adelaide
- CMV Foundation
- Fasta Pasta
- Fay Fuller Foundation
- Ice Hockey SA
- Morgan Motorcycle Club
- Northern Mountain Bike Club
- Oakbank Racing Club
- Royal Agricultural & Horticultural Society of SA
- Roundhouse Entertainment
- SA Tourism Commission
- SA Harness Racing
- SA Cricket Association
- SA German Association Inc
- SA Jockey Club
- SA Lotteries
- SANFL
- Simon Rountree, Camp Quality
- South Australian Jockey Club
- Southern District Car Club
- Sporting Car Club of Port Pirie Inc
- Tennis SA
- The Lions Club
- Weber Bros Circus
- WOMAD Foundation

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

- Judith Dawson (Estate)
- Simone Pearce (Estate)
- Oliver & Stella Raymond Trust

Community Support Partners
We recognise those companies who have committed to supporting St John as a Community Support Partner:

- Work Zone
- MBA Financial Strategists
- Seeley International
- RPC Pipe Systems
- De Bruin Group
- Resthaven Incorporated
- Romeo’s Retail Group
- Environmental & Biodiversity Svc
- CBC Australia PL (CBC Bearings)
- Sureway Employment & Training
- Greening Australia
- International Linen Service PL

Silver
- Lawson Risk Management
- Zippy’s Cleaning & Maintenance

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

- Arno Bay Progress
- Clean Seas Aquaculture
- Robert Rehn
## It’s Me... (at a glance stats)

<table>
<thead>
<tr>
<th>Members</th>
<th>2010/11</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,043 First aid and healthcare services adult volunteers</td>
<td>907</td>
</tr>
<tr>
<td>135 First aid and healthcare services volunteer trainers*</td>
<td>120</td>
</tr>
<tr>
<td>863 Cadets and juniors</td>
<td>751</td>
</tr>
<tr>
<td>437 Social inclusion programs adult volunteers</td>
<td>410</td>
</tr>
<tr>
<td>543 Members of The Order</td>
<td>564</td>
</tr>
<tr>
<td>41 Historical Society members</td>
<td>42</td>
</tr>
<tr>
<td>11 Youth Council members</td>
<td>10</td>
</tr>
<tr>
<td>73 Staff (full time equivalent, including paid Trainers)</td>
<td>68</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Qualifications (Volunteer First Response)*</th>
</tr>
</thead>
<tbody>
<tr>
<td>404 Preliminary First Aiders</td>
</tr>
<tr>
<td>260 First Aiders</td>
</tr>
<tr>
<td>521 First Responders</td>
</tr>
<tr>
<td>46 Advanced Responders</td>
</tr>
<tr>
<td>151 Healthcare Professionals</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Locations*</th>
</tr>
</thead>
<tbody>
<tr>
<td>43 First Aid and healthcare services adult Divisions</td>
</tr>
<tr>
<td>33 Cadet Divisions</td>
</tr>
<tr>
<td>76 Total Divisions</td>
</tr>
<tr>
<td>8 Regions</td>
</tr>
<tr>
<td>26 Public training locations</td>
</tr>
<tr>
<td>7 Community Care geographic locations</td>
</tr>
<tr>
<td>Burnside Marion Enfield Norwood Northern Western Onkaparinga</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Volunteer hours*</th>
<th>2010/11</th>
</tr>
</thead>
<tbody>
<tr>
<td>152,164 Event first aid duty hours</td>
<td>95,587</td>
</tr>
<tr>
<td>92,482 Training hours</td>
<td>72,950</td>
</tr>
<tr>
<td>33,005 Community Care hours</td>
<td>37,348</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Value of volunteering hours**</th>
</tr>
</thead>
<tbody>
<tr>
<td>$6,715,533 First aid and healthcare services</td>
</tr>
<tr>
<td>$905,987 Social inclusion programs</td>
</tr>
<tr>
<td>$7,621,520 Total value of volunteering hours</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Communities helped</th>
</tr>
</thead>
<tbody>
<tr>
<td>5,497 Events and emergencies attended*</td>
</tr>
<tr>
<td>579 Community Care clients</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Education and products</th>
</tr>
</thead>
<tbody>
<tr>
<td>331,406 Public &amp; community first aid training hours</td>
</tr>
<tr>
<td>46,495 Certificates issued</td>
</tr>
<tr>
<td>$1,542,123 First Aid kits and equipment in South Aussie homes, workplaces and cars</td>
</tr>
</tbody>
</table>
Economic contribution in South Australia

- Net savings to emergency departments: $2,360,000
- Time saved not going to hospital: $170,000
- 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: $12,500,000
- Public Access Defibrillation: $70,000
- Community care: $990,000
- Direct gross output: $8,700,000
- Indirect gross output: $3,900,000
- Total gross output: $12,600,000
- Total employment (persons, FTE): 84.2
- Total economic value: $23,800,000

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
...But it could be you!

Volunteer
Volunteers find real joy in helping people. They give freely of their time, energy and skills to make a genuine difference to the lives of others. 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 www.stjohnsa.com.au/get-involved or call 1300 360 455

Make a donation
If you believe in the positive work of St John please show your support by donating to the organisation. 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

Staff team
Get more out of your 9-5. 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.


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.

- Find the right kit for you visit www.stjohnsa.com.au/shop or get some expert advice on 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 some basic first aid intervention.

- Find the right course www.stjohnsa.com.au/training or call 1300 360 455.

Education and products fund our community services - first aid care for the public at events, first aid education initiatives for the underprivileged, social inclusion programs for the isolated, and youth development programs.

Support St John and positively connect to your community
Glossary

ASQA – Australian Skills Quality Authority
CFS - Country Fire Service
DCSI – Department of Communities and Social Inclusion
DoHA - Department of Health and Ageing
FTE - Full time equivalent
HACC – Home and Community Care
MFS - Metropolitan Fire Service
MOU – Memorandum of Understanding
RTO – Registered Training Organisation
SAAS - SA Ambulance Service
SA - South Australia
SAPOL - SA Police
SACFS - SA Country Fire Service
SES - State Emergency Service
TGA – Therapeutical Goods Act

St John - St John Ambulance Australia SA Inc
St John Australia - St John Ambulance Australia