



**ST JOHN AMBULANCE
AUSTRALIA SA INC**

**ANNUAL REPORT
2015/16**



VISION, MISSION VALUES

St John SA is a charity working to save lives through education, training and patient care at events.

Every year, thousands of our volunteers provide first aid in their local communities, keeping people safe at events and responding in times of state disaster. In addition, clients are helped to reconnect with community life improving health and wellbeing, and many thousands more learn how to save a life through our training programs, including young people.



OUR VISION

**Stronger
communities
through first aid**



MISSION

- **Making first aid part of everyone's life**
- **Provide first aid related services which build community and individual resilience**



VALUES

The St John SA values are the foundation of all our activities, ensuring:

We treat every situation and every person with

total **F**airness and

unquestionable **I**ntegrity. At all times

we take our **R**esponsibility to protect persons from injury or death

seriously and to provide **S**ervice to our communities compassionately.

Our communities' enduring **T**rust in St John SA is underpinned by a team of volunteers and staff who embrace full **A**ccountability for our quality performance.

We conduct ourselves in an **I**nclusive manner ensuring that South Australians will always view St John SA as a **D**ependable community service.

This is our commitment to each other, and our commitment to the communities that we serve.



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'St John SA' refers to St John Ambulance Australia SA Inc.

'St John Ambulance Australia' refers to the national entity.

'St John' refers to the wider St John movement.

2015/16 HOW WE HELPED

Each year St John SA helps tens of thousands of people across the state through the delivery of first aid at events, training and education, youth and social inclusion programs.

St John SA 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.

This is our year in numbers.

VOLUNTEER HOURS



80,544
FIRST AID EVENT
DUTY HOURS¹



49,912
TRAINING
HOURS¹



28,884
COMMUNITY
CARE HOURS

COMMUNITIES HELPED



2836
EVENTS AND
EMERGENCIES
ATTENDED¹



23,096
PATIENTS
TREATED



470
COMMUNITY
CARE CLIENTS



16,086
SCHOOL
CHILDREN
FIRST AID
TRAINED

OUR PEOPLE

VALUE OF VOLUNTEERING HOURS²



EDUCATION AND PRODUCTS



¹ Based on 2015 calendar year (hours based on internal reporting year 1 December 2014-30 November 2015).

² Calculations for 2015/16 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 from Nov 2010-May 2015 as per the ABS Time Series Workbook 6302.0 Average Weekly Earnings, Australia.

³ Duty and training.

876

EVENT HEALTH SERVICES VOLUNTEERS

472

COMMUNITY CARE VOLUNTEERS

758

CADETS AND JUNIORS

73.4

STAFF (FULL TIME EQUIVALENT, INC. TRAINERS)

93 TOTAL STAFF

HIGHLIGHTS 2015/16



SEPTEMBER 2015 EMCARE HITS THE ROAD!

The St John Historical Society of SA's newly restored EmCare ambulance joins the Bay to Birdwood classic car rally.



NEW MENTAL HEALTH COURSE

Launch of training course showing how to provide support to those experiencing a mental health crisis. Accredited through Mental Health First Aid Australia.



ROYAL ADELAIDE SHOW (EVENT)

326 volunteers on duty
2800+ hours donated
693 clinical treatments
1140 non-clinical presentations



BICYCLE EMERGENCY RESPONSE TEAM

Launch of BERT at the Royal Adelaide Show. Responders on bikes kitted out with medical kits navigate crowds for rapid clinical response.



SOCIAL MEDIA MILESTONE

6000 Facebook likes reached.
StJohnAmbulanceSA



OCTOBER 2015 AWARDS DAY

70 award recipients recognised for their service to St John SA, including a 62 year certificate.

NOVEMBER 2015 BREAK THE BARRIER LAUNCH

Confronting television campaign to raise awareness on the importance of first aid.



STATE EMERGENCY YUNDI BUSHFIRE

Volunteers respond to the Yundi bushfire alongside emergency services, in a coordinated, integrated response.

19 volunteers on duty
50 hours donated
30 clinical treatments



STATE EMERGENCY PINERY BUSHFIRES

Extreme weather and blistering temperatures saw volunteers respond to the devastating Pinery bushfires.

88 volunteers on duty
775+ hours donated
28 clinical treatments
122 non-clinical presentations



SCHOOLIES (EVENT)

First aid and medical care provided for thousands of celebrating school leavers.

179 volunteers on duty
1934 hours donated
352 clinical treatments
373 non-clinical presentations



stjohnsa.com.au/training/break-the-barrier



DECEMBER 2015 SOCIAL MEDIA MILESTONE

3000 Twitter followers reached @stjohn_sa



31 DEC-1 JAN 2016 STATE EMERGENCY MOSQUITO HILL

Volunteers respond to the Fleurieu Peninsula bushfire.

19 volunteers on duty
50 hours donated
30 clinical treatments



JANUARY 2016
COMMUNITY CARE 25th ANNIVERSARY
 2016 marks 25 years of extending the gift of friendship, improving the wellbeing of thousands of South Australians.



TOP 10 CHARITY REPUTATION INDEX
 St John Ambulance 6th in the Index which surveys the reputation of charities (services, citizenship, governance, cost management).



CADET COMPETITIONS, HONG KONG
 Nikita Proud joined the Australian team which placed 2nd in the demanding scenarios testing first aid skills, critical thinking and clinical judgement.



CADET CHAMPIONSHIPS, SYDNEY
 Cassie Abbot, Samantha Buchannon and Nikita Proud formed the SA Senior Team, tasked with managing a barrage of patients, placing 1st.

FEBRUARY-APRIL 2016
VOLUNTEER FOR A VOLUNTEER CAMPAIGN

Partnering 36 Bendigo Bank branches with local St John SA divisions, raising over **\$40,000** in funds for volunteers.



MARCH 2016
CLIPSAL 500 ADELAIDE (EVENT)
 271 volunteers on duty
 3449 hours donated
 334 clinical treatments
 5579 non-clinical presentations



WOMADelaide (EVENT)
 54 volunteers on duty
 609 hours donated
 256 clinical treatments
 1724 non-clinical presentations



APRIL 2016
FIRST AID IN SCHOOLS
 40,000th child trained with the first aid skills that can help them save a life.



LIFE SAVED (story page 29)
 Channel 7's Today Tonight features the miraculous story of Johnie Habib who just minutes from death was saved by St John SA volunteer David Platten.



LIFE SAVED (story page 33)
 Hero Cadet Hayley McPhee honoured for her quick thinking in saving baby brother from a serious choking incident.



ANZAC DAY
 Cadets, adults and the band came together to remember those who served and died at war, attending Anzac Eve Youth Vigils, Dawn Services and Commemorations. Volunteers also attended in a response capacity for Diggers and the public, should help be needed.



MAY 2016
STATE EMERGENCY STORM RESPONSE
 Volunteers respond alongside emergency services to extreme weather conditions.
 29 volunteers on duty



NATIONAL MEMBER CONVENTION
 Themed *Back to the Future*, the St John family convened in Adelaide to focus on how we can contribute to move St John into the future.



NATIONAL VOLUNTEERS WEEK
 We celebrated the amazing achievements of our big-hearted volunteers.



JUNE 2016
STATE CADET FIRST AID COMPETITIONS
 Cadets and juniors tested important skills such as resilience, teamwork, problem solving and leadership, whilst having fun!



INVESTITURE CEREMONY
 Prestigious annual ceremony for admittance or promotion within the Order of St John, recognising exceptional service to the organisation.

MESSAGE FROM THE CHAIRMAN



I am pleased to present the annual report of St John Ambulance Australia SA Inc for 2015/16, in what has been a year of significant change.

St John SA worked purposely towards improving community health and wellbeing. Our goal is to make first aid part of everyone's life, and provide first aid related services which build community and individual resilience.

In this pursuit, volunteers completed in excess of 159,340 hours of service, equating to \$5,204,044 in value to communities around South Australia, across a range of services.

Supporting strong communities

St John SA attended 2836 public events and treated 23,096 patients. The increase in patient treatments (20%) reflects the growing number of Health Care Professionals able to treat high acuity patients on scene; minimising injury, reducing recovery time and precluding healthcare facility referral. 470 older clients and those with disability were provided a lifeline to community life and 758 young people were engaged in developing first aid and life skills.

Building resilience

Over 70,000 training certificates were issued, building the capacity of the general public to respond in times of emergency, including 16,000 school children.

Responding to State Emergency

When devastating bushfires took hold in South Australia, in particular at Pinery and Yundi, St John SA responded swiftly alongside emergency services as part of the State's Emergency Management Plan. In all, over 800 on scene hours were committed to medical response.

This aid harks to our values enshrined in our motto *Pro Fide, Pro Utilitate Hominum, or For the Faith, For the Service of Humanity.*

Volunteerism is central to all we do

At St John SA, volunteerism has a central role. We simply could not carry out the work we want to do without volunteer support, generosity of time, skill and expertise. Indeed, with the level of public trust in our services comes great responsibility, both to the community and to volunteers.

This includes understanding and responding to broader community demands and the expectations of our members. As such, during the year we reviewed our strategic priorities and recrafted our mission, vision and values.

Clear strategic priorities

The resulting Towards 2020 Strategic Plan comprises strategic aspirations, with the symbols and mottos of the Order providing our moral compass and basis of our direction. With these directions we can respond and adapt to our changing environment.

Through structured and ordered action, we commit to maximise the impact of services, deliver exceptional quality standards, ensure assets are fit for purpose, maintain a sustainable financial position and further develop our people.

Strong leadership

A priority for the Board has been to establish appropriate executive leadership, and in September 2015 we were very pleased to have been able to appoint Mr Ray Creen as Chief Executive.

Ray brings with him a history of membership of St John, extensive experience and a high reputation of professional management in the ambulance sector.

Since his appointment, the organisation has seen the management structure settled, strengthened governance practices and extensive organisation-wide engagement on our future goals.

In an environment where St John SA services are critical, this steady ship is vital.

Sustainable future

A clear path is important as St John SA continues to operate in a challenging environment with enhanced regulation and demand on services.

Commercial activity is subject to increasing competition and there are changes to Government funding for services in Community Care. There are continuing difficulties in funding our charitable endeavours.

It is important that we are prepared to make the sometimes difficult decisions to ensure St John SA has a viable and sustainable operation into the future.

People are our most prized asset

I take this opportunity to thank the outgoing Chair of Community Care, Mrs Bronte Weeks and Chair of Training, Mr Garry Coombes, who both retired from the Board in 2016.

Both Bronte and Garry have enjoyed meritorious service with St John SA. I thank them both for their wise counsel, much of which is drawn from first-hand experience in the volunteer arena.

In closing, I thank the thousands of volunteers, staff members and supporters who have contributed to St John SA. St John SA's charitable, humanitarian impact could not have been achieved without their hard work.

Volunteers have been unfaltering in the commitment to local communities, often putting personal lives on hold to help others. I applaud your efforts throughout the year.

At St John SA we will continue our work to improve the health and wellbeing of South Australians, under the ideals, principles and values that unite all members of St John.

Pro Fide, Pro Utilitate Hominum.



Mal Hyde AO APM OStJ

Chairman

MESSAGE FROM THE CHIEF EXECUTIVE



It is with great pleasure that I draft my first Annual Report for St John Ambulance SA. I'm very excited to re-join an organisation with such history, having completed 22 years of service to St John in the United Kingdom and I thank everyone for welcoming me so warmly.

'Pro Fide, Pro Utilitate Hominum', for the faith, for the service of humanity. Never before have I looked so intently to the past to ensure an organisation moves forward. However, St John SA makes an exception. For over 130 years we have held a privileged and respected position within the community making first aid part of people's lives and by saving lives through first aid.

Respecting our values and traditions has stood St John SA in good stead for over a century and will remain our compass for the future.

But, let me start at the beginning...

Arriving at the St John SA office last September I found the need for a small but effective restructure of management. With a few positions vacant, I proposed to reduce the General Manager positions from three to two and implement a new position of Executive Services Manager, which would also work at the executive level. With the board's support, we filled the position of General Manager Corporate and Commercial to work side by side with the existing General Manager Operational Services filled by

Mr Steve Yeo and Ms Kerry Whitehead respectively, and appointed Ms Farlie Taylor to the Executive Services Manager position.

With a great team on board we then implemented a new governance structure, to ensure the organisation is reviewed monthly, at both a strategic and detailed operational level. Consisting of management discussing all aspects of the organisation, this review and reflection process is working well, with many new initiatives created to address both operational and future challenges.

St John SA is a volunteer based Not-For-Profit organisation, primarily funded through our commercial activities. Volunteerism is the foundation that drives our activities and underpins our success. St John SA volunteers don't get paid, not because they are worthless - BUT because they are priceless. St John SA volunteers don't make a living by what they get, but make a life by what they give.

However an effective organisation must be dynamic and flexible and to ensure we meet our corporate requirements for large scale events in April 2016 we introduced paid Health Care Professionals to attend events and support St John SA volunteers. Legislation is a moving feast and to consistently meet these requirements we now employ a pool of casual Health Care Professionals. Obviously, an initial call to all volunteers will always be undertaken prior to contracting, however this process is working well and will continue to be utilised.

May 2016 saw South Australia host the National Member Convention, our first since 2008 when we were still recovering from a record heat wave. We first hosted the Member Convention in 1949 and our theme for 2016 'Back to the Future' was timely and well received - finding St John once again looking back to guide our move forward. With a strong focus on our youth development and state of the art training techniques, it was a thoroughly valuable weekend and attended strongly from across Australia.

Achievements through my short time here also include the confirmation of a further three year grant from the SA Ambulance Service (SAAS), which increased slightly in value and St John SA awarded further contracts with both Adelaide Oval and the Royal Adelaide Showgrounds. We also achieved a Silver Medal in the Australia Reporting Awards for our 2014/15 Annual Report.

We confirmed a new fleet of vehicles, which should arrive shortly and provide an excellent base for our operations group.

Finally, I was very excited to launch our new Strategic Plan '*Towards 2020 Vision*'. *Did you know there's more than meets the eye at St John SA?*

Our eight pointed cross leads the way, setting our moral compass to face challenges such as increased competition, requirements to comply with diverse legislation and most importantly the changing expectations of both the community and our members.

Ensuring our values are at the heart of our organisation, our Strategic Plan reflects on building stronger communities through first aid.

We will aim to be:

- First in First Aid - to be the leader in first aid education and products
- First in Response - to be the leading provider in the fields of community first aid response and event medical services
- First in Care - to be a respected and valued community service provider, and
- First in Volunteering - to build stronger communities through quality volunteers.

Developing this document was my final look back to set the path forward into our next chapter of history. Now it's time to emerge as a stronger, more relevant organisation into the years ahead.

Thank you to all members for your support and congratulations on your achievements, I look forward to sharing our future success as we journey forward towards 2020...

"Tomorrow, is the first blank page of a 365 page book. Write a good one"

Brad Paisley

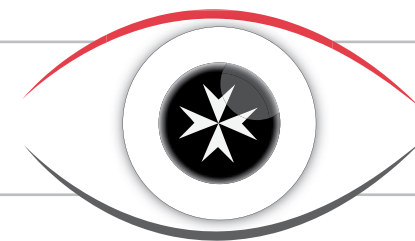


Ray Creen

Chief Executive Officer

TOWARDS 2020 VISION

STRATEGIC PLAN 2016-2020



Our *Towards 2020 Strategic Plan 2016-2020* provides guidance for the organisation and a firm course for the years ahead. This will see us emerge a stronger, more relevant organisation, with the highest ethical and operational standards, whilst respecting the traditions and values that have stood us in good stead for over a century.

Our four Strategic Aims and eight supporting Service Arms help us to focus effort and drive the work of St John SA. We aim to be:

Eight Service Arms:



Strategic Aim 1: First in First Aid
To be the leader in first aid education and products

- a. First Aid training
- b. First Aid products



Strategic Aim 2: First in Response
To be the leading provider in the fields of community first aid response and event medical services

- c. Event Medical Services
- d. Volunteer community First Responders



Strategic Aim 3: First in Care
To be a respected and valued community service provider

- e. Community Services
- f. Community Care program



Strategic Aim 4: First in Volunteering
To build stronger communities through quality volunteers

- g. Cadet and young adult development
- h. Developing skilled volunteers

St John SA is a volunteer based NFP organisation, primarily funded through our own commercial activities. Volunteerism is the foundation that drives activities and underpins our success.

TOWARDS 2020 VISION STRATEGIC PRIORITIES

Strategic Aim 1: First in First Aid

To be the leader in first aid education and products

- Review and enhance the bequest and grants acquisition model
- Explore feasibility of corporate sponsorship
- Leverage the St John SA brand to increase market position and profile.

First Aid training

- Develop and expand 'First Aid in Schools' program
- Develop additional allied courses
- Develop innovative and diverse educational delivery options
- Expand first aid education to include non-English speaking background groups
- Close down substandard training venues and implement satellite venues
- Develop attractive facilities, with 65%+ utilisation in metropolitan areas
- Increase market share of accredited first aid training.

First Aid products

- Design systems and programs which allows for a sustainable and flexible commercial future which funds the volunteer organisation
- Grow overall revenue
- Review and implement a new fundraising model for Operations
- Increase market share of first aid products
- Partner with other NFPs to inform the community on the importance of first aid education.

Strategic Aim 2: First in Response

To be the leading provider in the fields of community first aid response and event medical services

- Develop a property strategy and masterplan to ensure our assets will be fit-for-purpose commercially viable and highly utilised.

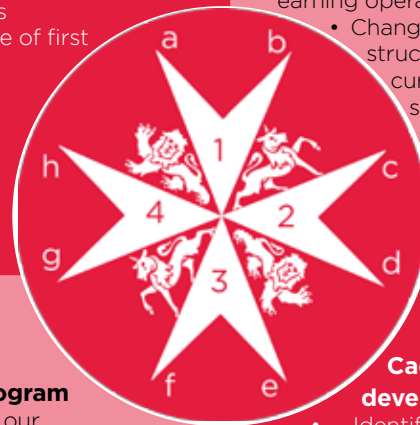
Event Medical Services

- Provide value for our clients and meet customer priorities for efficiency, safety, quality, reliability, ethics and timeliness of our services
- Structure Event Medical Services (EMS) around current and future revenue earning operations
 - Change EMS organisation and structure, to meet and exceed current community compliance, standards and service needs
 - St John SA is recognised as a holistic provider of choice for event organisers

- Deliver high quality professional services using a dual model of volunteer and paid responders
- Develop a fleet upgrade, standardisation, replacement and utilisation plan
- Consider vehicle and resource 'hubbing'
- Evaluate and review warehousing activities to improve stock control, rotation and financial impact.

Volunteer community First Responders

- Ensure all training compliance requirements are not only met, but exceeded
- Review and implement a new operational uniform that is fit-for-purpose, safe, increases brand recognition and provides differentiation from SA Ambulance Service.



Strategic Aim 3: First in Care

To be a respected and valued community service provider

Community services

- Develop an Ophthalmic Support Program
- Partner with existing ophthalmic care providers to support treatment and services to blind and partially sighted people within South Australia
- Obtain a restricted ambulance licence
- Explore community and patient transport opportunities and viability.

Community Care program

- Evaluate and review our existing programs
- Develop and implement expanded community care activities consistent with funding opportunities.

Strategic Aim 4: First in Volunteering

To build stronger communities through quality volunteers

Cadet & young adult development

- Identify and implement youth specific activities to increase youth retention
- Review our youth development program to improve attraction, retention and impact
- Build future resilience and capability, through our youth and young adult development programs
- Build our youth member base and develop them through improved life opportunities and skills
- Be recognised as a leader in child protection and safety
- Improve transition rate for Cadets into Adult Divisions.

Developing skilled volunteers

- Develop and implement member recruitment, retention and recertification strategies
- Encourage innovation / leadership from all members
- Develop a dynamic culture of accountability and service
- Establish a management and leadership development program
- Improve organisational capability by attracting and retaining engaged members
- Enhance membership systems and facilities
- Develop and implement emerging leaders and leadership development programs.

EVENT HEALTH SERVICES

Our first aid services are relied upon at thousands of events each year. Through Event Health Services, we provide first aid response and pre-hospital care to the attending public across the state.

St John SA volunteers are trained and equipped to manage medical emergency. All uphold a continual skills competency program delivering the latest in healthcare techniques. Couple this with comprehensive first aid kits and the latest lifesaving equipment and they are ready to respond should the worst happen.

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

We are proud of our reputation for the provision of safe, high quality care.

AIM

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



DID YOU KNOW...
Volunteers come from all walks of life and include doctors, nurses and paramedics. Like Megan, they all share a common goal to **help others and save lives.**
...There's more than meets the eye at St John SA.

REDUCING THE IMPACT OF INJURY AND EMERGENCY ON SA EVENT GOERS

MAJOR PUBLIC EVENTS

Event Health Services are on hand across the state, from premier events like the Royal Adelaide Show, City-Bay Fun Run, Schoolies and Clipsal 500, to smaller events like sports days and local fetes.



2836
EVENTS ATTENDED¹



23,096
PATIENTS TREATED



80,544
DUTY HOURS¹

83,818
ADMIN/OTHER SUPPORT HOURS¹



\$4,260,693
TOTAL VALUE OF
VOLUNTEERING HOURS²
(DUTY AND TRAINING)

QUALIFICATIONS AND TRAINING

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



49,912
TRAINING HOURS¹



91
PRELIMINARY FIRST AIDERS



424
FIRST AIDERS



366
FIRST RESPONDERS



66
ADVANCED RESPONDERS



87
HEALTHCARE PROFESSIONALS

VOLUNTEERS

A taskforce of volunteers give freely of time and experience to help fellow South Aussies.



876
ADULTS

NEW BICYCLE EMERGENCY RESPONSE


Launched in September 2015, BERT crews use bikes kitted out with medical equipment to navigate crowds for rapid clinical response.



24
16 METRO/8 REGIONAL



14
10 METRO/4 REGIONAL



39 ADULT DIVISIONS

Adelaide (M/C)	Blackwood	Happy Valley	Col Light Gdns	Pt Lincoln	Waikerie
Adelaide Central	Brighton	Karoonda	Mt Barker	Pt Pirie	West Torrens
Arno Bay	Campbelltown	Lameroo	Murray Bridge	Renmark	Whyalla
Balaklava	Clare	Limestone Coast	Noarlunga	Salisbury	Woodville
Band	Gawler	Loxton	Playford	Tea Tree Gully	Yankalilla
Barossa	Gilbert Valley	Mallala	Pt Adelaide	Unley	
Berri/Barmora	Goolwa	Mitcham/	Pt Augusta	Victor Harbor	

GET INVOLVED



Volunteer:
stjohnsa.com.au/eventfirstaid

Donate:
stjohnsa.com.au/donate

¹ Based on 2015 calendar year (hours based on internal reporting year 1 Dec 2014-30 Nov 2015).

² Calculations for 2015/16 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 Household Research Unit, Department of Economics, escalated by the % increase in average weekly earnings from Nov 2010-May 2015 as per the ABS Time Series Workbook 6302.0 Average Weekly Earnings, Australia.

COMMUNITY CARE

Every day Community Care volunteers make a genuine difference to the lives of older South Australians and people with disabilities who are living independently, but at risk of social isolation.

Their help and companionship improves independence, self-esteem and confidence to live at home, and facilitates a re-connection within their community.

- **Community Care program** provides personalised companionship that uses a strengths based approach, matching client and volunteer interests to build an enriching relationship.
- **Circle of Friends program** connects isolated clients with activities or groups with similar interests, to develop a further sense of meaning, purpose and enjoyment in life.
- **Treasured Stories project** provides a way of enabling valuable life stories to be heard, recorded and shared with others, including younger generations.
- **Flourishing Life project** explores creative ways to support people experiencing increased frailty and chronic disease to continue to be active contributors within their community.

AIM

Improve the health, wellbeing and quality of life of older people and those living with disability through a re-connection in community life that is personally meaningful and rewarding.



DID YOU KNOW...

Support can involve things like teaching computer skills, recording life stories or enjoying musical interests.

An hour or two of time can make such a difference to **someone who needs a friend.**

...There's more than meets the eye at St John SA.

ENHANCING QUALITY OF LIFE

COMMUNITY CARE PROGRAM

Extending the gift of friendship as a volunteer can include home visiting or outings, help with shopping or a friendly chat, to improve quality of life.



470

COMMUNITY CARE CLIENTS MAINTAINING THEIR INDEPENDENCE WITH SOME SUPPORT

114 Male (24%)
356 Female (76%)



472

COMMUNITY CARE VOLUNTEERS

111 Male (24%)
361 Female (76%)



11

COMMUNITY CARE SUPPORT TEAM

(headcount, not FTE)
1 Male
10 Female

VOLUNTEERS

A network of volunteers make a life-changing difference by building bridges to community involvement, independence, self-esteem and confidence.



28,884

VOLUNTEER HOURS



\$943,351

VALUE OF VOLUNTEERING HOURS¹

5 COMMUNITY CARE REGIONS IN METROPOLITAN ADELAIDE

- East
- North
- North West
- South
- West

Circle of Friends and Flourishing Life cover all metro areas.

¹ Calculations for 2015/16 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 from Nov 2010-May 2015 as per the ABS Time Series Workbook 6302.0 Average Weekly Earnings, Australia.

GET INVOLVED



Volunteer:

stjohnsa.com.au/communitycare

Donate:

stjohnsa.com.au/donate

FIRST AID IN SCHOOLS

We are committed to educating on the importance of first aid, and there is no better place to start than in schools.

The First Aid in Schools program teaches children (aged 5-13) basic First Aid, at no cost to schools or parents. Delivered by our accredited trainers, the free program equips children with vital skills that could help them save a life.

Children are taught to recognise an emergency, correctly dial 000 and provide the right information to operators. Having the confidence to take these simple steps can be the difference between a life lost and a life saved. Older children (from 11-years old) also learn CPR in the event of a cardiac arrest.

Aligned with core competencies identified within State and National Curriculum, children grow their skills over time.

AIM

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



DID YOU KNOW...

More than **40,000** South Australian school children are now trained with the first aid skills that can help them save a life, thanks to the First Aid in Schools program.

...There's more than meets the eye at St John SA.

HELPING KIDS STAY SAFE AND RESPOND SAFELY TO EMERGENCY

SCHOOL PARTICIPATION

It's easy for schools to integrate this learning pathway. First Aid in Schools fits within the South Australian Curriculum, Standards and Accountability Framework (SACSA) and the Australian Curriculum: Health & Physical Education Learning Area.



86
SCHOOLS INVOLVED

STUDENT GRADUATES

Children enjoy the interactive, group based training which encourages peer supported learning. The program is reflective of school grades for age-appropriate first aid training delivery.



16,086
GRADUATES 2015/16

MORE WORK TO DO

Our national goal is to train every school child in first aid by 2020. South Australia is currently behind in this goal, so there is plenty more work to do.

VOLUNTEERS

A team of specialist volunteer and salaried trainers instill the skills and confidence to respond safely to emergencies, with students able to continue an interest through St John SA Cadets.



8
TRAINERS
2 Male
6 Female



2 (1.2 FULL TIME EQUIVALENT)
STAFF COORDINATOR
1 Male
1 Female

HOW IT WORKS

- Sessions of 45 minutes-2 hours.
- Starts with the basics: identifying danger, checking for response and calling 000, through to common child-specific incidents like anaphylaxis, asthma and choking.
- Interactive group-based training techniques encourage peer-supported learning.
- Program is divided into school grades: R-2, 3-4, 5-6, and 7-8.
- Available in public & private primary schools.



tinyurl.com/stjohnfais

GET INVOLVED



Register as a participant
Volunteer
Donate
Corporate donation opportunity

firstaidinschools.org.au

YOUTH ENGAGEMENT

Young people are an important part of St John SA bringing boundless energy and enthusiasm. While the emphasis is on first aid, our youth programs develop leadership, social, intellectual and moral skills and behaviours. There is also the opportunity to form friendships, give time to help others and experience a sense of achievement.

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 practising 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.

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 chosen career pathways.



DID YOU KNOW...

Anyone can save a life, just like 12-year-old Cadet Hayley McPhee. Learn about Hayley's heroic actions on page 33.

...There's more than meets the eye at St John SA.

SKILLS FOR TOMORROW'S LEADERS AND HEALTHCARE PROFESSIONALS

LITTLE LIFESAVERS

We enable young people to develop life skills like teamwork, communication and organisation, as well as gaining the knowledge to save a life. But most of all being a Cadet is about having fun!



192

JUNIORS 8-11

78 Male (41%)
114 Female (59%)



566

CADETS 11-17

230 Male (41%)
336 Female (59%)



250

MEMBERS 18-25

102 Male (41%)
148 Female (59%)



30,772

CADET HOURS¹

(up to 18 years of age)

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.



4

GRAND PRIOR'S BADGES



186

PROFICIENCY CERTIFICATES



57

JUNIOR INTEREST CERTIFICATES



26

YOUTH LEADERSHIP COURSE PARTICIPANTS



GET INVOLVED



Join Cadets:

stjohnsa.com.au/cadets

Become a leader:

stjohnsa.com.au/volunteernow

Donate:

stjohnsa.com.au/donate

¹ Based on 2015 calendar year (hours based on internal reporting year 1 December 2014-30 November 2015).

EDUCATION & PRODUCTS

We're on a mission to save lives and education is pivotal in this goal. In many emergency situations **first aid is the difference between life and death.**

Training courses delivered to the public range from basic resuscitation to advanced life support. We provide specialised training for high-risk industries (like the resources sector) and for Occupational Health & Safety responsibilities.

St John SA is an approved training provider with SafeWork SA and a member of the Australian Resuscitation Council.

By learning first aid or buying a St John SA first aid product **you support our charitable community work.** These include first aid and health services volunteers at public events and our First Aid in Schools program.

Course content is continually audited against 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 and equipment and you have a resilient South Australia.



DID YOU KNOW...

Over 30,000 Australians suffer a sudden cardiac arrest each year.

Defibrillation in the first few minutes can increase the chance of survival by 80%.

You can purchase a defibrillator (AED) with a free demonstration through St John SA by calling 1300 78 5646.

...There's more than meets the eye at St John SA.

EQUIPPING SOUTH AUSTRALIANS WITH SKILLS AND EQUIPMENT TO SAVE LIVES

LEARNING HOW TO SAVE A LIFE

Accredited and non-certificate training courses were delivered at St John SA training centres across the state, and on site at participant venues.



347,155

**PUBLIC & COMMUNITY
FIRST AID TRAINING HOURS**



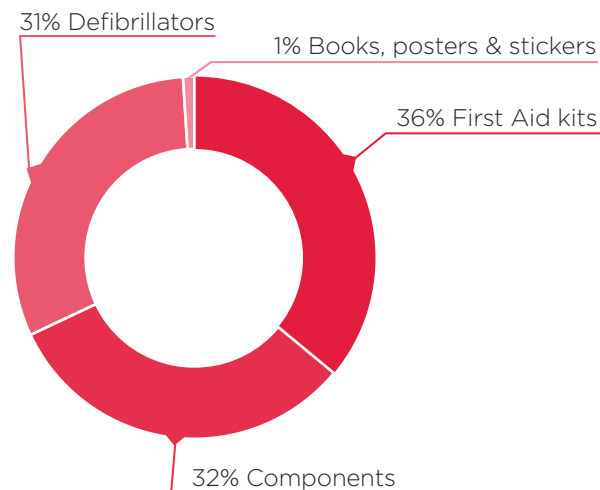
70,143

TRAINING CERTIFICATES

KITS AND EQUIPMENT

As part of our commitment to make first aid available to everyone, we offer a range of products and equipment. These include equipment and products for personal use, workplace compliance, home and vehicles. A workplace restocking service is also available.

Product sales



TAILORED TRAINING COURSES

Bespoke courses are provided to organisations like MFS, SAPOL, Allwater, SAPN, SA Water and schools.



4588

**TAILORED COURSE
TRAINING CERTIFICATES**



28 PUBLIC TRAINING VENUES

Barmera	Glenelg	Modbury	Port Adelaide
Barossa	Hilton Adelaide	Morphett Vale	Football Club
Ceduna	Kadina	Mt Barker	Prospect
Clare	Marion Sports &	Mt Gambier	Pt Augusta
Elizabeth	Community Centre	Murray Bridge	Pt Lincoln
Gawler	Millicent	Naracoorte	Pt Pirie
			Renmark
			Semaphore
			Unley
			Victor Harbor
			Whyalla
			Woodville

GET INVOLVED



Do a course:
stjohnsa.com.au/training

Buy a kit:
stjohnsa.com.au/shop

Donate:
stjohnsa.com.au/donate

STATE EMERGENCY RESPONSE

St John SA strengthens emergency preparedness, response and recovery in South Australia. As part of the State Emergency Management Plan, we are integral to the functional service group 'Ambulance and First Aid'.

St John SA volunteers are readily mobilised to respond alongside emergency services during times of disaster such as bushfire, flood or extreme weather events. Response covered the **Yundi, Mosquito Hill** and catastrophic **Pinery bushfires**, as well as storm events.

We work to ensure those fighting the fires, protecting life and property or those displaced to Evacuation and Recovery Centres have access to medical aid.

St John SA has the trained personnel, infrastructure and equipment in place to provide this capability, and an overflow/surge capacity to SA Ambulance Service (SAAS).

AIM

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

DID YOU KNOW...

At the height of the catastrophic Pinery bushfires, many St John SA volunteers put community first, displaying enormous courage responding in support of the CFS and SAAS whilst unsure of the threat to their own homes.

...There's more than meets the eye at St John SA.

STATE EMERGENCY MANAGEMENT ARRANGEMENTS

(Operations Branch also known as Event Health Services)

STATE GOVERNMENT AGENCIES

SA Health, Dept for Families and Social Inclusion, emergency services

ST JOHN AMBULANCE AUSTRALIA

Interstate and International Development/assistance

STATE EMERGENCY MANAGEMENT ARRANGEMENTS

Emergency/Disaster response

SA AMBULANCE SERVICE (SAAS)

Service agreement

ST JOHN AMBULANCE AUSTRALIA SA INC

Operations Branch

Full time staff

Statewide resources, vehicles and equipment

SA AMBULANCE SERVICE (SAAS)

State Controller

SA COUNTRY FIRE SERVICE (SACFS)

MOU to support SACFS during bushfire response

AMBULANCE AND FIRST AID FUNCTIONAL SERVICES

First Aid Functional Group

STATE COMMITTEE

representation

SURF LIFE SAVING SA INC

MOU to support St John SA



STRENGTHENING SA'S ABILITY TO PREPARE, RESPOND AND RECOVER FROM EMERGENCY

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)
- Communications



15

PERIODS OF SUPPORT AT EMERGENCIES

(bushfires, extreme weather events)



12

STANDBY DAYS

WORKING RELATIONSHIPS WITH KEY STAKEHOLDERS

Established working relationships with key emergency service providers enable us to respond cohesively.

Emergency service partners:



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

READINESS TO RESPOND

First response crews are backed by state-wide infrastructure including fleet vehicles, comprehensive medical equipment, command, communications and logistics capabilities.



32

MOBILE FIRST AID UNITS (STRETCHER CAPABLE)



19

SUPPORT FLEET (VEHICLES)



1

COMMAND/ COMMUNICATIONS UNIT



6

FIRST AID/MEDICAL POSTS



1

ST JOHN SA STATE OPERATIONS CONTROL ROOM (PLUS A&FAS CONTINGENCY STATE CONTROL CENTRE)

STATE-WIDE RESOURCES/COORDINATION



876

OPERATIONS ADULTS



87

HEALTHCARE PROFESSIONALS



24/7

STATE DUTY OFFICER & DISASTER RESPONSE COORDINATOR, PAGERS AND GOVERNMENT RADIO NETWORK

GET INVOLVED



Volunteer:

stjohnsa.com.au/emergencyresponse

Donate:

stjohnsa.com.au/donate

HISTORY & HERITAGE

Today's contemporary organisation is founded on a long and proud heritage traced back to the days of the first Crusades when the Knights of St John cared for sick and injured pilgrims travelling to Jerusalem some 900 years ago. Later (1877), the St John Ambulance Association was established in England by the Order of St John, to address the growing need for effective first aid in an industrialised society.

This history of First Aid innovation, progress and advancement is researched and promoted by the St John Historical Society of SA and the Museum at Unley. Displays include a wide variety of medical and first aid related objects and stories of those involved in St John across our centuries' long history.

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

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.



DID YOU KNOW...

You can get a free guided tour of the Museum, just like Pauline Cockrill from History SA (left), with Historical Society members Paul Rosenzweig and Raelene Denham. See the evolution of first aid techniques through the ages.

...There's more than meets the eye at St John SA.

DISCOVERING, SHARING, PRESERVING OUR HERITAGE FOR FUTURE GENERATIONS

THE MUSEUM

Insight into the advancement of first aid techniques, first aid kit and equipment can be found at the St John Ambulance Historical Society Museum.



**72 EDMUND
AVENUE, UNLEY**
LOCATION



551
VISITORS

VOLUNTEERS

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



46
VOLUNTEER MEMBERS



2183
HOURS OF
VOLUNTEER TIME



\$71,297¹
VALUE OF
VOLUNTEER HOURS

GET INVOLVED



Visit the Museum:

Wed & Fri 10:30-12:30,
Sun 14:00-16:00

72 Edmund Avenue, Unley

Group visits can be arranged
at other times, contact
museum@stjohnsa.com.au



[facebook.com/
StJohnSAHistoricalSociety](https://www.facebook.com/StJohnSAHistoricalSociety)

¹ Calculations for 2015/16 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 from Nov 2010-May 2015 as per the ABS Time Series Workbook 6302.0 Average Weekly Earnings, Australia.

TIMELINE

1885

St John Ambulance began in South Australia teaching first aid.

1888

Queen Victoria granted St John the status of a British Royal Order of Chivalry.

1914

St John Ambulance Brigade formed in SA, providing uniformed, trained first aiders at public events where large crowds gathered.

1936

St John Cadets established in South Australia.

1941

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.

1946

St John Ambulance Australia became a Priory.

1952

St John SA commenced the establishment of a single State ambulance service.

1991

Community Care program established (first known as Neighbourhood Care).

1992

St John SA transitioned the State's ambulance service to SA Ambulance Service (SAAS) to focus on core services (first aid provision, social inclusion and youth development).

1999

St John adopted a multi-national leadership with some of the Great Officers coming from priories other than the "Grand Priory" in London.

2004

Emergency Management Act established which formalises St John SA under the State Emergency Management Plan.

2013

First Aid in Schools established.

2015

Flourishing Life project launched, diversifying support through Community Care.
Bicycle Emergency Response Team (BERT) established.

OPERATIONS COMMISSIONER'S REPORT

The year to 30 June 2016 provided another challenging but rewarding and productive period for St John SA Operations.

Governance

During this period, we saw a significant transformation for our governance structure with senior volunteer and salaried leadership staff adopting a more integrated and collaborative approach to the overall clinical and operational management of Operations. A 12 month trial sharing the operational responsibilities of the volunteer State Superintendent with the General Manager, Operational Services, along with associated changes to the reporting lines for the State functional groups was tested and continues to be supported generally by the broader membership.

Member consultation

Earlier this year, multiple strategic planning workshops were convened across the state by the Chief Executive, enabling our volunteers from all regions to contribute to the final Towards 2020 Vision, Strategic Plan. Another member consultation, which focussed on the recommendations from a review group established by the Board, to respond to the report *Sutton, N., 2014, An Appraisal of St John Inc Operations Branch Leadership Structure in Consideration of Current and Future Potential Opportunities*, provided further opportunity for members to be heard and to influence future directions for Operations.

Event Health Services

Once again, the response from Operations volunteers to the consistent demand for first aid, health and medical services at both community and corporate events, has been outstanding. Over the reporting 12 month period, members attended 2836 events, at which 5406 clinical and 17,690 non clinical treatments were provided, through

approximately 80,500 volunteer hours, supplemented at times by two paid event clinicians. Well done to the Event Health Services team for their leadership with the planning and preparation for major corporate events and for working collaboratively with Operations volunteer commanders to provide an effective integrated team approach for event management and service delivery. As always, the challenge remains to attract, train and retain sufficient quality members, if we are to improve our capacity and meet the increasing demands for our first aid, health and event medical services.

Emergency Incident Support

In addition to the above, over 1000 hours were dedicated by volunteers in responding to and providing first aid, communications, incident management teams and logistical assistance to support the emergency services and community members during times of emergency incident callout. The most significant single emergency incident for this 12 month period was the Pinery bushfires, which burnt out approximately 85,000 hectares in November 2015. For these fires, our services extended over 8 days utilising 88 of our members who committed 775 voluntary hours in providing multiple eyewashes, the treatment of scores of minor injuries and medical conditions, and a first aid presence at the community evacuation centre.

Highlights and developments

Interspersed with a very busy year in serving the community were various highlights, developments and improvements involving Operations personnel. Members, paid and volunteer:

- contributed to and celebrated the National Member Convention held in Adelaide
- supported the annual Re-dedication Church Service and Awards Day which included performances by

the St John SA Band

- contributed to the Bendigo Bank Volunteer for a Volunteer fundraising campaign
- provided representation on the State Response Advisory Group
- supported the First Aid in Schools program
- reviewed and assisted with exciting new developments in Operations training and re-accreditation
- endorsed a fleet replacement program and implemented a new driving policy and driver development program
- participated in ANZAC youth vigils, commemoration marches and ceremonies throughout the state
- reviewed and recommended improvements to the green service uniform
- further developed and progressed the implementation of the DEMS rostering and management system
- reviewed clinical quality and safety
- enhanced the Health Care Professional accreditation processes
- implemented a new framework to redraft and update policies and procedures including the emergency management and preparedness guidelines
- reprogrammed our GRN and handheld radios to comply with changes to the licensing conditions
- audited divisions and ensured compliance with our drug licence and medications procedures
- reviewed regional boundaries and amalgamated two metro regions, two adult divisions and two cadet divisions to form a new region (Metro North) and two new divisions (Brighton Adult and Murraylands Cadet Divisions)
- developed and distributed event safety checklists for members' personal kits
- conducted state wide divisional member wellbeing and compliance visits.

Cadets and youth engagement

The Cadet and Youth Engagement Program continued to flourish with our cadet and junior numbers growing to 758 in June 2016. The traditional Angaston site for the State Cadet Camp was deemed to be no longer suitable to meet today's expectations for child protection, security and other regulatory standards and thus the camp was relocated this year to the Nunyara Conference Centre. The State Competitions were successfully co-located with the camp, although for 2017 this will be reviewed with the camp likely to be rescheduled to the preferred long weekend in October. Well done to all of the cadets who participated and thank you to all of the adult leaders for their ongoing hard work, responsibility and leadership; special congratulations to the newly appointed Cadet of the Year, Alicia Renton and Cadet/Youth Leader of the Year, Kelly Guthberlet.

Volunteer support

I acknowledge and greatly appreciate the strong guidance, ongoing support and inspiration provided by the Operations Leadership and State functional groups, the Senior Management Team and staff led by the Chief Executive, and the State Board of Directors. These key groups clearly influence the environment in which our volunteers operate and thus significantly affect their morale, performance, commitment and dedication.

Finally, to each and every one of our volunteers, a special thank you for your commitment to Operations and for your valued hard work and dedication in providing your expertise and service for the communities of South Australia.



Noel Hender BEM CSTJ

Commissioner

SPOTLIGHT HUMBLE HERO SAVES A LIFE

Critically injured after a motorbike accident, Johnie Habib was just minutes from death when St John SA Volunteer David Platten happened across the scene.

Johnie was on his way from work, a route travelled for over 10 years, when out of the blue the catastrophic accident happened, which left Johnny with horrific injuries, crushing his lower body.

A large crowd had gathered which caught the attention of passing St John SA Volunteer David Platten.

"I dropped to my knees, and another gentlemen came over with a first aid kit," David explained.

"I said 'give me a large [surgical] gloves and that combine [dressing]'. I put my hand inside his leg up towards his groin and grabbed his femoral artery."

David continued treatment until emergency services arrived. These actions undoubtedly saved Johnie's life.

"You've usually got between four to five minutes once the femoral artery is severed and you'll bleed out," David explained.



Channel 7's Today Tonight captured their emotional reunion. <http://tinyurl.com/hzkv7gu>

*"A hero is not just a name,
it's what you do in life."*

Considering the extent of injuries, David didn't know if Johnie had pulled through, until the pair met for an emotional reunion:

"You are my hero," Johnie said.
"Thank you so much, you saved my life."

Like all heroes David was humble in his response, crediting the life saving training received through St John SA, "That's what I was trained to do...I wear this [St John SA] uniform so proudly."

Johnie said, "I want to say he is a hero. A hero is not just a name, it's what you do in life."

COMMUNITY CARE CHAIR'S REPORT

Through 2015/16 St John SA Community Care has continued to provide a wide range of social support activities to people who due to increasing age, frailty and/or disability are socially isolated.

Through innovative and caring partnerships, over 470 volunteers provide companionship to clients to enable them to engage in activities they enjoy so they can continue to flourish.

Adapting to change

The year has seen many changes within the aged care sector, most notably the transition from HACC (Home and Community Care) to CHSP (Commonwealth Home Support Program) from 1 July 2015, and the full rollout of CHSP on 1 November 2015. This has resulted in a number of changes including:

- from 1 July 2015, new Program referrals for a client aged 65+ years must be made through the My Aged Care online portal
- referrals are reliant on RAS (Regional Assessment Services) assessors knowing what we can deliver
- from 1 November 2015, new requirements have resulted in many outputs (eg preparation of stories) no longer being recorded as program achievements
- clients no longer have seamless transition as they move from 'Under 65' to 'Over 65'.

Moving forward, the potential impact of a possible cost to clients (mandated by Government policy) may result in negative sentiment from stakeholders.

Positive client, volunteer and sector responses

Whilst navigating the new aged care system has certainly had its challenges, there have also been many achievements. The positive impact is continually validated by feedback received from clients and volunteers. The RAS service provide feedback on

positive outcomes achieved by clients already referred, and have advocated on our behalf in information to Government on the importance of single service providers in the new system.

Some of the key outcomes achieved include:

- 230 referrals received through the MAC portal since its inception for Community Care's social inclusion and companion programs
- positive sector feedback – there have been a number of good news stories reported from the RAS team. RAS is conducting reviews on clients referred at the start of CHSP and have found that the Community Care program is making a substantial positive impact
- as part of the Community Companion program, Coordinators provide information to volunteers leading to new activities, including exercise classes, motivational and organisational workshops, local walking groups, fishing, and visits to Adelaide's museum, state library and botanical gardens
- the Companion program also continues to provide practical assistance with the vision of doing with rather than doing for
- Flourishing Life and Circle of Friends continue to deliver a suite of services, and often include an achievable goal or intention for the client. A target group of volunteers and students are specifically trained to deliver some of the following projects:
 - Computer Companion program
 - Photobook Companion program
 - Pen Pal and E-Pal project
 - Discovery Companions
 - Cultural life experience program
 - Treasured Story project and the Power of Pets project.

As we move full steam into another year no doubt there will be more changes and adaptations to come, however we can be confident the Community Care program is well positioned to continue delivering high quality services that benefit the health and wellbeing of clients.

During the year, we farewelled Sanna Brannan as Team Leader and welcomed Sarah Beattie to this position who, along with General Manager Operational Services Kerry Whitehead, ensure the program continues to deliver exceptional services.

We also lost a dear friend and volunteer Vic Kollosche, whose wisdom on the Committee was highly valued. He is sorely missed by all.

I personally thank all the Community Care coordinators, staff and volunteers for their commitment to our program and its people. They are our greatest strength and continue to shine light into the lives of many South Australians.

I thank them personally for their commitment and passion.

Early in the year, after three decades of service to St John SA, initially with the Auxiliary and latterly 15 years with Community Care, with seven as Chair, I retired as Chair of the Community Care program. Kerry Whitehead is now acting Chair until a new appointment is made. I maintain a passion for the program and its people, and look forward to seeing Community Care continue to flourish.



Bronte Weeks OStJ

(Retired) Chair of Community Care



SPOTLIGHT ENRICHING LIFE

The Community Care Flourishing Life program engages with older clients to record and share their life stories. Team member Emma Waites worked with Jack Godson on the final edit of his story.

Jack is 95 years old and a marvellous story teller. He has an astounding autobiographical recall and expounds every story with humour and wit, often with a moral message. Among memories shared was his experience serving as an ASDIC (or SONAR) operator in the Australian Navy during World War 2.

The first ship that Jack served on was the HMAS Stuart, leader of the 'scrap iron' flotilla. It was whilst Jack served on HMAS Stuart that he had his first encounter with the enemy. Jack described his first battle, the Battle of Matapan, as his 'baptism of fire' and noted, "Thankfully we happened to do all right!"

A special presentation was held for Jack and his Treasured Story at his residential care home amongst friends and family. Emma delivered a presentation about Jack's life at school, his career as a stockman and his life at sea. It was a tremendous surprise for Jack when three uniformed Naval Officers arrived to honour his Navy service.



Lieutenant Dave Dawes, Petty Officer Kirsty Semmens and Leading Seaman Nick Clancey presented Jack with a medallion, pins, mug and a navy cap. Lieutenant Dawes expressed his gratitude for Jack's service and for the gift of his Treasured Story.

The presentation was complete with music from guest bagpiper Ian Richardson, Royal Caledonian Society of South Australia's Pipes and Drums band. This was a wonderful surprise and significant to Jack, who had been a band member for a number of years in 1954.

Jack's Treasured Story will soon be introduced into schools through our Living Library Project.

TRAINING SERVICES CHAIR'S REPORT

The First Aid training provided by St John SA makes an exceptional contribution to the South Australian community; equipping people in workplaces, in schools and in homes with the skills necessary to respond effectively and provide immediate first aid assistance. The importance of this work in strengthening communities and making South Australia a safer place to live cannot be over-estimated. St John SA brings to this effort its unique experience as both a provider of first aid services at events and emergencies and a leading first aid training provider.

There are three principal arms to our first aid training effort. These are the Commercial Training, First Aid in Schools and Operations Training.

In Commercial Training St John SA is addressing a changing and challenging competitive landscape and responding more effectively to the needs of clients. Thirty fulltime, part-time and casual trainers are delivering courses in all corners of the state including metropolitan locations as well as the APY lands, Roxby Downs, Olympic Dam, Ceduna, Mount Gambier and (almost) everywhere in between. The focus for the future is on tailored training solutions to meet the specific needs of our varied client group, improved student experience and more flexible (blended) delivery of our courses.

In the First Aid in Schools program we celebrated our 40,000th student trained this year. An extraordinary achievement. The program is offered by a committed

group of volunteer and salaried trainers. Recent research shows that completion of a first aid course improves both the likelihood that a person will intervene in an emergency and their confidence in doing so. Consequently, First Aid in Schools is providing young people with a vital life skill and the ability to make a real difference. With a move towards more localised funding, new and innovative ways of financing the program are being explored.

In Operations Training a new Clinical Education and Training group has been appointed with new Group Leaders and membership. This team has been working hard on a new training strategy for St John SA volunteers which will see a renewed focus on clinical qualifications, event readiness, and quality educational experiences. In 2015/16, operations training saw 204 new First Aiders accredited and 81 new First Responders accredited. Operations training also issued new Cert IV Training & Assessment, and Cert IV Frontline Management qualifications for members. In 2016, for the first time, the SA training team developed the annual reaccreditation documents locally, in response to National office withdrawing from performing this task. We have 76 volunteer trainers in operations.

Much of our First Aid Training is underpinned by our Accredited Courses and these depend on our Registered Training Organisation status. Considerable work is done each year to maintain compliance. The 2015 internal audit saw us perform well with no major issues identified. Trainer roles and assessment

practices have been a strong focus this year and will continue to be in the next period.

Finally, congratulations to all staff and members involved in delivering our training programs. Their commitment, focus on quality and willingness to embrace innovation and change continue to keep St John SA at the forefront of First Aid training in Australia.



Professor Paul Arbon AM

Chair of Training

SPOTLIGHT HAYLEY'S A LITTLE LIFE SAVER

12-year-old Hayley McPhee sprang into action when seven month old Ryder started choking whilst out on a car trip.

Baby brother Ryder was travelling next to Hayley in his car seat along with their mum, when he started choking on mucus. Without hesitation Hayley put the skills learnt at St John SA Cadets into action, lifting Ryder onto her lap, tilting him forward and patting his back until he was sick.

"Ryder wasn't making any noise so I ripped him out [of the car seat] and started patting his back," Hayley said. "I was a bit nervous if I couldn't get him breathing again. It was a bit scary, but I just did it."

Hayley's mum Nicky Blake credits Hayley's quick action with saving her brother's life, "I didn't hear him make any sound, I didn't hear anything of the sort until Hayley was ripping him out of his seat."

The 12-year-old life saver learned her skills at the Golden Grove Cadet division, and is one of 758 Cadets who have been taught life saving skills through the program. This outcome is testament to the fact that First Aid saves lives.



Hayley was honoured for her life saving actions by appearing as the Bendigo Bank **Mini Mascot** at the Crows footy match against the Sydney Swans, at Adelaide Oval.



THANK YOU TO OUR AMAZING PEOPLE!

We could not achieve all we do without the great energy and spirited commitment of our valued people.

Volunteers who have been there when help is needed most, **Cadets and Juniors** with their boundless energy, tenacious **staff** and respected **members of the Order**...

SOUTH AUSTRALIA IS A **BETTER PLACE** BECAUSE OF YOUR WORK.

OUR PEOPLE

Our people love helping others. Without them we couldn't deliver our wide range of charitable humanitarian services.

OUR COMMITMENT

As our most prized asset we invest in our people 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 Frontline Management, together with structured training in areas such as workplace health and safety, bullying and harassment awareness and child and vulnerable people protection practices.

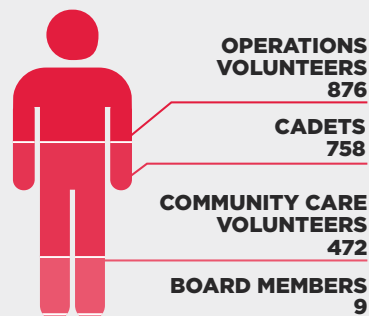
VOLUNTEERS

2115 Volunteers

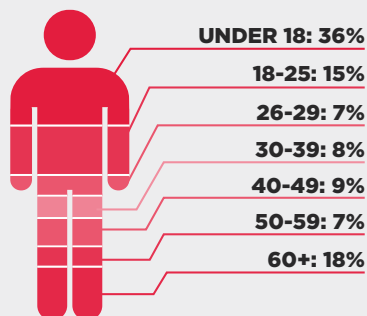
GENDER

MALE FEMALE

39% **61%**



VOLUNTEER AGE RANGE



STAFF

73.4 Staff members full time equivalent (93 total)

GENDER

MALE FEMALE

33% **67%**

ACTIVITY SPLIT

PROGRAM DELIVERY

Community Care	10
Community Engagement	1
Event Health Services	5
Youth Development	-

SOCIAL ENTERPRISE

Marketing	3
Education (including Trainers)	32
Sales	14

SUPPORT

Finance	4
CEO Office	9
Human Resources	6
Information Technology	3
Infrastructure	5
Internal Communications	1

SERVICE AWARD RECIPIENTS

Our people are our strength and we value their contribution and commitment to St John SA.

Volunteers, trainers and staff are recognised for this commitment at the annual Awards Day ceremony held at Government House.

Awards presented on the day include the Margaret Corkhill Encouragement Award to the member best typifying commitment to St John SA and the Mark Compton Prize awarded to the Cadet who achieved the best results while working towards their Knowledge of the Order proficiency badge.

Save A Life Awards are presented to members of the public who contribute through the application of first aid skills to saving the life of another.

OPERATIONS

62 Year Service Certificate

Cliff Wright

7th Bar (4th Gilt) 47 years of service

Alan Bennett

Carey Evans

Lynette Pole

6th Bar (3rd Gilt) 42 years of service

Andrew Inglis

Margaret Nunn

Dawn Robertson

5th Bar (2nd Gilt) 37 years of service

Patricia Bellman

Franklin Bridgewater

Rick Thompson

Michael Victory

4th Bar (1st Gilt) 32 years of service

Karyn Bear

Allan Chivell

Gloria Curtis

Russell Dippy

3rd Bar 27 years of service

Toni Batten

Cathryn Blackwell

Hugh Paterson

2nd Bar 22 years of service

Janice Abbott

Jeanette Best

Giuseppe Ciarla

Tim Doult

Helen Judd

Cheryl Williams

1st Bar 17 years of service

Darren Daff

Melanie Gilgen

Nedra Haines

Heather McAllister

Cheryl Rae

Ian Rae (Snr)

Ian Rae

Paul Slater

Service Medal of the Order of St John 12 years of service

Michael Borrowdale

Boyd Foster

Alice Froschio

Rochelle Houston

Karina Jones

Leanne Jones

Amanda Nederpel

Felicity Parson

Cliff Pinkard

Lisa Seyfang

Jacki Victory

David Yates

9 Year Service Award

Sarah Brown

Emma Geyer

Gordon Hayden

Lee Hennessy

Michael Koch

Tammy Maria

Michael Miceli

Rhonda Rungie

Kira Stapleton

Gary Tezacker

Bronze Commendation

Brian Forgan

Alex McCallum

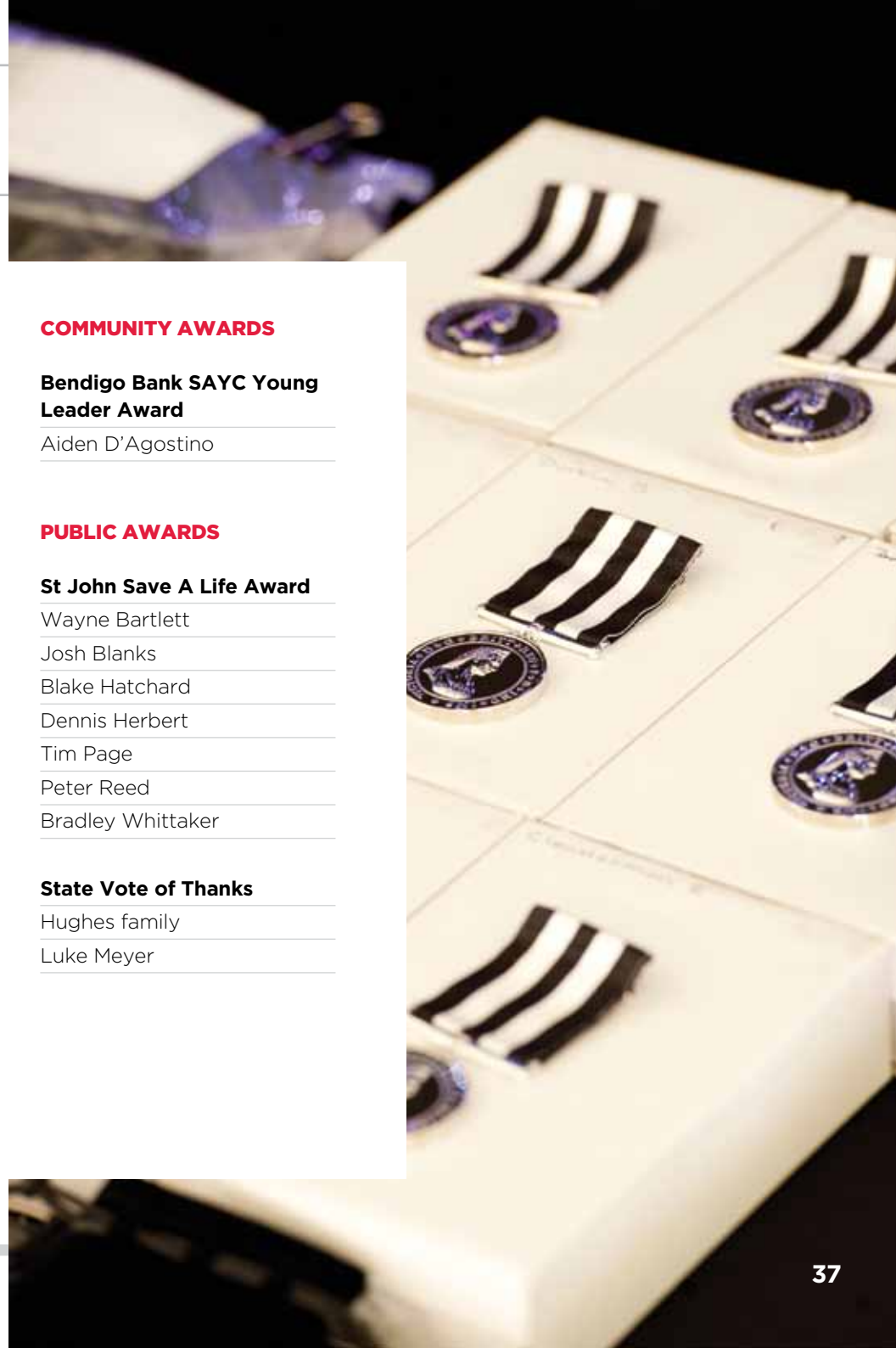
Miriam Russell

Ian Walsh

Barry Wright

Margaret Corkhill Encouragement Award

Jacki Victory



CADETS

Youth Leader of the Year

Danika Pederzoli

Cadet of the Year

Hrishikesh Rajaram

The Mark Compton Prize

Brett Kornelissen

Grand Prior's Badge

Kevin Clark

Sam Maddock

Kira Stapleton

COMMUNITY CARE

1st Bar

17 years of service

Judy Bowden

Service Medal of the Order of St John 12 years of Service

Diana Caddy

Wendy Marrett

Margaret McNamara

9 Year Service Award

Jan Cochaud

John Havelka

Christine Hearne

Royline Kuhn

Helen McCallum

Jean Miles

Tracey Veal

Brenda Whittle

Joan Zecchin

Frank Davison Award

Barry Marshall

Julie Marshall

TRAINING

Robert Britten-Jones Award

Lisa Seyfang

Christine Whales

Training Commendations

Kathleen Cunynghame

Kate Denley

John Hughes

Adrian Hunt

Bob Menadue

Ian Rae (Snr)

David Walker

STAFF AWARDS

40 Year Service

Lynn Richards

5 Year Service

Carolyn Begbie

Kathleen Cunynghame

Helen Kubenk

Min Tan

COMMUNITY AWARDS

Bendigo Bank SAYC Young Leader Award

Aiden D'Agostino

PUBLIC AWARDS

St John Save A Life Award

Wayne Bartlett

Josh Blanks

Blake Hatchard

Dennis Herbert

Tim Page

Peter Reed

Bradley Whittaker

State Vote of Thanks

Hughes family

Luke Meyer

MEMBERS OF THE ORDER OF ST JOHN

The Most Venerable Order of the Hospital of St John of Jerusalem (the Order of St John), traces its origins back over 900 years.

It is an Order of Chivalry of the British Crown, with Queen Elizabeth II presiding as Sovereign head.

Membership is awarded to those who have provided outstanding service to St John. Admittance is a prestigious honour, and those listed represent South Australian members.

Deputy Prior

The Honourable
Hieu Van Le AC

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
Prof. 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
Sir E Neal AC CVO
Lady Neal AM
Mrs M A Nunn
The Honourable
K Scarce AC CSC RANR
Mrs E Scarce
Mr A J Watt LVO QPM

Commander

Mrs A L Andersen
Mr B G Battersby
Mr R S Beahl
Mrs M Beard
Mr A C Bennett
Mr P A Bird

Mr G B Brewer
Mr D J Bridges
Dr R Britten-Jones AO
Mrs G J Curtis OAM
Mr K W Dansie
Mr D V Degiglio ASM
Mr R M Dippy
Mrs E M Doman OAM
Mr J J Dudzinski
Lady Dunstan
Dr J S Flett AM
Mrs C Gerner
Mr P R Gill
Mrs S R Hall
Mr P R Hawkins
Mr N R Hender BEM
Mr V Humeniuk
Mr A J Inglis
Mr P W Lorimer OAM
Mrs J S Marshall
Dr S T McGovern
Mr A L McLachlan CSC
Mr C Moore
Mr V Pavlik
Miss K M Peach
Mr J A Rawes OAM
Mr B J Rayson
Mr L W Rogers
Mr H T Rogerson
Mr R G Schilling
Mr S P Sperou
Mr G A Woods
Mr C G Wright OAM
Dr J F Young

Officer

Dr B G Alcorn
Mr M L Allen
Mrs K Allen

Mr J A Anderson
Dr C O Auricht
Mrs E M Batten
Mr C J Beames
Mr S Bolton
Mr G W Bone
Mr A Burns
Mr F A Butler
Mr P Butler
Mrs V E Cates
Mr I Coburn
Mrs P Cohen
Mr J L Cronk
Mr K L Cunningham OAM
Mrs L M Danzo
Mrs T Davies
Mrs N J Day
Mr A J Edge
Miss L N Fahey
Miss J F Feast
Mr A M Ferguson
Dr A A Gazard
Mr G A Geyer
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 S E Hayes
Mr B M Haynes
Mr T J Haysman
Mrs D Hodgson
Mr M A Hyde AO APM
Mr W G Jackson
Mr P J Jackson
Mr J Jaensch ASM

Mr R Jeisman
Mrs P A Kakoschke
Mr C D Lemmer ASM
Mr E B Lock
Mr R M Luscombe
Mrs M K Lynn
Miss R A MacKrell
Mrs C Maidment
Mr P Malycha
Mrs N Mann
Mr W J Martin
Mrs E Matters
Mrs L D McCallum
Mrs J McLachlan
Mrs J O McLean
Mr R McNeil
Mr A F McPhail
Mr R F Menadue
Dr C G Mills
Mr J E Ness
Mrs P A Osborne
Mr B P Paterson
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 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
Ms C J Thompson
Mr R J Toshach
Mrs E W Unger

Mrs B J Walker
Mr I Walsh
Mr S J Walter
Mr A C Warren
Mrs F E Watt
Mrs B A Weeks
Mrs S M White
Miss J Whitehorn
Dr J A Williamson
Mr W J Wills AM
Mr R E Wright
Dr C J Zeitz
Dr K M Zeitz

Member

Mr R J Adams
Mr G L Allen
Mrs D B Allen
Mrs A M Amos
Mr D B Anderson
Dr J S Anderson
Mr R Apted
Mr I M Archibald
Mr D H Armstrong
Mr R W Arthur
Mr K W Bailey
Dr H J Bailey
Mr L R Baker
Mr G L Baker
Mr P G Barrett
Mr S A Bartlett
Mr A M Bastian
Mrs B D Bastian
Ms K M Bastian
Mr H J Bear
Mrs K L Bear
Mr H Becker AM
Mrs R J Begg
Mr D J Bell
Mr E L Bentley
Mr R H Berlin
Mrs J M Best
Mr G S Bigwood
Mrs E J Birchmore
Mr J R Bissett
Dr R B Black
Mrs D M Bleby
Mr G Bottcher
Mrs P A Boucher
Mr D W Boundy
Mrs M E Boundy
Mr M A Bourn
Mrs J A Bowden
Mrs L D Brooks
Mr R J Brooksby
Miss C G Brown
Mr D S Bryant
Ms L J Burford
Mrs J E Burgess
Mr J B Burnley
Mr E C Burns
Miss T Butler
Mr P Carden
Mrs R Catford
Mr J J Chadwick
Miss B A Chatfield
Mr G H Chibnall
Mr M N Christie
Mr L S Cibich
Mrs B L Clements
Mrs L R Clyde
Mrs I T Collier
Mr K A Collins
Mr R G Cook
Mr P G Cook
Mrs D J Cook
Mrs B J Coombes
Mr P Corkhill

Mr J D Corkhill	Mr G S Forster	Mr P F Hennekam	Mrs K Kruys	Mrs J E McLellan	Mr A G Puaes	Mr I J Sinclair	Mr D W Ward
Mrs M F Corkhill	Mr W M Foster	Mr J A Herbert	Mr K G Kurtz	Mrs M McLennan	Mrs B L Pearse	Mr P M Slater	Mrs G A Ward
Mr J Corner	Mr P J Foster	Dr D K Hewitson	Mr B R Lablack	Mr A K Menzel	Mr R K Pearson	Mr R L Smith	Mr E C Warr
Mrs R J Corner	Mr L B Francis ASM	Dr P D Heysen	Mr P F Lacey	Mr H A Menzies	Mrs J B Pedler	Mrs J Smith	Mrs S M Warren
Mrs R H Cornwall	Mr R L Francis	Mr P J Hill	Mrs K A Lancaster	Dr N J Mitchell	Mr D M Phillips	Mrs G A Sperou	Mrs B A Wegner
Mr F H Court	Mr P F Franklin	Mr J Hill	Dr L H Lane	Mr N C Modistach	Mr T I Pilgrim	Mr W H Spratt	Dr W Weightman
Mr I G Cox ASM	Mr M Gates	Mr B M Hill	Mr R E Larsen	Mr S D Mooar	Mrs P G Playford	Mr M J Stanton	Mr C J Westbury
Mr P L Crompton	Mr L Gersch	Mr G N Hillman	Mr G R Laxton	Mr D A Moore	Mr J T Pohl	Mr W J Stevens	Dr M A Wheaton
Mr D L Daff	Mr G Getzin	Mrs M A Hilton	Mr R C Leesong	Mrs S K Moore	Mrs B Pohl	Mr D A Stevenson	Mrs P Wheeler
Mr P L Daniell	Mr J N Gifford	Mr K V Hodgson OAM	Mr M M Lewis	Mrs C Moore	Mr G R Polglase	Dr I I Suter	Mrs K Whitelaw
Mr G C Davey	Mrs N K Gilboy	Mr J Holland	Mr L L Lindholm	Mr J G Morley	Ms K A Poulish	Mrs M H Swan	Mrs R Whittle
Mr B C Davey	Miss M S Gilgen	Mrs B E Holland	Dr J T Linn	Mr G H Morrison	Mr D N Pratt	Mr T J Sweeney	Mr B T Whyte
Mrs P J Davidson	Mr D Gittins	Mr R B Holt	Mr T D Liston	Dr R I Murdoch	Mr J H Pringle	Mr W V Tapscott	Mrs E R Wiebrecht
Mr D G Davill	Mr G C Gobbett	Mr M P Horsman	Mr P J Little	Mr P Murphy	Mr W Prowse	Mrs H M Thom	Mr L E Wigg
Mrs V E Davill	Mr R R Gogler	Mr K A Hosking	Mr S B Loechel	Mr D J Murray	Ms R J Puckridge	Ms R A Thomas	Mrs F L Wigney
Mr L N Day	Mr B J Goldsworthy	Mr G J Howard	Mrs P A Lovell	Dr M E Nancarrow	Mr I C Rae	Mr M G Thompson	Mr S R Williams
Mrs B D Debono	Mr I M Gordon	Miss J Howe	Mr L G Lucas	Ms C Neate	Mrs C E Rae	Mr J H Thompson	Mrs M A Wilson
Mr M C Denham	Mrs C A Goulter	Mr C F Humphreys	Mr C R Luders	Mr D J Nicolle	Mr I C Rae	Mr R G Thompson	Mr J Woodhouse
Miss C L Destro	Mr A J Graham	Mr K J Hurrell	Mr J Magor	Mrs N Noble	Mr E A Rathjen	Mrs E Thomson	Mr R B Woodward
Miss T L Dewick	Mrs P A Graham	Mrs C J Ireland	Mr J Male	Mrs G E Noll	Mrs P A Ratsch	Mrs Y M Thomson	Mr M J Woollard
Mr M Diamond	Mr N R Gray	Mrs J D Jaensch	Mrs R Mamys	Mr P A Norman	Mrs A J Ratsch	Dr F L Thyer	Mr B R Wright
Ms S A Dippy	Mr J E Green	Mr N D James	Mrs M C Manser	Mr R J Nuske	Mr G J Rayson	Mr D A Tilley	Mr F C Wright
Mr J Ditcham	Mr D C Gregory	Mrs F M Jarrad	Mrs K H Marles	Mr T N Oakley	Mr B Roberts	Mrs T M Tilley	Mrs J M Wright
Mr G B Docherty	Mr L M Greig	Mrs M Jeisman	Mrs B Marrett	Mrs C L Oaks	Mrs A Roberts	Mr A W Todd-Egglestone	Miss P T Wright
Mrs K M Doult	Mrs L E Griffin	Mr J E Jennings	Dr S H Martin	Mrs J P Oates	Mr G I Robertson	Mrs A M Todd-	Mrs G M Young
Mrs S E Downey	Dr W M Griggs	Mr N P Johncock	Mrs M D Martin	Mrs E N Obst	Mr K J Robson	Egglestone	Mr D G Zeuner
Mr M R Doyle	Mrs E J Groom	Mr R M Johnson	Dr C P Mattner	Mrs B J O'Daniel	Mrs J M Rogers	Mr A P Tomney	
Mr J Dyer	Mr L P Gurney	Ms T S Judd-Ireland	Miss H L McAllister	Mr W O'Donnell	Mr J J Ronan	Mr D R Truran	
Mr J L Dyett	Mrs T J Haeusler	Mr L A Kay	Mrs G J McCallum	Mrs S L Oehms	Mr F W Rosenow	Mrs H F Tucker	
Mr G G Edmonds	Mr B Hage	Mrs B J Keller	Mr J R McCallum	Miss A C Olsen	Mr H D Rowe	Mrs G E Tulett	
Mr J A Eglinton	Mr K B Hall	Dr A R Kellie	Mr A J McCallum	Mr D F Opperman	Mr P S Ryan	Mr D L Turner	
Mrs H K Elix	Mr M L Hancock	Mr I R Kellie	Mrs B J McCausland	Mr A L Orrock	Mr J A Ryan	Mrs E P Tyler	
Mrs L E Elles	Mr R L Hancock	Mr P R Kershaw ASM	Ms J N McDiarmid	Mrs M Oudshoorn	Mrs B Schache	Mr I R Uppill	
Mr R J Elliott	Mrs R Handley	Mrs A M Kester	Mr A E McDonnell	Mr K J Packer	Mrs A T Schapel	Mr G D Usher	
Mr C S Evans	Mr E J Harding	Mr K C Kettle	Mr W E McDougall	Mr K D Parbs	Mr M J Scott ASM	Mrs V Van Hees BEM	
Dr M P Fernandez	Mr G J Harvey	Mr M L King	Mr J A McGoogan	Mr R T Parkinson OAM	Mrs M Seager	Mr T Van Vugt	
Mr E A Ferrarese	Mrs L J Hawke	Mr L D Kinloch	Mr J W McKeough	Mr K S Parslow	Ms L Seyfang	Mr M J Victory	
Mrs C M Fletcher	Mrs E J Haythorpe	Mr G A Kirby	Dr G R McLean	Mr J A Parsons	Mrs M J Shipard	Mrs L J Walford	
Mr B M Forgan	Mrs J B Heard	Mr D J Kittel	Mr J M McLellan	Mrs E Patterson	Mr A G Sims	Mrs J A Walker	

STATE CHAPLAIN
Rev Brenton Daulby
OAM JP

SPONSORS AND SUPPORTERS

Thank you to the many generous individuals and organisations across South Australia who support our work with financial and in-kind support.

We also acknowledge those who wish to remain anonymous and those not listed here.

COMMONWEALTH, STATE AND LOCAL GOVERNMENT AUTHORITY SUPPORT

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.

FAMILIES SUPPORTING VOLUNTEERS

Sincere gratitude to the families and workplaces of who support our amazing volunteers in their humanitarian work through St John SA.

COMPANIES, ORGANISATIONS AND INDIVIDUALS

We record our appreciation to the many companies, organisations and individuals that have provided assistance so that we may help others.

Australian Executor Trustees Ltd

Bendigo Bank

Darwin Veterinary Hospital Pty Ltd

Fay Fuller Foundation

Lions Club of Gawler Inc

LEGACIES AND BEQUESTS

Thank you to the many people who have chosen to make a lasting difference with a legacy or bequest. This generosity allows us to continue our services for generations to come.

Anne Kathryn Brocklehurst Estate

Athol Long Estate

Beryl Lorraine Harris Estate

Eva Mary Evelyn Burton Estate

Hilda Marie Langdon Estate

Mildred Tanner Estate

Oliver & Stella Raymond Trust

W L Tiedeman Estate

COMMUNITY PARTNERSHIPS

February 2016 saw the start of a new partnership between Bendigo Bank and St John SA, which introduced a new campaign to raise much needed funds for St John volunteers.

The campaign titled *Volunteer for a Volunteer* encouraged the community to volunteer their time to fundraise and saw local St John divisions partner

with Bendigo Bank branches to host and coordinate fundraising events to raise money for vital training, equipment and supplies.

For three months events were staged around the State, ranging from quiz nights and dress up parties to the highly successful badge day in Rundle Mall.

Hard work and persistence paid off with the campaign raising over \$40,000 for our dedicated volunteers.

We thank Bendigo Bank for their support with the *Volunteer for a Volunteer* campaign and look forward to working in partnership to continue to raise vital funds for our life saving members.



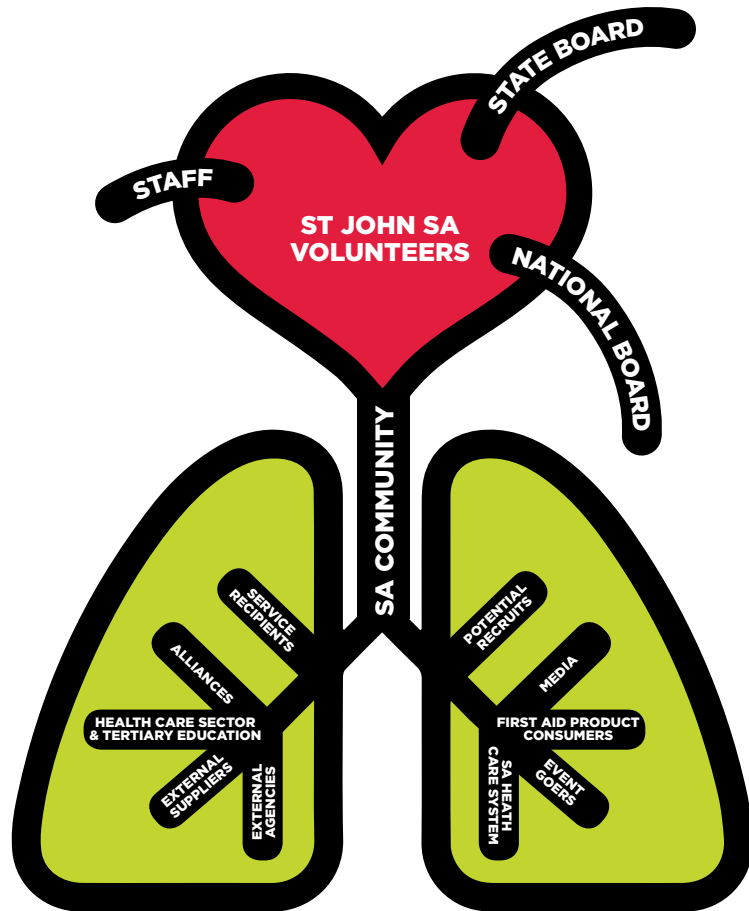
Raising funds for
a safer community



POSITIVE STAKEHOLDER ENGAGEMENT

RAISING AWARENESS ON THE IMPORTANCE OF FIRST AID

We want every South Australian to be skilled in first aid, to have the confidence to act and to be able to recover from adversity. Awareness forms an important part of these goals.



We use mainstream media to deliver consistent stories promoting the importance of first aid. Channels include major television stations like Channel 7, Channel 9, Network Ten and the ABC, as well as radio stations and print press, including the Advertiser, Sunday Mail and country press.

As a go-to organisation for first aid comment St John SA has also provided representatives to deliver expert advice on health related issues across media channels.

Media hits

TV: 11 (including Syndicated Stations)
Radio: 54 (including Syndicated Stations)
Press: 151 individual stories

Print media stories reached **9,116,184** South Australians, helping to raise awareness of the importance of first aid.

SOCIAL MEDIA PLATFORMS

	2015/16	2014/15	2013/14
LinkedIn followers St John Ambulance Australia (SA) Inc linkedin.com/company/st-john-ambulance-australia-sa-inc	599	441	215
Facebook likes St John Ambulance SA facebook.com/stjohnambulancesa	6683	5,765	3,439
Twitter followers @stjohn_sa twitter.com/stjohn_sa	3114	2,867	2,452
YouTube subscribers St John Ambulance SA Lifetime views youtube.com/user/StJohnAmbulanceSA	67 10,547	55 10,601	48 6,890

BREAKTHROUGH CAMPAIGN FOR AN IMPORTANT MESSAGE

Carrying the main message *'If you don't know first aid you can't help'*, our Break the Barrier advertising campaign aired over six weeks on TV, press and social media during November and December 2015.

The intentionally confronting advert was designed to create an emotional response, prompting the public to assess their level of ability to respond in an emergency situation.

- MEDIA MIX: TV (Channel 7), Radio (MMM), social media (Facebook/Twitter/LinkedIn/YouTube), website and print media

The campaign generated widespread PR and media interest, particularly online with over 100,000 individuals viewing posts and videos and generating debate.



stjohnsa.com.au/training/break-the-barrier



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

The Board draws on and applies relevant corporate governance principles and practices to assist it in ensuring the performance of St John SA. Day to day management of the organisation's affairs and implementation of corporate strategy and policy initiatives are delegated by the Board to the Chief Executive Officer and the 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.

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.



St John Ambulance Australia South Australia Inc
Rules of the Association Revised 2011
stjohnsa.com.au/about-us/governance

REGULATORY AND LEGISLATIVE ENVIRONMENT

St John SA 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 license 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 the 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.

Bank: Westpac Banking

Solicitors: Cowell Clarke, Piper Alderman, Minter Ellison

Honorary Solicitor: Richard McNeill, Cowell Clark

Auditors: PricewaterhouseCoopers

Investment Advisor: Eclipse Wealth Management at Godfrey Pembroke 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

STRUCTURE

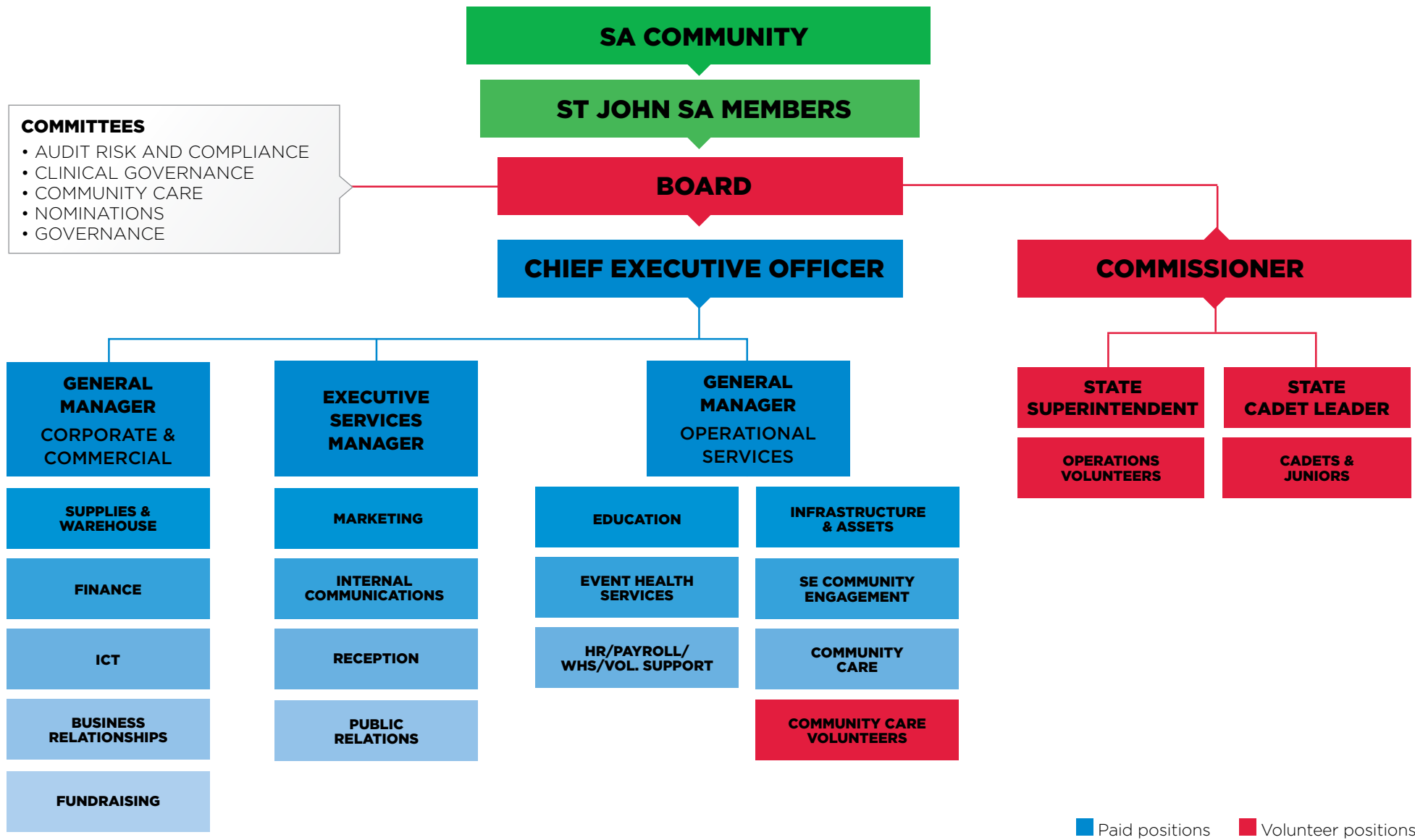
St John Ambulance Australia is part of the global humanitarian organisation the Order of St John which works to improve the health and wellbeing of people across the world.

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





PEOPLE THE BOARD

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 members freely donate time and professional expertise.

BOARD STRUCTURE

The Board is comprised of the following members:

Coopted Directors: Three Directors coopted 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.

MAL HYDE AO APM OStJ

Chairman

Appointed

Dec 2014

Co-opted Member

Appointed

Nov 2001

Mal Hyde recently retired as the Commissioner of Police in South Australia, a position 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 the Presiding Member of the ANZAC Day Commemoration Council, a member of the UniSA Business School Advisory Board and a member of other boards, including the Bedford group.

He has been awarded the Officer of the Order of Australia, the Australian Police Medal, the St John Service Medal, the National Medal, the Victorian and South Australian Police Service Medals, and the SA Police Leadership and Efficiency Medal. Mal is also an Officer of the Order of St John.

PHILLIP MILLS

Deputy Chairman

Appointed

Dec 2014

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, serving as a St John SA volunteer.

KAREN LIMB*Treasurer**Appointed**Nov 2013*

Karen Limb has extensive career experience covering all aspects of financial management and is currently the Chief Financial Officer - Australia and New Zealand for Mott MacDonald.

Previous to this she was the Chief Operating Officer at Kelly & Co Lawyers. Karen held various roles when she resided in the UK with Anheuser Busch (Budweiser), Safeway UK and ExCel UK.

A member of CPA Australia (Fellow) and the Australian Institute of Company Directors, Karen has previous Board experience with Young Adelaide Voices, and holds a Bachelor of Business and a Masters of Business Administration (MBA).

DARREN CHANDLER*Co-opted Member**Appointed**Feb 2016*

Darren Chandler is the General Manager Operations and Commercial at Adelaide Oval Stadium Management Authority (AOSMA), responsible for commercial partnerships, corporate sales, membership, marketing, communications, tourism, major events, grounds management and operations at Adelaide Oval.

Previous roles include working with the SANFL as General Manager of Football and Corporate Operations from 2009-2012 and CEO of the Glenelg Football Club 2002-2008.

His qualifications include a MBA with the University of South Australia and a Degree in Exercise Sports Science.

NOEL HENDER BEM CStJ*Commissioner**Appointed**Jun 2014*

As an educational consultant, former teacher and educational administrator, Noel has enjoyed a career working in state education and the wider education arena, including 10 years as a secondary school principal. Experience spans educational leadership, strategy implementation, change management, project and resource management, program analysis, evaluation and review.

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, and has undertaken Australian Career Development Studies.

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

PEOPLE THE BOARD CONTINUED

BRONTE WEEKS OstJ

Chair of Community Care

Appointed

Mar 2009

Retired

Mar 2016

Bronte Weeks is an Officer of the Order of St John with 14 years experience in Community Care and a further 11 years experience as a member of the Auxiliary, rising to the position of Vice President.

During her time with the Auxiliary, Bronte was a key member responsible for raising significant funds for St John SA. She has volunteered with Red Cross (non-medical) in the Emergency Department of the Royal Adelaide Hospital and at St Andrews Hospital. She is a current member of Novita.

PROFESSOR PAUL ARBON AM KStJ

Chair of Training

Appointed

Feb 2016

Professor Arbon is a Matthew Flinders Distinguished Professor, Director of the Torrens Resilience Institute, and Dean of the School of Nursing and Midwifery of Flinders University. Professor Arbon works across the fields of disaster resilience, mass gathering management and health security. He is Director of the City Security and Resilience Networks for Australia and Asia, Head of the World Health Organisation Collaborating Centre for Mass Gatherings and High Consequence/High Visibility Events, Past President of the World Association for Disaster and Emergency Medicine and Member of the United Nation's International Health Regulations Roster of Experts. He is a Fellow of the Australian College of Nursing and the American Academy of Nursing.

GARRY COOMBES AM KStJ

Chair of Training

Appointed

Jun 1998

Retired

Feb 2016

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, Member and State Board Member of the Australian Institute of Emergency Services, Member of the ACE Council of the VEET Board to June 1999. 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 Member of the Order of Australia (AM) and a Knight of the Order of St John.

SAMANTHA HELLAMS

Elected Member

Appointed Nov 2013

Sam Hellams 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 Spina Bifida & Hydrocephalus Association of SA Inc and appointments on Advisory Boards for the University of Adelaide, Wine Australia Corporation and the South Australian Government.

Sam is currently a Board Member of Bedford Phoenix and is a member of the Viability Committee of Volunteering SA&NT.

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 post-graduate qualifications in Law and Business Administration.

LACHLAN CIBICH MStJ

Elected Member

Appointed Nov 2015

Lachlan Cibich has professional experience in the Legal, Community and Social Services and Government Sectors and currently works as a Senior Policy Officer in the Department of the Premier and Cabinet. He is responsible for a variety of social justice and law reform portfolios, as well as having responsibility for a range of whole of government strategic projects. A core function of Lachlan’s work includes providing strategic policy advice to the Premier and to Cabinet Ministers.

Lachlan has been an active member of the South Australian community through his volunteer work with St John SA. Throughout his fifteen years of service, he has been an advocate for young people, focusing on building their capacity to influence decision-making. Lachlan has held positions including Chair of the SA Youth Council of St John, National Project Lead (Training and Leadership Development) on the Australian Youth Council of St John and State Staff Officer – Youth Engagement and Development. Lachlan was appointed as the St John National Harper Research Scholar for 2013/14. Lachlan is strong supporter of the Community Care program, including having held the position of Program Coordinator. In 2013, Lachlan was admitted as a Member of the Order of St John.

BOARD MEETING ATTENDANCE

BOARD MEMBER	2015						2016				
	JUL	AUG	SEP	OCT	NOV	DEC	FEB	MAR	APR	MAY	JUN
Mal Hyde	✓	✓	✓	✓	✓	✓	✓	✗	-	✓	✓
Phillip Mills	✓	✓	✓	✓	✓	✓	✓	✓	-	✗	✓
Karen Limb	✓	✗	✓	✓	✓	✓	✓	✓	-	✗	✓
Darren Chandler	-	-	-	-	-	-	-	✓	-	✓	✗
Noel Hender	✓	✓	✗	✓	✓	✓	✓	✓	-	✓	✓
Bronte Weeks	✓	✓	✓	✓	✓	✗	✓	✓	-	-	-
Prof Paul Arbon	-	-	-	-	-	-	-	✓	-	✓	✗
Garry Coombes	✓	✓	✓	✓	✓	✓	✓	-	-	-	-
Samantha Hellams	✓	✓	✓	✓	✓	✓	✓	✓	-	✓	✓
Lachlan Cibich	-	-	-	-	-	✓	✓	✓	-	✓	✓

SUPPORTING OUR PEOPLE

With a diverse membership spread over most parts of the state, having robust systems in place to effectively support and monitor activity is important to our success.

EFFECTIVE WORK HEALTH AND SAFETY

We are committed to providing a safe working environment for all members, whether they are in the office, visiting clients or at places like Clipsal 500. Compliance with legislative requirements, including work health and safety, is an important part of the way we work.

Work Health and Safety Committee membership broadened to include representation from volunteer areas (previously staff members only). Now known as Work Health Safety and Wellbeing, the committee provides a forum for all members to raise matters related to their work, as well as having a greater focus on the needs of volunteers.

Through our frameworks we continue to embed a strong risk management culture across the organisation. Through the year, this has seen only three claims for minor strains and no lost worktime.

ENHANCING WELLBEING

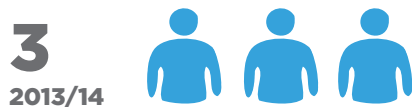
As part of our ongoing commitment to wellbeing, staff have access to an Employee Assistance Program for up to three sessions per year. The Employee Assistance Program is an independent confidential service giving access to qualified, experienced counsellors trained to help resolve problems that can affect personal wellbeing and working life:

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

Through the year, staff were also given the opportunity to attend our two-day Mental Health First Aid training, which teaches strategies to identify and cope with mental health, including within the workplace.

Volunteer members have access to a Peer Support network, again confidential, which includes access to specialist external expertise.

WORK COVER CLAIMS



INCIDENT REPORTS



A SAFE ENVIRONMENT

We have committed to take a leading role in the protection of children and vulnerable people in carrying out our duties within the community. Protection is one of the most important aspects as we maintain a safe working environment for all members and the broader community.

We have in place a comprehensive child and vulnerable persons protection framework which includes our policy, procedures and guiding principles. In 2015 we launched our Children and Vulnerable Persons Member Handbook across the organisation. The Handbook is readily available through our website and Members Portal intranet, and provides our members with information on how to work safely with both children and vulnerable persons. It makes clear the responsibility of every member to:

- understand and apply the child and vulnerable persons protection policies and procedures
- undertake training to the appropriate level
- act appropriately and able to challenge and report inappropriate behaviour in others
- be able to recognise abuse and neglect
- know how to follow the procedures for reporting concerns, and alleged or suspected incidents of abuse.

Training and awareness of child protection activities is a continual process, with all members dealing with the young and the vulnerable required to participate.

MANDATORY NATIONAL POLICE CLEARANCES

As part of working practices and stringent recruitment processes, every member of St John SA must have a current National Police Clearance before engaging in activities and this must be renewed (at least) every three years.

Over and above requirements, Department of Communities and Social Inclusion (DCSI) checks are a must for those members who may work closely with children, including our trainers.

DIVERSE AND INCLUSIVE WORKPLACE

As a community focused organisation we have sought new ways to support the wider community. This support has included providing opportunities for people within the working environment via the Government's Work for the Dole initiative. The initiative gives long term unemployed the opportunity to gain new skills and reintegrate within the workforce through a placement with community organisations such as St John SA.

The Community Care Flourishing Life program developed a close partnership with the University of South Australia (UniSA). The partnership provides a unique training and placement experience for social work and human services social science students on placement. Training has focused on using a strength based approach to enhance the wellbeing of older people through a community program working in partnership with clients and volunteers. The Director of Field Education and Supervisors noted the support and learning outcomes as highly successful and innovative.

WELL TRAINED PEOPLE

Employees and volunteers have a broad range of roles, skills and expertise, and there are development opportunities for all.

Staff receive formal training through performance appraisal processes, with dedicated budget assigned for this purpose, together with informal training opportunities. We have also worked smarter to provide additional training options like the introduction of eLearning modules and opportunity to attend training sponsored by other organisations.

Focused on clinical education for volunteers

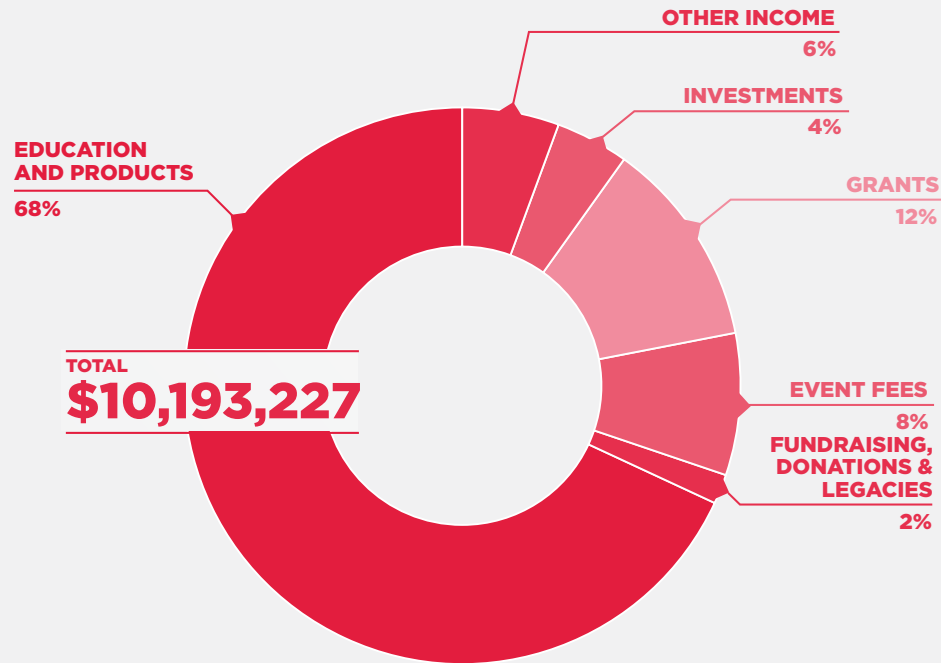
Following a restructure of State Operations groups, a Clinical Education and Training (CET) group was established. The group is focused on Clinical Education for our volunteer members, with the following priority areas:

- reviewing clinical qualifications delivered at state level and ensuring that associated internal accreditations match expectations
- introducing a robust and compliant recognition of prior learning process
- investigating alternative delivery opportunities such as online learning
- overhauling our annual clinical reaccreditation process
- providing more support to our trainers and assessors
- developing a new approach for how our volunteers are trained, assessed and kept up to date on clinical skills.

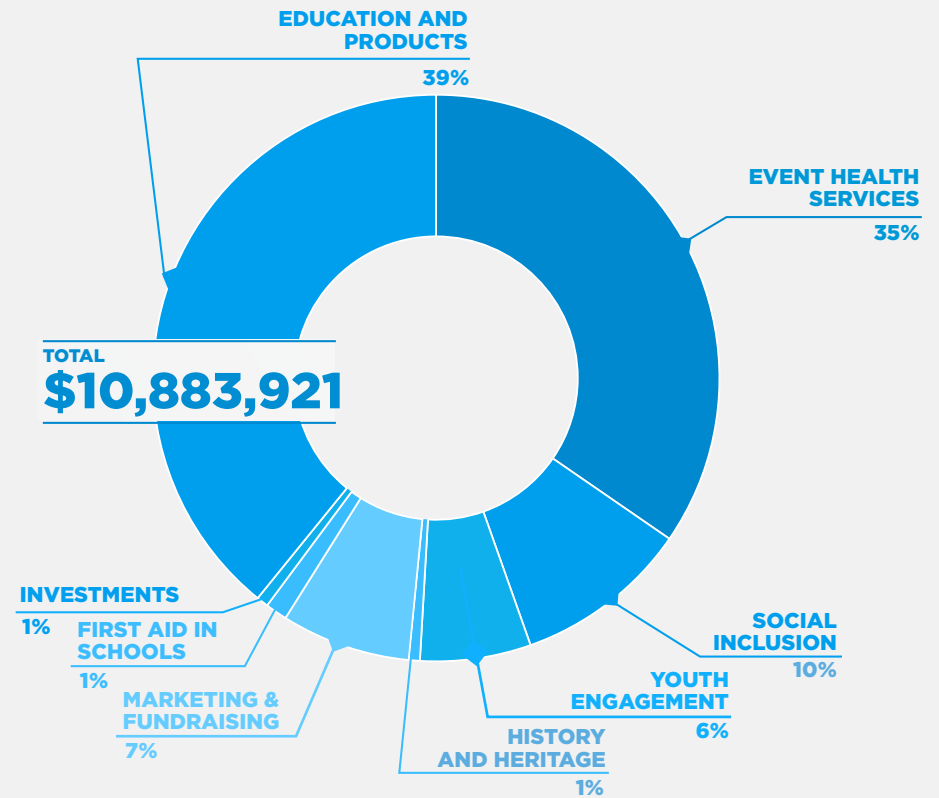
FUNDING

We are a volunteer based charitable not-for-profit organisation, primarily funded through our own commercial activities.

FUNDS GENERATED:



FUNDS SPENT:



FINANCIALS

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 SA 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

Description	2015/16 (\$'000)	2014/15 (\$'000)	2013/14 (\$'000)	2012/13 (\$'000)	2011/12 (\$'000)
Revenue	10,165	9,779	10,027	10,651	9855
Expenses	10,396	10,321	10,680	10,618	9379
Net operating surplus/(deficit) before depreciation & disposals	(231)	(542)	(653)	33	476
Depreciation	600	608	661	688	736
Net gain/(loss) on disposal of property, plant and equipment	140	(8)	256	227	3046
Net surplus/(deficit) for the year	(691)	(1158)	(1058)	(428)	2786
Other comprehensive income	(87)	318	687	727	(512)
Total comprehensive income /(loss) for the year	(778)	(840)	(371)	299	2274

The net operating deficit before depreciation and disposals was \$231,000 compared to a deficit of \$542,000 in 2014/15. This improvement was driven by a variety of factors that have resulted in higher income offset by higher expenses during 2015/16 (refer following page). During 2016/17, management is focusing on growing revenue by implementing a range of initiatives, especially in training and fundraising. Total comprehensive income for 2015/16 was a loss of \$778,000 compared to a loss recorded during 2014/15 of \$840,000.

FINANCIALS CONTINUED

WHERE OUR MONEY COMES FROM – REVENUE

We received operating revenue of \$10,193,227 during 2015/16, \$570,261 or 6% higher than in the previous year mainly due to higher product sales and grant income.

Revenue by category	2015/16	Percentage	2014/15	2013/14	2012/13	2011/12
Training fees	5335	52%	5365	5516	5939	5792
Merchandising	1604	16%	1465	1697	1815	1542
Grants	1231	12%	1059	898	1019	840
Event fees	841	8%	793	626	397	433
Investments	433	4%	501	539	595	664
Other	573	6%	295	350	372	225
Fundraising & donations	141	1%	101	155	166	139
Bequests	35	0%	43	60	154	63
Total	10,193	100%	9623	9840	10,456	9698

The largest contributions to revenue were provided by the social enterprise activities - training fees and merchandising sales, which accounted for 68% of all revenue received. Of the other revenue sources, grants accounted for 12%, event fees 8% and investment income 4%.

Training fees for 2015/16 decreased by 1% on last year due to fewer courses being delivered. The fees we received from public courses decreased by 1% from last year, with these courses continuing to account for 67% of our total training fees. The overall 1% decrease in training fees has been driven by the ongoing impact of increasing competition and continuing to be flexible with pricing arrangements,

without compromising on course quality. Course prices charged for 2015/16 were generally kept at 2014/15 levels.

Merchandising income for 2015/16 increased by 9% from 2014/15. This increase was driven by higher defibrillator and componentry sales volumes primarily resulting from improved customer conversion rates and by aggressively positioning ourselves within the defibrillator sales market.

Grant income for 2015/16 increased by 16% on last year mainly due to additional HACC funding plus the full year impact of government funding for the Flourishing Life Program within Community Care.

Investment income decreased by 14% from last year due to a reduction in managed investment fund distributions and the impact on interest received from lower term deposit balances and interest rates.

Event fees increased from last year by 6%, with increases in fees received from both commercial and community events. Event contributions over 2015/16 averaged \$10.44 per hour for the hours provided by volunteers at all events across SA. In comparison, average event contributions over 2014/15 were \$8.64 per hour.

WHERE OUR MONEY GOES – EXPENSES

Total expenses were \$10,883,921 during 2015/16, \$102,293 or 1% higher than last year due to increased payroll and merchandising related costs offset by lower spend across all other expenditure categories.

Expenses by category	2015/16	Percentage	2014/15	2013/14	2012/13	2011/12
Salaries & on-costs	5431	50%	5153	5362	5241	4757
Administration	1764	16%	1818	2075	1743	1704
Operational	1278	12%	1402	1310	1308	988
Merchandising	657	6%	602	686	753	603
Depreciation	600	6%	608	661	688	736
Property	589	5%	591	568	674	576
Marketing	384	4%	400	287	509	452
Finance	181	2%	207	204	195	141
Total	10,884	100%	10,782	11,154	11,112	9958

Salaries and on-costs comprised 50% of our total outlays of which 39% relates to social enterprise activities, 20% relates to program delivery activities and 41% relates to support staff activities. Merchandising, operational and administration based expenses are our other main expense categories, collectively comprising a further 34% of all expenses.

Salaries and on-costs for 2015/16 increased by 5% on last year primarily due to the impact of higher average FTE employee numbers of 6.0 over the past year together with a 2.5% salary increase for EBA staff.

Merchandising costs increased by 9% from last year in line with the increase in merchandise profit reflecting higher sales volumes, whilst profit margins on kits and defibrillator sales decreased by 2% and

increased by 7% respectively from the prior year. Operational expenses include costs associated with training courses and vehicle, asset and event management, and these expenses collectively decreased by 9% from last year. Administration related expenses decreased by 3% from last year mainly due to lower professional and legal fees incurred during 2015/16 partly offset by higher telecommunications costs.

The remaining 16% 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. These expenses decreased by 3% from last year.

DISPOSAL OF PROPERTY

St John SA sold the Mt Pleasant property during 2015/16 for proceeds totalling \$250,000. This resulted in a gain on disposal of \$170,898. In addition, land and building assets located at Wudinna, Hawker and Parkside were disposed of as part of the year end stock take process resulting in a loss on disposal of \$34,088.

FINANCIALS CONTINUED

SUMMARY OF FINANCIAL POSITION

Description	2015/16 (\$'000)	2014/15 (\$'000)	2013/14 (\$'000)	2012/13 (\$'000)	2011/12 (\$'000)
Assets	18,180	18,805	19,570	20,477	19,815
Liabilities	1989	2021	1946	2483	2120
Equity	16,191	16,784	17,624	17,994	17,695

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 \$18.2m as at 30 June 2016. This represents a decrease of \$0.6m or 3% from last year. Non-current assets comprised 66% of this total.

Asset values decreased within receivables due to improved debtor follow-up, and property, plant and equipment due to asset write-offs following the completion of fixed asset stock takes at all St John SA locations. This was offset by a net increase in cash and term deposits and in long term investments reflecting capital and income growth in our Managed Investment Fund.

As at 30 June 2016, the market value of our investment portfolio excluding cash was \$8.1m, reflecting a net increase in market value from 30 June 2015 of \$0.1m.

This capital value portion of this increase is reported as an increase in the asset revaluation reserve of St John SA. The total return after fees over the prior 12 month period was 1.98%.

St John SA manages a portfolio consisting of 25 properties, which are three fewer than last year. The properties owned by St John SA are currently recorded in the accounts at historical cost less accumulated depreciation and do not reflect their market value.

WHAT WE OWE - LIABILITIES

Our liabilities were worth \$2.0m as at 30 June 2016, which is a minimal decrease compared to 2014/15. Of this, current liabilities comprise 97%.

The decrease in liabilities is predominately due to decreases in payables and the payment of group tax for wages paid during the prior financial year partly offset by increases in employee provisions.

WHAT WE ARE WORTH - EQUITY

Equity reflects our net assets less liabilities. The balance of equity as at 30 June 2016 was \$16.2m, a decrease of \$0.6m from 2014/15. This decrease was due to the operating deficit for the year of \$0.7m and a decrease in the fair investment value reserve of \$0.1m partly offset by the inclusion of the share portfolio bequeathed to St John SA as part of the Glen Williams Estate within the legacy reserve of \$0.2m.

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

STATEMENT OF CASH FLOWS

Description	2015/16 (\$'000)	2014/15 (\$'000)	2013/14 (\$'000)	2012/13 (\$'000)	2011/12 (\$'000)
Cash flows from operating activities	(390)	(881)	(1880)	(788)	(386)
Cash flows from investing activities	1536	(349)	359	151	3258
Cash flows from financing activities	0	0	214	331	203
Net increase/(decrease) in cash held	1146	(1230)	(1307)	(306)	3075
Cash at beginning of financial year	4155	5385	6692	6998	3923
Cash at end of financial year	5301	4155	5385	6692	6998

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 2015/16 was \$0.4m whilst the cash inflow from investing activities during the same period was \$1.5m. As at 30 June 2016, our cash balances were \$5.3m.

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 statement of financial position as at 30 June 2016, 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).

The directors' responsibility also includes such internal control as the directors determine is necessary to enable the preparation of a 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 *ACNC Act 2012*, including:

- (a) giving a true and fair view of the Association's financial position as at 30 June 2016 and of its performance for the year ended on that date; and

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Independent auditor's report to the members of St John Ambulance Australia SA Incorporated (continued)

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

Basis of accounting and restriction on distribution and use

Without modifying our opinion, we draw attention to Note 1 to the financial statements, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the directors' financial reporting responsibilities under the *Associations Incorporation Act 1985*, the *ACNC Act 2012*, and the Association's constitution.

As a result, the financial report may not be suitable for another purpose. Our report is intended solely for the members of St John Ambulance Australia SA Incorporated and should not be distributed to or used by parties other than St John Ambulance Australia SA Incorporated and the members.

Audit opinion pursuant to the *Collections for Charitable Purposes Act - 1939*

In our opinion:

- (a) The financial report gives a true and fair view of the financial results of fundraising appeal activities for the financial year ended 30 June 2016;
- (b) The financial report has been properly drawn up, and the associated records have been properly kept for the period 1 July 2015 to 30 June 2016, in accordance with the *Collections for Charitable Purposes Act 1939* and Regulations; and
- (c) Money received as a result of fundraising appeal activities conducted during the period from 1 July 2015 to 30 June 2016 has been properly accounted for and applied in accordance with the *Collections for Charitable Purposes Act 1939* and Regulations.

PricewaterhouseCoopers

PricewaterhouseCoopers



Kevin Reid
Partner

Adelaide
27 October 2016

**St John Ambulance Australia SA Inc
Directors' declaration
30 June 2016**

As stated in note 1(a) to the financial statements, in the directors' opinion, St John Ambulance Australia SA Inc (St John) is not a reporting entity because there are no users dependent on general purpose financial statements. This is a special purpose financial report that has been prepared to meet the *Associations Incorporation Act 1985* (as amended) and *ACNC Act 2012* requirements.

The financial statements have been prepared in accordance with Accounting Standards and mandatory professional reporting requirements to the extent described in note 1(a).

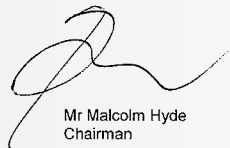
In the directors' opinion:

- (a) the financial report set out on pages 1 to 19 is drawn up so as to present fairly the results and cash flows of St John for the financial year ended 30 June 2016 and the state of affairs of St John, at 30 June 2016; and
- (b) there are reasonable grounds to believe that St John will be able to pay its debts as and when they become due and payable.

During the financial year, to the the best of my knowledge, no current officer of St John Ambulance Australia SA Inc, or any firm of which an officer is a member, or any corporate entity in which an officer has a substantial financial interest, has received or become entitled to receive a benefit, other than their remuneration as an employee of St John Ambulance Australia SA Inc or as a result of a contract between an officer and St John Ambulance Australia SA Inc, other than St John paying legal fees to Cowell Clarke, Barristers and Solicitors, a firm in which Mr R McNeil is a partner.

Since the end of the previous financial year, except as detailed above and other than an approved salary package which has been determined in accordance with general market conditions, no committee person of St John has received directly or indirectly, any payment or other benefit of a pecuniary value.

This declaration is made in accordance with a resolution of directors.



Mr Malcolm Hyde
Chairman

Adelaide
27 October 2016

FINANCIALS CONTINUED

ST JOHN AMBULANCE AUSTRALIA SA INC

STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2016

	30 June 2016 \$	30 June 2015 \$
Income	9,189,196	8,829,250
Other income	975,806	950,367
Cost of sales	(656,653)	(602,496)
Employee expenses	(5,427,485)	(5,141,572)
Depreciation and amortisation expense	(600,329)	(608,425)
Administrative expenses	(4,311,253)	(4,577,297)
Net gain on disposal of property, plant and equipment	140,022	(8,489)
(Deficit) for the year	(690,696)	(1,158,662)
Other comprehensive income		
<i>Items that may be classified to the statement of comprehensive income</i>		
Changes in the fair value of available-for-sale financial assets	(87,170)	318,449
<i>Items that will not be reclassified to the statement of comprehensive income</i>	-	-
Other comprehensive income for the year	(87,170)	318,449
Total comprehensive (loss)/income for the year	(777,866)	(840,213)

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 2016

	30 June 2016 \$	30 June 2015 \$
ASSETS		
Current assets		
Cash and cash equivalents	5,301,151	4,155,336
Term deposits (greater than 90 days)	150,000	1,245,156
Trade and other receivables	563,809	819,627
Inventories	157,647	181,908
Total current assets	6,172,607	6,402,027
Non current assets		
Available-for-sale financial assets	8,056,373	7,958,392
Property, plant and equipment	3,921,542	4,406,359
Intangible assets	29,929	38,301
Total non current assets	12,007,844	12,403,052
Total assets	18,180,451	18,805,079

	30 June 2016 \$	30 June 2015 \$
LIABILITIES		
Current liabilities		
Trade and other payables	1,360,852	1,478,879
Provision for employee entitlements	559,334	496,741
Total current liabilities	1,920,186	1,975,620
Non current liabilities		
Provision for employee entitlements	69,351	45,900
Total liabilities	1,989,537	2,021,520
Net assets	16,190,914	16,783,559
FUNDS		
Reserves	7,888,510	7,682,004
Accumulated surplus	8,302,404	9,101,555
Total equity	16,190,914	16,783,559

The above balance sheet should be read in conjunction with the accompanying notes.

FINANCIALS CONTINUED

ST JOHN AMBULANCE AUSTRALIA SA INC STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2016

	30 June 2016 \$	30 June 2015 \$
Cash flows from operating activities		
Receipts in course of operations	10,129,582	8,910,307
Payments in course of operations	(10,695,101)	(9,935,225)
Proceeds from donors, bequests and fundraising	175,330	144,451
Net cash outflow from operating activities	(390,189)	(880,467)
Cash flows from investing activities		
Payments for property, plant and equipment	(210,077)	(302,993)
Payments for intangibles	(33,612)	(4,025)
Transfer from (to) term deposit	1,095,156	(1,245,156)
Transfer to (from) cash in managed investment fund	232,566	988,869
Proceeds from disposal of property, plant and equipment	276,570	16,055
Dividends and other distributions	53,125	56,679
Interest received	122,276	141,375
Net cash inflow from investing activities	1,536,004	(349,196)
Net cash inflow from financing activities	0	0
Net increase (decrease) in cash and cash equivalents	1,145,815	(1,229,663)
Cash and cash equivalents at the beginning of the financial year	4,155,336	5,384,999
Cash and cash equivalents at the end of the financial year	5,301,151	4,155,336

The above statement of cash flows should be read in conjunction with the accompanying notes.



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 SA community of partners and advocates who work with us.

You have each contributed to St John SA's mission: **Making first aid part of everyone's life, and provide first aid related services which build community and individual resilience.**

GLOSSARY REFERENCES

GLOSSARY

A&FAFS Ambulance & First Aid Functional Service

ABN Australian Business Number

ACNC Australian Charities and Not-for-profits Commission

AED Automated External Defibrillator

ASQA Australian Skills Quality Authority

ATO Australian Taxation Office

CHSP Commonwealth Home Support Program

CFS Country Fire Service

CPR Cardiopulmonary Resuscitation

DGR Deductible Gift Recipient

FTE Full time equivalent

HACC Home and Community Care

ITEC Income Tax Exempt Charity

MFS Metropolitan Fire Service

MOU Memorandum of Understanding

PBI Public Benevolent Institution

RAS Regional Assessment Services

RTO Registered Training Organisation

SA South Australia

SAAS SA Ambulance Service

SACE South Australian Certificate of Education

SACFS SA Country Fire Service

SACSA South Australian Curriculum Standards
and Accountability

SAPOL SA Police

SES State Emergency Service

TGA Therapeutic Goods Administration

VET Vocational Education and Training

WHS Work Health Safety

PUBLICATIONS REFERENCED

St John Ambulance Australia SA Inc Rules of the Association stjohnsa.com.au/about-us/governance

Safeguarding in St John Children and Vulnerable Persons Member Handbook <http://tinyurl.com/safeguardinghandbook>

HOW YOU CAN MAKE A DIFFERENCE WITH ST JOHN

VOLUNTEER

Volunteers find real joy in helping others. There's a **volunteer** opportunity to fit you.

GIVE A LITTLE BACK:

stjohnsa.com.au/get-involved
or call 1300 ST JOHN (78 5646)

GET THE SKILLS TO SAVE A LIFE

Become one of the many South Australians who are first aid **trained**. Death or serious injury can be avoided with basic first aid intervention.

FIND THE RIGHT COURSE:

stjohnsa.com.au/training
or call 1300 ST JOHN (78 5646)

GRAB A FIRST AID KIT

Have the right **First Aid kit** to hand in case of emergency. Resources are important to community resilience and the proceeds fund our work.

FIND THE RIGHT KIT FOR YOU:

stjohnsa.com.au/shop
or get some expert advice
on 1300 ST JOHN (78 5646)

GIVE REGULARLY

Show your support by **donating**. You can choose to make a regular gift or a single donation.

Whatever you give will go directly to supporting the work of volunteers.

Visit stjohnsa.com.au/donate
or call 1300 ST JOHN (78 5646)

A GIFT IN YOUR WILL

Every gift, regardless of its value, is appreciated. It could save a life and helps continue our services for generations to come.

Visit stjohnsa.com.au/donate/gift-in-your-will

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 Schools program, social inclusion programs for the isolated, and youth development programs.



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