



**St John Ambulance Australia SA Inc  
ANNUAL REPORT 2016/17**



**St John**

## 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 Emergency. In addition, older people are helped to reconnect with community life and many thousands more, including young people, learn how to save a life through training.

### 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

**Fairness  
Integrity  
Responsibility  
Service  
Trust**

**Accountability  
Inclusive  
Dependable**

# CONTENTS

How we helped	4	Our people	33
Chairman's report	6	Honours and awards	34
CEO's report	8	Members of the Order	36
Highlights	10	Sponsors and supporters	38
<b>What we do</b>		Community partnerships	39
Event Health Services	12	Stakeholder engagement	40
Community Care	14	<b>Governance</b>	
First Aid in Schools	16	Governance statement	42
Youth engagement	18	Regulatory and legislative environment	43
Education and products	20	Structure	44
State Emergency response	22	Supporting our people	45
History and heritage	24	Board	46
<b>Year in review</b>		Strategic Plan	50
Operations - Commissioner's report	26	Funding	52
Community Care - Chair's report	28	<b>Financials</b>	53
Training Services - Chair's report	30	Glossary/references	63
Thank you to our people	32		



2016/17

## HOW WE HELPED

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.

Volunteers are readily mobilised to respond 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



**74,304**  
FIRST AID EVENT  
DUTY HOURS<sup>1</sup>



**55,204**  
TRAINING  
HOURS<sup>1</sup>



**26,480**  
COMMUNITY  
CARE HOURS

### COMMUNITIES HELPED



**2,509**  
EVENTS AND  
EMERGENCIES  
ATTENDED<sup>1</sup>



**14,302**  
PATIENTS  
TREATED



**477**  
COMMUNITY  
CARE CLIENTS



**9,673**  
SCHOOL  
CHILDREN  
FIRST AID TRAINED

## VALUE OF VOLUNTEERING HOURS<sup>2</sup>



**\$4,307,436**

EVENT HEALTH SERVICES<sup>3</sup>



**\$880,725**

COMMUNITY CARE PROGRAMS



**\$5,188,161**

TOTAL VALUE OF VOLUNTEERING HOURS

## EDUCATION AND PRODUCTS



**277,698**

PUBLIC TRAINING HOURS



**53,789**

PUBLIC TRAINING CERTIFICATES ISSUED



**\$1,917,678**

FIRST AID KITS & EQUIPMENT IN SA HOMES, WORKPLACES & CARS

## OUR PEOPLE

**713**

EVENT HEALTH SERVICES VOLUNTEERS

**477**

COMMUNITY CARE VOLUNTEERS

**732**

CADETS AND JUNIORS

**72.2**

STAFF (FULL TIME EQUIVALENT)  
100 TOTAL STAFF

<sup>1</sup> Based on 2016 calendar year (hours based on internal reporting year 1 December 2015-30 November 2016).

<sup>2</sup> Calculations for 2016/17 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 2017 as per the ABS Time Series Workbook 6302.0 Average Weekly Earnings, Australia.

<sup>3</sup> Duty and training.

---

## CHAIRMAN'S REPORT

---



As Chairman it is gratifying to report a successful 2016/17 financial year, with a significant contribution to community well-being and important budgetary outcomes. During this period we continued to strengthen our governance arrangements and to change to meet contemporary challenges.

The continuity of our senior leadership was disrupted during the year with the departure of our then Chief Executive, Ray Green. However, the Board was very pleased to appoint Michael Cornish to this position in January 2017. Michael held senior management and executive positions in South Australia Police and the Motor Accident Commission, where he demonstrated high levels of competency in these senior positions and an affinity with leading community and volunteer networks.

Last year following broad consultation, we established our *Towards 2020* Strategic Plan. This Plan remains the blueprint and pathway for our future success. A Business Plan has been developed to ensure the Strategic Plan is implemented in a structured way. It is envisaged that annual Business Plans will be a key element of our future direction.

Our future success is dependent on being willing to question some of the things we do and to be prepared to innovate. An example of this is the trial of the paid responder model to meet both the form and level of demand for event health services. Community Care is another area where

significant change is expected in the way governments fund this service and we will need to adapt accordingly.

Sound and effective leadership is imperative to our future and it must be an important feature of how we do business; in our structure and processes, the quality and capability of our people and the way we think about the future challenges. Implementing the approved recommendations of the Sutton Report illustrates a preparedness to change the way we manage our operational responsibilities and authority arrangements, including the position of Commissioner.

Ultimately, our purpose is to benefit the community. And last financial year we provided services to be proud of. We continued to build stronger communities through First Aid. 53,789 training certificates were issued to prepare and equip people to save lives and provide health services to those in need, including children through our popular First Aid in Schools program. The benefits of this training were amply demonstrated by Stratco Gawler employee Jason Schulze, who saved the life of a co-worker by performing CPR just 10 weeks after a St John First Aid training course.

The public continues to turn to our Event Health Services for the care of patrons at both premier fixtures and local events. 2509 events were attended across South Australia, with 14,302 patients treated, reducing significantly the burden on the healthcare system as well as reducing the impact of injury and associated recovery time.

To further build community and individual resilience, 477 older people were engaged in community activity to negate social isolation, and 732 young people were afforded the opportunity to develop leadership, social and First Aid skills through the ever popular Junior and Cadet program.

Underpinning these services was a sound budgetary performance, with cost efficiencies and improved income leading to a very positive outcome. The strong surplus was supported by an extremely generous bequest, but there was also a significant improvement in the budget structure. While we are a not-for-profit organisation, it is imperative that we plan and manage our organisation with a budget surplus, so that our charitable activities are funded and ongoing.

The positive outcomes for the year have been achieved through the commitment, innovation and dedication of St John SA staff and members, in particular the leadership and efforts of senior staff and members. They have made an outstanding contribution.

It is very pleasing as well, to have a Board committed to improving the performance and sustainability of

St John SA. On behalf of the Board I would like to acknowledge the contribution made by retiring Director Phillip Mills.

Most importantly, I appreciate the dedication of our volunteers, staff and the wider St John family to the health and well-being of South Australians. The achievements of St John SA during the last financial year are a credit to their enduring commitment and expertise, and what makes St John an exceptional charitable organisation.

*Pro Fide, Pro Utilitate Hominum.*



**Mal Hyde AO APM CStJ**  
Chairman

---

## CHIEF EXECUTIVE'S REPORT

---

I was pleased to be appointed Chief Executive Officer in January 2017 and reassured to find a comprehensive Strategic Plan in place, with the traditions and values of St John SA at its core. Leading an organisation with such a long history and a strong focus on the future is a privilege indeed.

I joined at a time of high demand for services, shifting operating environment and a challenging economic marketplace. As a result, one of my first priorities was the development of a Business Plan to help operationalise the *Towards 2020* Strategic Plan and provide focus for our collective efforts.

Our plans include commencing implementation of a new Customer Relationship Management (CRM) system, property improvements for our members and customers, volunteer growth and the ongoing development of our people.

In 2016/17, the St John SA team successfully developed and deployed a financial turnaround strategy that sought to return the organisation to a position of surplus. This initiative entailed a mix of strategies targeted at growing revenue across existing business activities and monitoring expenditure across the whole of the organisation.

Pleasingly, St John SA improved its income performance by \$1.8m and reduced its expenditure by \$94k when compared to the prior year's performance<sup>1</sup>.

In overall terms, the business improved its net financial performance by almost \$2 million within 12 months and returned to a position of net surplus for the first time since 2011/12. This performance provided the confidence to now pursue the investment initiatives that are targeted at improving the experience for our volunteers and customers and the sustainability of our community focused services.

The introduction of eight new vehicles and a grant secured for two further vehicles ensure we continue to provide volunteers with fit-for-purpose equipment. Our Event Health Services also saw an investment in new equipment. Examples include new life packs for cardiac monitoring and the implementation of mass casualty incident kits. These kits have been deployed to key venues to improve the treatment we can provide at times of greatest need.

St John SA strengthened its ties with our interstate counterparts in a renewed collaborative effort by taking a lead role in revolutionising Information Technology systems. In addition to the new CRM system, other unified business projects were commissioned in 2016/17 and are planned to be implemented in 2017/18. The development of these platforms is forging closer relations between St John entities around Australia and supports a 'One St John' approach.





Changes in the social welfare sector led to the commencement of a review of our Community Care program. This assisted us to be better prepared for the future as funding arrangements for this program change to a consumer directed model. Our volunteers, staff and management adapted very well to these changes and demonstrated excellent flexibility in dealing with this evolving environment.

St John SA is made up of passionate and dedicated people, who are here to further our mission of building a more resilient South Australia through First Aid. In return, we pride ourselves on providing leading development opportunities and support.

A new training methodology, the Centre of Learning, was launched this year with a focus on event-ready responder education and consistency of assessment. Board approval to refine our appointment processes, as part of implementing recommendations following a review of Operations Branch Leadership Structure (the Sutton Report), puts an emphasis on merit based appointments with a three year tenure. These strategies put leadership development and appropriate accreditation front and centre, to ensure we continued to attract and retain the best volunteers by providing members with the opportunity to apply and further develop their skills.

Cadets and young people also form a valued part of the organisation. As such, the protection of children and vulnerable persons continued to be one of the most important aspects of the St John SA culture.

Stringent training, policies and procedures are in place and work continues to ensure awareness in this critical area.

2016/17 was a landmark year for St John SA and undoubtedly the year ahead will be equally significant. I take this opportunity to thank the Board for their support, guidance and direction in my first months with the organisation.

Most importantly, I wish to acknowledge the excellent St John SA volunteer and staff team for their achievements during 2016/17. I also thank our donors and supporters for the wonderful contribution they make to our work.

We all have a part to play in ensuring that as an organisation we continue to go from strength to strength. I look forward to a rewarding year ahead.



**Michael Cornish APM MBA**  
Chief Executive Officer

# 2016/17 HIGHLIGHTS

## July 2016



### Trauma Skills Workshop

Management of major arterial bleeds was one specialist topic in a Trauma Skills Workshop held at the SAAS MedSTAR base.

## August



### Cadet State Camp

Cadets and Juniors from across SA enjoyed a fun weekend in the Adelaide Hills, with a range of hands-on learning experiences.



### 1 millionth child trained!

An amazing First Aid in Schools milestone, lifesaving First Aid skills taught to 1 million children nationally.



### Cadet State Competitions

Juniors through to Cadet Leaders competed in challenging First Aid sets with multiple patients, and Drill and Food Tray categories.

## September



### Royal Adelaide Show (EVENT)

465 volunteers on duty  
550 clinical treatments  
727 non-clinical presentations

## October



### STATE EMERGENCY Two Wells, Gawler River Area (flood relief and support)

St John SA volunteers responded to extreme flooding in regional South Australia.  
72.5 duty hours



### Awards Day

75 members recognised for their service. Among those a Gilt Laurel for 52 years and a Robert Britten-Jones Award for training excellence.

## November



### Schoolies (EVENT)

First Aid and medical care provided for thousands of celebrating school leavers.  
102 volunteers on duty  
335 clinical treatments  
312 non-clinical presentations



### Charity Golf Day

50 business leaders took to the fairway for an exclusive Golf Day event, raising money for First Aid in Schools.



### Common Cents launch

Workplace Giving Program launched - external organisations, employees can make regular tax deductible donations through payroll to support the work of St John SA.

## December



### 2016 Charity Reputation Index

St John Ambulance achieved second place in the index that benchmarks Australia's top 40 charities, based on citizenship, governance and services.

## January 2017

### Australia Day honours

Alan Orrock, retired Operations volunteer awarded the Order of Australia Medal for service to the community.

Unley Cadet Divisional Officer Thomas Theel, Whyalla Cadet Alicia Renton and Mitcham Colonel Light Gardens Cadet Divisional Superintendent Danika Pederzolli received Young Citizen of the Year accolades.



### National Cadet Camp

Cadets from across Australia attended NatCamp 2017, Gold Coast for eight days of team-building activities, challenges and adventure.



### National Cadet Competitions

Testing the First Aid skills of young competitors, teams from across Australia competed in lively competition. SA placed first in Skills & Attributes category.

### February



### Australian Aged Care Quality Agency Review

Community Care performed exceptionally in the three-yearly review, meeting all 18 outcomes that measure performance against Home Care Standards at initial assessment.

### March



### Clipsal 500 Adelaide (EVENT)

219 volunteers on duty  
257 clinical treatments  
4,527 non-clinical presentations



### Life saved (story page 31)

Hero saves workmate's life with CPR just weeks after First Aid training, describing it as one of the greatest things he's ever done.



### WOMADelaide (EVENT)

70 volunteers on duty  
163 clinical treatments  
280 non-clinical presentations

### April

### ANZAC Day

St John SA members 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 attending public.

### May



### National Volunteer Week

We celebrated the amazing achievements of our big-hearted volunteers with a city parade and public thank you.



### Mass Casualty Exercise

St John SA, SA Police, SA Ambulance Service, Metropolitan Fire Service together with Adelaide Oval Stadium Management Authority worked together in the Adelaide Oval mock scenario.



### Social media milestone

7,000 Facebook likes reached.  
StJohnAmbulanceSA

### June

### Grant success!

Perpetual, IMPACT Philanthropy \$140,000 grant secured to fund two new Operational vehicles, potentially Command/ Communications and a First Aid unit to ensure volunteers have first rate equipment.

### Investiture

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

### Queen's Birthday Honours 2017

St John members recognised in The Queen's Birthday Honours list 2017. Lynette Dansie DStJ received the prestigious Member of the Order of Australia (AM), Noel Hender CStJ BEM and Paul Rosenzweig each received the Order of Australia Medal (OAM).

### St John Day

Supported by Bendigo Bank, our primary fundraising and volunteer recruitment drive took place in Adelaide, West Lakes, Marion, Tea Tree Plaza and Mount Gambier.



### Cadet Regional Competitions

Over 150 Cadets tested skills in simulated scenarios across the categories of Junior (8-10 years), Junior Team (11-13 years), Senior Team (11-17 years) and Individual (11-17 years), with Cadet Leaders and Officers in the Youth Category (18-25 years).

## EVENT HEALTH SERVICES

**Our services are relied upon at thousands of public events each year.**

Through Event Health Services, we provide First Aid response and pre-hospital care to the attending public.

St John SA volunteers are trained and equipped to respond to medical emergencies, from minor sprains through to serious medical trauma. All uphold a continual skills competency program delivering the latest in healthcare techniques. Couple this with comprehensive kits and 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 trusted 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.



# REDUCING THE IMPACT OF INJURY AND EMERGENCY ON SA EVENT GOERS

## Lowering the burden on the State's healthcare system

Event Health Services attend premier events like the Royal Adelaide Show, Schoolies and Clipsal 500, as well as smaller events, reducing the impact of injury and hospital visits.



**2,509**  
EVENTS ATTENDED<sup>1</sup>



**14,302**  
PATIENTS TREATED



**74,304**  
DUTY HOURS<sup>1</sup>

**64,906**  
ADMIN/OTHER SUPPORT HOURS<sup>1</sup>



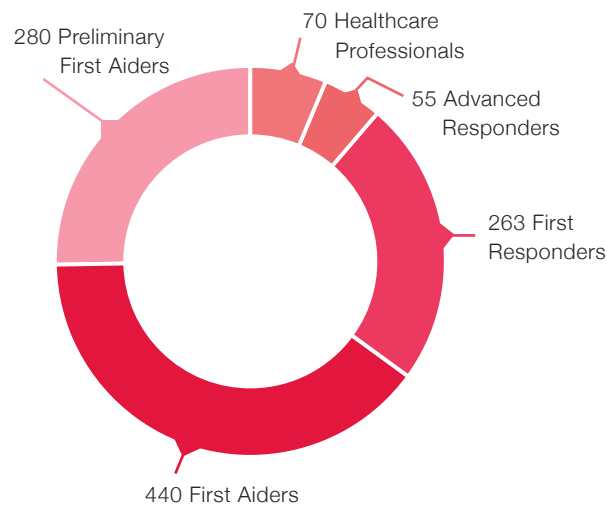
**\$4,307,436**  
TOTAL VALUE OF  
VOLUNTEERING HOURS<sup>2</sup>  
(DUTY AND TRAINING)

## Qualifications and training

A continual national skills competency program ensures all volunteers are accredited to deliver the latest healthcare techniques.



**55,204**  
TRAINING HOURS<sup>1</sup>



## Volunteers

A network of committed volunteers give freely of time, care and expertise to help fellow South Aussies.



**713**  
ADULTS

## Bicycle Emergency Response

BERT crews use bikes kitted out with medical equipment help to navigate crowds for a rapid clinical response.



**14**  
10 METRO/  
4 REGIONAL



## 32 DIVISIONS

Arno Bay	Campbelltown	Limestone Coast	Mt Barker	Prospect	Renmark	West Torrens
Balaklava	Clare	Loxton	Murray Bridge	Pt Adelaide	Salisbury	Whyalla
Band	Gawler	Mallala	Noarlunga	Pt Augusta	Unley	Yankalilla
Berri/Barmera	Gilbert Valley	Mitcham/Colonel	OSS	Pt Lincoln	Victor Harbor	
Blackwood	Goolwa	Light Gardens	Playford	Pt Pirie	Waikerie	

## JOIN THE CAUSE



**Volunteer:**  
[www.stjohnsa.com.au/eventfirstaid](http://www.stjohnsa.com.au/eventfirstaid)  
**Donate:**  
[www.stjohnsa.com.au/donate](http://www.stjohnsa.com.au/donate)

<sup>1</sup> Based on 2016 calendar year (hours based on internal reporting year 1 Dec 2015-30 Nov 2016).

<sup>2</sup> Calculations for 2016/17 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 2017 as per the ABS Time Series Workbook 6302.0 Average Weekly Earnings, Australia.

## COMMUNITY CARE

**The Community Care program provides a range of social support activities to people who due to increasing age, frailty and/or disability, feel socially excluded, frustrated and lonely.**

Through caring partnerships, volunteers provide help and companionship to improve independence, self-esteem and confidence to live at home, and establish a re-connection with community life.

**Community Care program** provides personalised companionship, matching client and volunteer interests.

**Circle of Friends program** connects clients with activities or groups with similar interests, to develop a further sense of meaning and enjoyment in life.

**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.



# 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.



# 477

**COMMUNITY CARE  
CLIENTS MAINTAINING  
THEIR INDEPENDENCE  
WITH SOME SUPPORT**

132 Male (28%)

345 Female (72%)



# 477

**COMMUNITY CARE VOLUNTEERS**

126 Male (26%)

351 Female (74%)



# 11

**COMMUNITY CARE SUPPORT TEAM**

(headcount, not Full Time Equivalent)

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.



# 26,480

**VOLUNTEER HOURS**



# \$880,725

**VALUE OF  
VOLUNTEERING HOURS<sup>1</sup>**



## JOIN THE CAUSE



**Volunteer:**

[www.stjohnsa.com.au/communitycare](http://www.stjohnsa.com.au/communitycare)

**Donate:**

[www.stjohnsa.com.au/donate](http://www.stjohnsa.com.au/donate)

<sup>1</sup> Calculations for 2016/17 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 2017 as per the ABS Time Series Workbook 6302.0 Average Weekly Earnings, Australia.

## FIRST AID IN SCHOOLS

**Age is no barrier to learning First Aid. Even the simplest of steps can be the difference between a life lost and a life saved.**

The First Aid in Schools program is a free initiative delivered by St John SA, teaching crucial lifesaving skills to primary school children across South Australia. Through our professional trainers, children (aged 5-13) learn vital skills that could help them save a life.

Children are taught to recognise an emergency, correctly dial Triple Zero (000) and provide the right information to operators. Older children (from 11-years old) also learn CPR.

Aligned with core competencies identified within State and National Curriculum, children can 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.





# HELPING KIDS STAY SAFE AND RESPOND SAFELY TO EMERGENCY

## School participation

First Aid in Schools fits within the South Australian Curriculum, Standards and Accountability Framework (SACSA) and the Australian Curriculum: Health & Physical Education Learning Area.



44

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.



9,673

GRADUATES

## Training hours



12,091

CLASSROOM EDUCATION HOURS

## 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 FULL TIME EQUIVALENT)

STAFF COORDINATOR

1 Male  
1 Female

## HOW IT WORKS

- Sessions of 45 minutes to 2 hours.
- Starts with the basics: identifying danger, checking for response and calling Triple Zero (000), through to 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 and private primary schools.

## A MIGHTY TASK

Our national goal is to train every school child in First Aid by 2020. Equipping every school child with lifesaving skills is a mighty task, and we need your help.

Visit [www.firstaidinschools.org.au](http://www.firstaidinschools.org.au) to find out more.

## JOIN THE CAUSE



**Register as a participant**  
**Volunteer**

**Donate**

**Corporate donation opportunity**

[www.firstaidinschools.org.au](http://www.firstaidinschools.org.au)

# YOUTH ENGAGEMENT

**Cadets is an active youth program for everyday kids. Whilst the emphasis is on First Aid, we also develop leadership and social skills through the engaging activities on offer.**

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

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



# 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!



### 177

#### JUNIORS 8-11

76 Male (43%)  
101 Female (57%)



### 555

#### CADETS 11-17

237 Male (43%)  
318 Female (57%)



### 242

#### MEMBERS 18-25

81 Male (33%)  
161 Female (67%)



### 50,470

#### CADET HOURS<sup>1</sup>

(up to 18 years of age)

## Skill development

Our young people aim for proficiency and Grand Prior's badges, SACE Units and State/national competition participation, all of which deliver a broad set of skills.



### 272

#### PROFICIENCY CERTIFICATES



### 77

#### JUNIOR INTEREST CERTIFICATES



### 3

#### YOUTH LEADERSHIP COURSE PARTICIPANTS



## 26 CADET DIVISIONS

Blackwood	Noarlunga
Campbelltown	Playford
Gawler	Prospect (x2)
Glenelg	Pt Adelaide
Golden Grove	Pt Lincoln
Loxton	Pt Pirie
Mallala	Renmark
Mitcham/Colonel	Tea Tree Gully
Light Gardens	Unley
Morgan	Victor Harbor
Mt Barker	West Torrens
Mt Gambier	Whyalla
Murraylands	Woodville

## JOIN THE CAUSE



#### Join Cadets:

[www.stjohnsa.com.au/cadets](http://www.stjohnsa.com.au/cadets)

#### Become a leader:

[www.stjohnsa.com.au/volunteer-now](http://www.stjohnsa.com.au/volunteer-now)

#### Donate:

[www.stjohnsa.com.au/donate](http://www.stjohnsa.com.au/donate)

<sup>1</sup> Based on 2016 calendar year (hours based on internal reporting year 1 December 2015-30 November 2016).

## EDUCATION & PRODUCTS

**We're on a mission to save lives and education is central to this goal. In many emergency situations First Aid is the difference between life and death.**

Our courses prepare people to handle a variety of First Aid emergencies in the critical minutes before help arrives.

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

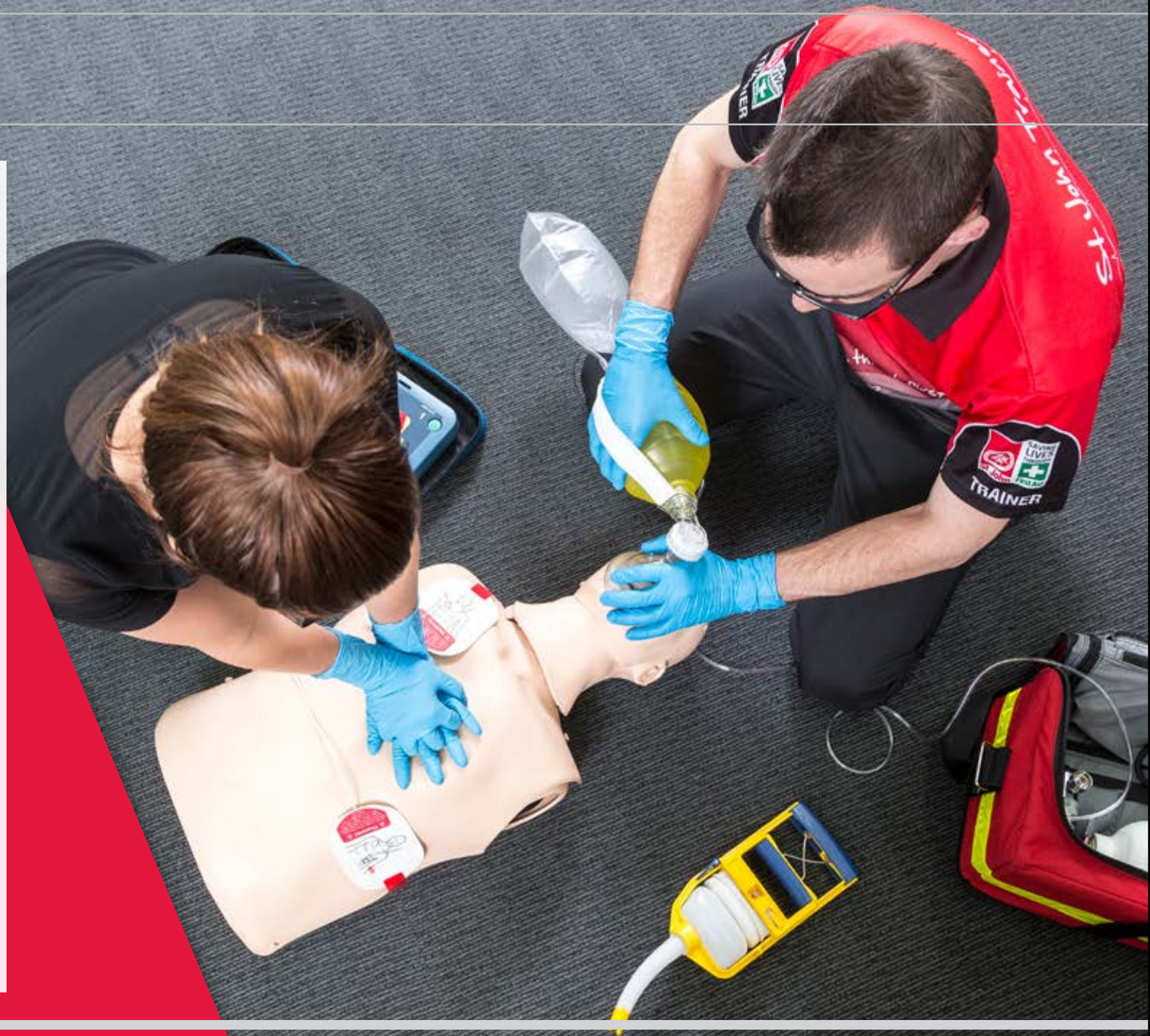
St John SA is an approved training provider with SafeWork SA and a member of the Australian Resuscitation Council. Course content is continually audited against requirements of the RTO governing body ASQA. Products are TGA approved and conform to all applicable standards.

### **The St John SA difference**

Earnings fund our community programs which equip and prepare people to save lives.

### **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 more resilient South Australia.



# 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.



**277,698**

**PUBLIC & COMMUNITY FIRST AID TRAINING HOURS**



**53,789**

**TRAINING CERTIFICATES**

## 29 PUBLIC TRAINING VENUES

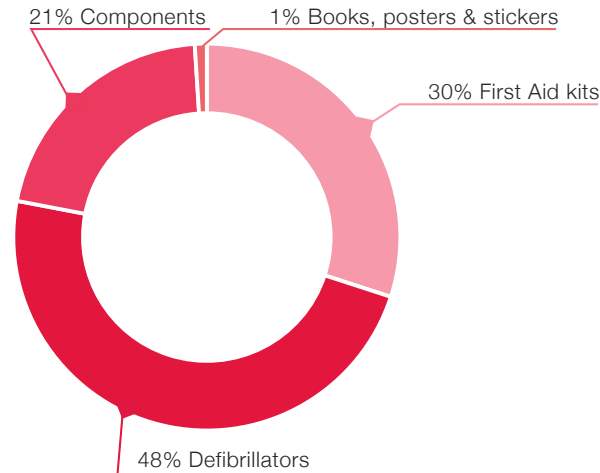


Barmera	Gawler	Millicent	North Gambier Football Club	Pt Lincoln	Unley
Barossa	Glenelg	Morphett Vale	Club	Pt Pirie	Victor Harbor
CBD Flinders Uni	Hilton Adelaide	Mt Barker	Port Adelaide Football Club	Renmark	Whyalla
Ceduna	Kadina	Murray Bridge	Club	Sferas	Woodville
Clare	Marion Sports & Community Centre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

## 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 products for personal use, workplace compliance, home and vehicle use. 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.



**5,757**

**TAILORED COURSE TRAINING CERTIFICATES**

## JOIN THE CAUSE



**Do a course:**

[www.stjohnsa.com.au/training](http://www.stjohnsa.com.au/training)

**Buy a kit:**

[www.stjohnsa.com.au/shop](http://www.stjohnsa.com.au/shop)

**Donate:**

[www.stjohnsa.com.au/donate](http://www.stjohnsa.com.au/donate)

# STATE EMERGENCY RESPONSE

## Commitment to building a more resilient South Australia.

As a key First Aid provider within the State Emergency Management Plan, St John SA strengthens emergency preparedness, response and recovery in South Australia.

Integral to the functional service group 'Ambulance and First Aid', St John SA readily mobilises responders to work alongside emergency services during times of disaster such as bushfires, floods or extreme weather events. The destructive **Two Wells, Gawler River area flood** is one such example.

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

## 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.



## STATE EMERGENCY MANAGEMENT ARRANGEMENTS



# 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 (A&FAFS) - First Aid Functional Group:

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



6

**PERIODS OF SUPPORT AT EMERGENCIES**

(bushfires, extreme weather events)



4

**PERIODS ON STANDBY**

## 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.



29

**MOBILE FIRST AID UNITS (STRETCHER CAPABLE)**



23

**SUPPORT FLEET (VEHICLES)**



1

**COMMAND/ COMMUNICATIONS UNIT**



6

**FIRST AID/MEDICAL POSTS**



1

**ST JOHN SA STATE OPERATIONS CONTROL CENTRE (PLUS A&FAFS CONTINGENCY CONTROL CENTRE)**

## State-wide resources/coordination



713

**OPERATIONS ADULTS**



70

**HEALTHCARE PROFESSIONALS**



24/7

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

## JOIN THE CAUSE



### Volunteer:

[www.stjohnsa.com.au/emergencyresponse](http://www.stjohnsa.com.au/emergencyresponse)

### Donate:

[www.stjohnsa.com.au/donate](http://www.stjohnsa.com.au/donate)

## HISTORY & HERITAGE

**St John is founded on a proud history where the Knights of St John cared for sick and injured pilgrims some 900 years ago.**

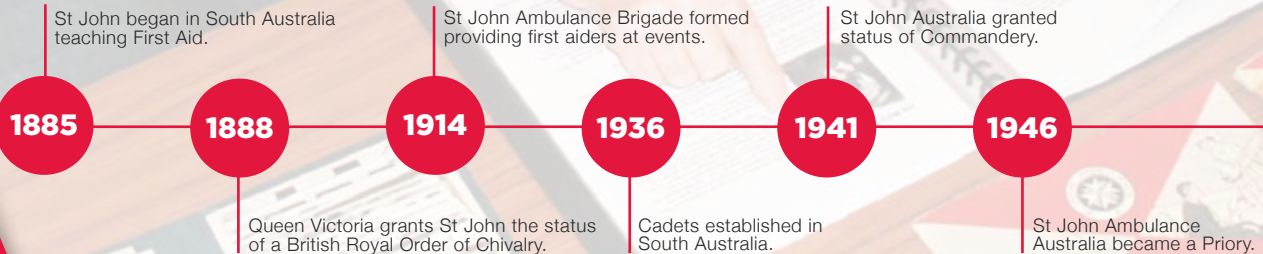
The St John Ambulance Association was established in England in 1877 by the Order of St John to address the growing need for effective First Aid in society.

This history of First Aid advancement is researched by the St John Ambulance Historical Society of SA and displayed in the Museum.

The Historical Society in SA began in 1988 and is part of a network of St John Historical Societies across Australia. They meet each year with presentations published in a journal. The 2017 journal (volume 17), simply titled *St John History* features Adelaide's No. 2 Nursing Division (YWCA) and war heroine Dr Phoebe Chapple MM, its first Divisional Surgeon. Dr Chapple can be seen in British Royal Army uniform with a montage of her life, and is just one example of the research activities of the Historical Society that can be viewed in the St John Ambulance Historical Society Museum.

### AIM

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





# DISCOVERING, SHARING, PRESERVING OUR HERITAGE FOR FUTURE GENERATIONS

## The Museum

Research into the advancement of First Aid techniques, kits and equipment can be viewed at the St John Ambulance Historical Society Museum.



**72 EDMUND AVENUE, UNLEY**  
LOCATION



**603**  
VISITORS

## Volunteers

The Historical Society is run entirely by a committed team of volunteers who use their expertise to research, document and share our rich history.



**42**  
VOLUNTEER MEMBERS



**2,507**  
HOURS OF  
VOLUNTEER TIME



**\$83,383<sup>1</sup>**  
VALUE OF  
VOLUNTEER HOURS

### Visit the Museum:

72 Edmund Avenue, Unley

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

Group visits can be arranged at other times,  
contact [museum@stjohnsa.com.au](mailto:museum@stjohnsa.com.au)

The Historical Society has much more  
information on the Facebook page:  
[facebook.com/StJohnSAHistoricalSociety](https://facebook.com/StJohnSAHistoricalSociety)

**1952** St John SA commenced establishment of a single State Ambulance Service.

**1988**

St John Ambulance Historical Society in SA founded.

**1991**

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

**1992**

Ambulance service transitioned to SAAS.

**1999**

St John adopts multi-national leadership (priorities other than London's Grand Priory).

**2004**

Role formalised under the State Emergency Management Plan.

**2013**

First Aid in Schools program established.

**2015**

Flourishing Life and Bicycle Emergency Response launched.

<sup>1</sup> Calculations for 2016/17 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 2017 as per the ABS Time Series Workbook 6302.0 Average Weekly Earnings, Australia.

# OPERATIONS

## COMMISSIONER'S REPORT

The strategic plan "Towards 2020 vision" was launched in October 2016 after engaging members from across the State in the development process. Volunteers felt ownership with the vision and comfortable with the values expressed, and willingly adopted the strategic aims and challenges set. The closer integration of salaried and volunteer personnel, working collaboratively together, became evident across all areas as the common aims and goals were pursued throughout the reporting period.

### Changing roles

The sharing of responsibilities for operational matters between the State Superintendent and the General Manager, Operational Services along with a re-defining of the role of the Commissioner, were significant changes implemented during this year. Other changes, based on the recommendations from the Appraisal of Operations Branch Leadership Structure in Consideration of Current and Future Potential Opportunities (Sutton N., 2015), included:

- The Commissioner reporting to the CEO whilst remaining a Board Director
- A Commissioner's Advisory Committee, chaired by the Commissioner, to be established
- The State Superintendent reporting to the CEO
- The Operations Support Group reporting to the General Manager, Operational Services
- All officer positions appointed on a merit basis, with a three year renewable tenure
- An internal review to ascertain the status and availability in times of declared emergency, of members attached to other emergency and health service providers.

To ensure members understood and were comfortable with these changes, the CEO and Commissioner both travelled extensively throughout the State in recent months to enable discussion and feedback. Further to this, a review of these changes will be undertaken after 12 months.

### Event Health and Medical Services

Whilst St John SA remains the leading provider in this field, Operations acknowledges the need to ensure that quality of service and the expertise and readiness of our uniformed volunteers are maximised and central always to our training efforts.

For the reporting period, Operations members treated 14,302 patients at 2509 events and spent 55,204 hours collectively in training and assessment activities to ensure clinical and operational readiness for these events. Events ranged from small community functions requiring one or two uniformed members for a few hours, to the provision of first aid and medical services at major events such as the Royal Adelaide Show, WOMADelaide, Adelaide 500 and Schoolies, with each requiring multiple members over several days. The 88,585 voluntary hours accrued by our adult and cadet members attending these events, were on occasions supplemented by paid health care professional members at larger corporate events to ensure that the correct clinical skill mix and the overall required capacity as determined by risk assessment and contractual obligations, were met.

### Emergency preparedness

Responses from Operations members for incidents notified through the Ambulance and First Aid Functional Group and from obligations arising from the State Emergency Management Plan, were significantly less in 2016/17. Nevertheless, approximately 9000 voluntary hours were committed for actual attendance and 24/7 standby services at such incidents over the period. Further, significant attention was given to our preparedness for major mass casualty incidents by:

- participating and training with other emergency services in joint mass casualty exercises at the Adelaide Oval and Adelaide Airport

- conducting an Event Mass Gathering Forum for our members
- providing additional mass casualty treatment and triage kits at several of the larger venues regularly serviced by our members.

### Cadets and youth engagement

The cadets and youth engagement program continued as a high priority with a total in June 2017 of 732 cadets and juniors engaged in divisions across the State. Despite a move by other jurisdictions to close or reduce their cadet and youth programs, cadet and young adult development is identified in our Towards 2020 Vision as a continuing priority. Increasing youth retention, building future resilience and capability, improving life opportunities and skills, improving transition for cadets into adult divisions, along with recognition as a leader in child protection and safety, are all actions and emphases that underpin this strategic aim.

The growth and interest in regional and state cadet competitions, the broader participation across the State in ANZAC eve vigils, the increasing acceptance and engagement in youth leadership courses, proficiency badge courses and camps, are all indicators of the successful youth program which has been widely embraced in our cadet divisions across the State. Thank you to all of the dedicated adult volunteer leaders who have contributed to and made this success possible.

Additional highlights from the reporting period include:

- The change to a new green service uniform, welcomed favourably by our members and the community
- The restructure of regional administrative boundaries to smaller areas comprised of geographical clusters of divisions overseen by Area Managers

# SPOTLIGHT STORY

- The implementation of the new driving policy with assessment and up-skilling to an improved driving technique for members
- The vehicle replacement strategy with new vehicles displaying striking new livery, leased and distributed across many parts of the State
- The establishment of the Centre of Learning, along with a cohort of selected trainers, to conduct all reaccreditation assessments for volunteers
- The availability of e-learning modules for the Certificate III in Basic Health Care, the new base-level qualification being introduced for First and Advanced Responders
- With the Certificate III as the prerequisite, the separation of the processes for the qualification and the accreditation of First and Advanced Responders.
- For Health Care Professionals, the separation of professional recognition from a St John scope of practice as the level of accreditation
- The adoption of a Leadership Training Framework with the incorporation of commander training for incidents and events
- The development of a new recruiting package to support the priority of increasing member numbers, especially in country areas.

In concluding, I extend my sincere thanks to all volunteers whom, along with the hard working senior management and salaried staff, supported and guided by the dedicated Board, gave their time and expertise so generously to deliver this outstanding service to the community of South Australia.



**Noel Hender OAM CStJ BEM**  
Commissioner



**When Adam\* suffered life threatening injuries in the remote Adelaide Hills, he firmly believed it could be his last ride.**

Adam didn't have to wait long for medical care, because St John SA volunteers were just metres away when he crashed into the concrete Cudlee Creek Bridge at up to 80km an hour **during SA's biggest cycling event.**

They started treating Adam immediately for suspected head, cervical and spinal injuries in the crucial first minutes before an SA Ambulance Service Motorcycle Paramedic and additional help arrived.

Whilst the Paramedic worked to administer fluids and pain relief, St John SA worked right alongside, providing lifesaving care and comfort.

Paul and Greg, St John SA First Responders administered oxygen, controlled the head injury bleeding and undertook observations such as blood pressure and pulse rate. St John SA's Event Commander Aiden worked in support and comforted Adam, reassuring him that he would be okay.

After crucial treatment at the scene, Adam was flown by helicopter to the Royal Adelaide Hospital where he spent time in the Intensive Care Unit.

Adam survived this horrific incident and is home with his very grateful family.

\*Name changed for privacy purposes

## COMMUNITY CARE CHAIR'S REPORT

Through the Community Care program, St John SA continues to deliver a wide range of person centred, strengths based social support activities that promote the health and wellbeing of older people and/or people with a disability who may be socially excluded, disengaged or lonely.

Through innovative and caring partnerships, over 470 volunteers provide an opportunity to clients to enable them to engage in activities that allow them to continue to remain in their own homes, live independently and remain active contributors to their local community.

This year has seen many changes within the community care space in our organisation. In my first year as the Chair of Community Care, new Terms of Reference for the Community Care Committee were endorsed and in early 2017, a new Community Care Committee was established to better align and position the organisation with the proposed changes to aged care ahead. I would like to take this opportunity to thank the members of the outgoing committee for their ongoing support and significant involvement and valued contribution over the time in their positions.

In February 2017, Community Care undertook the three-yearly Australian Aged Care Quality Agency Review. The review documents the performance of service against each of the expected outcomes of the Home Care Standards, as set out in the Quality of Care Principles 2014, based on the assessment conducted during the quality review. As part of the assessment, staff, volunteers and care recipients participated in a number of interviews with agency staff and a number of other documents were reviewed and observations were completed as part of the review process. We are pleased to report the service meets all 18 out of the 18 expected outcomes of the Home Care Standards.

In March 2017, the Committee embarked on the process for Community Care to introduce a fee for services that

incorporated an accompanied activity. This decision was in line with the Commonwealth Home Support Program (CHSP) Manual and the CHSP Client Contribution Framework that states that if eligible for services, clients are expected to contribute to the cost of care, if they can afford to. This decision was communicated to all clients and volunteers via post and staff from State Office took to the road with a series of information sessions held in each of the local areas.

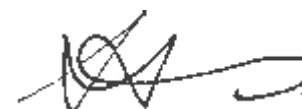
An extension to the Commonwealth Home Support Program funding until June 2020 was announced in May 2017 by the Department of Health, which provides certainty to the sector and paves the way for further home care reform. This has been a welcome announcement as funding had been due to cease in June 2018. This announcement ensures that Community Care is well positioned to continue to provide top quality care to our clients well into the future. We will also use this time to give St John the opportunity to review our current services to ensure they meet our community's needs, contribute to the goals outlined in St John SA's strategic plan and are viable into the future.

As well as the extension to the Commonwealth funding, SA Government HACC funding that was due to cease on 30 June 2017 was also extended for a further 12 month period by the SA Department of Communities and Social Inclusion. This has allowed continuity of support to clients in our program that are aged between 18 and 65 years of age who may transition to NDIS services when they become available in their local area.

30 June 2016 also saw the conclusion of the Flourishing Life Project – Living a Life of Value in Old Age, Aged Care Service Improvement Healthy Ageing Grant provided by the Department of Health. The project ran from March 2015 and was designed to apply the principles of the PERMA + (Positive Emotion, Engagement, Relationships, Meaning, Accomplishment + Physical Activity, Nutrition and Sleep) wellbeing model into the work that is being undertaken by

the team to develop a client's strengths through innovative social opportunities. The project concluded with a final event held at Unley Town Hall, which gave those that participated in the Treasured Story Program an opportunity to share their stories with the community. It was well attended by clients and their families, with over 50 participants sharing what impact being part of the Treasured Story Program had had on their lives to community members accepting their stories. The Treasured Story Program was one of the innovative programs that was developed as part of the Flourishing Life Project. I would like to take this opportunity to thank the outgoing staff that worked on the project for their valued contribution to the program.

I am looking forward to an exciting 2017/18 as we explore new opportunities for the Community Care program to expand the scope of services offered. By working with clients to build on their strengths, we continue to embed a 'doing with' focus, rather than 'doing for' into service delivery. By assisting clients to remain living independently and safely at home, we continue to see positive results in the outcomes being achieved. I thank all the staff and volunteers that are involved in service delivery to the community for an outstanding job in 2016/17 as we have continued to navigate the changes to the aged care and disability sectors.



**Sam Hellams**  
Chair Community Care



## SPOTLIGHT STORY

**“It was the start of my joining the world again,” is how Valerie Eiffe, Community Care client describes her life changing connection with St John SA.**

“It all started after I had a fall and broke my wrist,” explained Val. “I ended up in Flinders Hospital getting it pinned and plated.”

Because Val lived alone and was increasingly isolated, she was matched with Community Care Volunteer Colleen. It was a life changing moment, “It was the start of my joining the world again after turning into a lonely recluse.”

The Community Care program is different, centred on ‘doing with’ rather than ‘doing for’.

“She took me under her wing, and as we both loved gardening, she took me to her garden club”. Val was delighted to be able to reconnect with community life, “I have started playing indoor bowls again, which I love”.

“So it is with heartfelt gratitude to...Colleen who gave me the courage and confidence to tackle life again on my own”.

Empowered through the program, Val has now decided she would like to give back to someone else, by continuing her St John SA journey as a volunteer. “Maybe...I can help change someone’s life for the better like they have changed mine.”

# 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 cannot be overestimated.

St John SA brings to this effort its unique experience as both a provider of first aid services at events and emergencies and as an innovative first aid training provider.

Occasionally lives are saved directly because of first aid knowledge gained through our courses and frequently the consequences of injury or illness are lessened by early community-based first aid interventions. In addition, our uniformed members continue to provide advanced first aid and health care at events and emergencies throughout the year and importantly, take what they have learned through their St John SA membership back into their home and work lives.

There are four arms to our training work. These are commercial training, the First Aid in Schools program, staff training and Operations training.

## Commercial training

In the context of a highly competitive first aid training market, our commercial first aid training performance has improved from the previous year. Further development of the Certificate III in Basic Health Care has been a focus with participants either upgrading an old qualification or completing the course as a new member. There has been strong interest in the Low Voltage Rescue course. We have also seen improved uptake of non-accredited courses, and Mental Health First Aid and Caring for Kids courses have both performed well. First Aid

trainer numbers have grown with more casual trainers in the team and improved capacity to meet the varying demands of the market.

## First Aid in Schools

Our First Aid in Schools program provides young people with a vital life skill. Research shows that learning first aid at any time of life increases the likelihood that a person is confident to step forward and help during an emergency where first aid may be required. There was very good uptake of the First Aid in Schools program in 2016, and a substantial reduction in early 2017 with the introduction of a new school funding approach. During the year St John SA trained 9673 school students.

## Staff training

Management has adopted a new staff training framework. This includes a re-developed Leadership Development Framework for salaried staff and Operations volunteers. This initiative has included the Certificate IV in Leadership and Management being delivered to a group of 20 staff and volunteers and the Certificate IV in Training and Assessment being delivered to a group of 20 staff and volunteers.

## Operations training

A new central learning approach for Operations training was launched in January 2017 for our 713 Operations volunteers. 150 volunteer members have registered for the new Certificated III in Basic Health Care and are currently working through the course requirements through face to face, online and Recognition of Prior Learning opportunities. The new Clinical Education and Training Group is working hard to support new Reaccreditation Assessment procedures for 2017.

## Registered Training Organisation status

Much of our first aid training is underpinned by our Accredited Courses and these depend on our Registered Training Organisation (RTO) status. Considerable work is done to ensure that we conform to all requirements. The 2016 audit was successfully completed in October with no significant issues identified.

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



**Professor Paul Arbon AM KStJ**

Chair of Training

# SPOTLIGHT STORY

**“One of the greatest things  
I’ve ever done.”**

Imagine saving a workmate’s life. That’s exactly what Stratco employee Jason Schulze did just 10 weeks after completing First Aid training with St John SA, describing it as one of the greatest things he’s ever done.

It was just a regular workday when Trevor Korber suffered a cardiac arrest. Jason was first on scene and just weeks after doing a refresher course his First Aid training took over and he commenced CPR.

Thankfully through Jason’s life saving intervention Trevor survived. Trevor commented that the CPR delivered is what saved his life, “[I] owe Jase my life, that’s for sure.”

Jason believes everyone should do first aid because it could happen to anyone - a friend, workmate or a family member.



## THANK YOU...

...to our amazing **Volunteers** who have been there when help was needed most, **Cadets and Juniors** who bring boundless enthusiasm, committed **staff** and respected **members of the Order**.

## You are central to all we do.



# OUR PEOPLE

We provide our people with the best possible training, equipment and support. This enables them to provide humanitarian services across the State.

## Commitment to training

We invest in our people through ongoing training and resources, best practice governance and stringent safety standards, in line with legislation and mandatory requirements.

Volunteers and staff receive a thorough induction, screening and role specific training upon joining, continuing throughout their career. This includes access to formal progression such as Certificate 4 in Frontline Management training, together with Workplace Health and Safety, Bullying and Harassment awareness and Child and Vulnerable Persons protection training.

## VOLUNTEERS

1922 Volunteers

### Gender

MALE FEMALE



**OPERATIONS VOLUNTEERS**  
713

**CADETS**  
723

**COMMUNITY CARE VOLUNTEERS**  
477

**BOARD MEMBERS**  
9

### Volunteer age range



**UNDER 18: 38%**

**18-25: 15%**

**26-29: 5%**

**30-39: 9%**

**40-49: 8%**

**50-59: 7%**

**60+: 18%**

## STAFF

72.2 Staff members full time equivalent (100 total)

### Gender

MALE FEMALE



### PROGRAM DELIVERY

Community Care	8
Event Health Services	16
Youth Development	-

### SOCIAL ENTERPRISE

Marketing/Fundraising	4
Education (including Trainers)	33
Sales	11

### SUPPORT

Finance	5
CEO Office/Execs	5
Operational Services	3
HR/Volunteer Services	5
Information Technology	4
Infrastructure/Warehouse	5
Internal Communications	1

# HONOURS AND AWARDS

The meritorious service of volunteers, trainers and staff is recognised each year at the Awards Day ceremony, held at Government House.

Awards presented include the Margaret Corkhill Encouragement Award to the member best typifying commitment to St John SA, and the Cadet and Youth Leader of the Year.

## Operations

### 8th Bar (1st Gilt Laurel) – 52 years of service

Peter Hawkins

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

Ray Greig

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

John Woodhouse

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

Sue Cugley  
Sheila Hayes  
Pat Lovell  
Colin Moore

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

Kay Allen  
Lindsay Day  
Sharon Dippy  
Christine Trainer

### 3rd Bar – 27 years of service

Dorothy Cook  
Grant Geyer  
Trevor Haydon  
Judith Saffin  
William Wooldridge  
Daryl Zeuner

### 2nd Bar – 22 years of service

Dawn Best  
Brian Forgan  
Andrew Gilboy  
Janet Neumann  
Bronwyn Reichelt  
Richard Semmler  
Peter Spencer  
Chris Thompson  
Ken Wyatt

### 1st Bar – 17 years of service

Dawn Best  
Mandy Clark  
Barbara Gray  
Dennis Kittel  
Gail MacLucas  
Craig Westbury  
Christopher Ylia  
Kelly Young

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

Victoria Bell  
Dawn Best  
Rebecca Blight  
Dion Cock  
Elise Faulkner  
Trevor Fridd  
Jonathan Geyer  
Royline Kuhn

Annelies Lawson  
Martina Stoeger  
Gary Tezacker  
Dwayne Thomas

### 9 Year Service Award

Adam Davey  
Kym Fletcher  
Michaela Geyer  
Olivia Geyer  
Sarah Guerin  
Kelly Guthberlet  
Carol Heyne  
Ann-Marie Jenkins  
Lynette Lynch  
Samuel Maddock  
Megan Meredith  
Paul Rosenzweig  
Sandra Ryan  
Vince Scotland  
Ashleigh Thomas  
Jacinta Victory  
Matthew Walter  
Megan Yarrow

### Margaret Corkhill Encouragement Award Ian McGeachie

## Cadets

### Youth Leader of the Year

Kelly Guthberlet

### Cadet of the Year

Alicia Renton

### Grand Prior's Badge

Alice Barrett  
Michaila Forgan  
Kelly Guthberlet  
Danika Pederzolli

### Community Care

#### 1st Bar – 17 years of service

Peter Bing  
Kelvin Raethel  
Margaret Watson

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

Ann Barton  
Stephen Caddy  
Julianne Camplin  
Aileen Guterres  
Rosalind Harvey

#### 9 Year Service Award

Andrew Chester  
Christina Espagne  
Daphne Hancock  
Helen Harding  
Bette Robinson  
Julia Scott  
Dianne Tolfts  
Georgia Tsiganes  
Neil Woodward

#### Frank Davison Award

Roslind Ellis  
Helen Harding

### Training

#### Robert Britten-Jones Award

Adrian Hunt

#### Training Commendations

Tamara Barrow  
Barry Elliott  
Heidi Moss  
Andrew Paues  
Karen Rae

### Staff Awards

#### 25 Year Service

Hilary Twiggs

#### 15 Year Service

Jakki Foster  
John Hyatt

#### 10 Year Service

Frank Fajardo  
Janette Tilsner

#### 5 Year Service

Christine Child  
Toula Pirone  
Nick Thompson

#### CEO Commendation

Kerrilee Dennis  
Melissa Oudshoorn  
Nicole Ramos

#### Employee Commendation

Adrian Hunt  
Kier Pitt

### Community Awards

#### Bendigo Bank SAYC Youth Leadership Award

Thomas Theel

### Recognition Awards

#### St John Save A Life Award

Anthony Corrigan  
Eleni Danopolous  
Lily Gara  
Sarah Morphett  
Sarah Pappas  
David Platten

#### State Vote of Thanks

Cadet Flag Party  
Colour Party  
Kerry Whitehead

#### Priory Vote of Thanks

HF Radio Club  
Albert Noll  
Yvonne Routledge  
Philip Schmidt

# 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.

## Deputy Prior

The Honourable  
Hieu Van Le AC

## Bailiff Grand Cross

Prof V R Marshall AC

## Knights & Dames

Dr B E Ansell 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  
Mr K W Dansie  
Mrs L A Dansie AM  
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 Hon 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 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  
OAM  
Mr V Humeniuk  
Mr M A Hyde AO APM  
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 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  
Mr I Coburn  
Mrs P Cohen  
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 L J Hawke  
Mrs C A Hawkins  
Mrs S E Hayes  
Mr B M Haynes  
Mr T J Haysman  
Mrs D Hodgson  
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  
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 OSTJ  
Mrs S M White  
Miss J Whitehorn  
Ms M K Wicks  
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 L 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 Coombs  
Mr P Corkhill

Mr J D Corkhill  
Mrs M F Corkhill  
Mr J Corner  
Mrs R J Corner  
Mrs R H Cornwall  
Mr F H Court  
Mr I G Cox ASM  
Mr P L Crompton  
Mr D L Daff  
Mr P L Daniell  
Mr G C Davey  
Mr B C Davey  
Mrs P J Davidson  
Mr D G Davill  
Mrs V E Davill  
Mr L N Day  
Mrs B D Debono  
Mr M C Denham  
Miss C L Destro  
Miss T L Dewick  
Mr M Diamond  
Ms S A Dippy  
Mr J Ditcham  
Mr G B Docherty  
Mrs K M Doult  
Mrs S E Downey  
Mr M R Doyle  
Mr J Dyer  
Mr J L Dyett  
Mr G G Edmonds  
Mr J A Eglinton  
Mrs H K Elles  
Mrs L E Elles  
Mr R J Elliott  
Mr C S Evans  
Dr M P Fernandez  
Mr E A Ferrarese  
Mrs C M Fletcher  
Mr B M Forgan

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

## SPONSORS AND SUPPORTERS

So much of the care we give is made possible by public support and donations.

Thank you to the generous community of individuals, supporters and sponsors across South Australia who support our work with financial and in-kind support. We acknowledge also 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 who support our amazing volunteers in their humanitarian work through St John SA.

### **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.

Estate of David Douglas Lee

Estate of Irene Ethel Baxter

Estate of Joan Ley Allingame

Estate of Mildred Tanner

Estate of Pamela Theodora Berndt

Estate of Phyllis Morecroft

Estate of Ruth Emma Horne

Estate of W L Tiedeman

Isabel Frances Drummond

Oliver & Stella Raymond Trust

### **Companies, organisations and individuals**

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

A Swan

All Ford Day event

Australian Executive Trustees

CMV Foundation

Di Murrie

Fay Fuller Foundation

G Woodward

Goolwa 50 Plus Club Inc

Joan Harnett

Lions Club of Gawler Inc

Margaret Beard

Penelope Hackett-Jones

Robert Kenrick

Toyota

# COMMUNITY PARTNERSHIPS

## Grants/funding

Commonwealth Home Support Program (CHSP) funded by the Australian Government Department of Health  
Aged Care Service Improvement Healthy Ageing Grant (ACSIHAG) funded by the Australian Government Department of Health  
Independent Gaming  
National Library Australia  
SAFECOM  
South Australian Home and Community Care Program (SA HACC) funding provided by the Government of South Australia Department of Communities and Social Inclusion (DCSI)

## Partners

Bendigo Bank

## Volunteer sponsors

Australian Hotels Association SA  
Emergency Services Health

## First Aid in Schools sponsors

2 Excel  
Government of South Australia  
Department for Education and Child Development  
Toyota  
U-Store-It

## Media partners

Channel 7  
News Corp  
Triple M

St John SA reinvigorated fundraising by implementing various strategies to assist with strategic goals:

- A new recalibration program *'Did you know'*
- Fundraising programs such as the workplace giving program *'Common Cents'*
- Landmark corporate fundraising events
- State Badge Day with donation posts at regional and metropolitan areas around South Australia
- Divisional fundraising initiatives across the State
- First Aid in Schools new website to encourage parents and corporates to donate to the program to enable St John to continue to provide a free program to all children.

Fundraising guidelines have been broadened to include Operations member fundraising, embraced by volunteer divisions. 100% of donations go towards supporting St John volunteers.

## POSITIVE STAKEHOLDER ENGAGEMENT

We want every South Australian to be skilled in First Aid, have the confidence to act and be able to recover from adversity.

Awareness forms an important part of these goals.

We engage media outlets to deliver 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 print press including the Advertiser, Sunday Mail and country newspapers.

As a first aid expert, St John SA has also provided representatives to deliver comment and advice on health related issues across media channels, like ABC Radio Adelaide.





Print media stories reached a cumulative audience of **9,116,184** Australians, helping to raise awareness of the importance of First Aid.







**Social Media platforms** **2016/17**

	<b>LinkedIn followers</b> St John Ambulance Australia (SA) Inc <a href="https://www.linkedin.com/company/st-john-ambulance-australia-sa-inc">linkedin.com/company/st-john-ambulance-australia-sa-inc</a>	<b>639</b>
	<b>Facebook followers</b> St John Ambulance   SA <a href="https://www.facebook.com/stjohnambulancesa">facebook.com/stjohnambulancesa</a>	<b>7,186</b>
	<b>Twitter followers</b> @stjohn_sa <a href="https://twitter.com/stjohn_sa">twitter.com/stjohn_sa</a>	<b>3,318</b>
	<b>YouTube subscribers</b> St John Ambulance SA Lifetime views <a href="https://www.youtube.com/user/StJohnAmbulanceSA">youtube.com/user/StJohnAmbulanceSA</a>	<b>79</b> <b>23,586</b>

# 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**  
[www.stjohnsa.com.au/about-us/governance](http://www.stjohnsa.com.au/about-us/governance)

# REGULATORY AND LEGISLATIVE ENVIRONMENT

St John SA operates within the highly regulated not-for-profit, healthcare, 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 St John Ambulance Australia.

## **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 Clarke

**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.

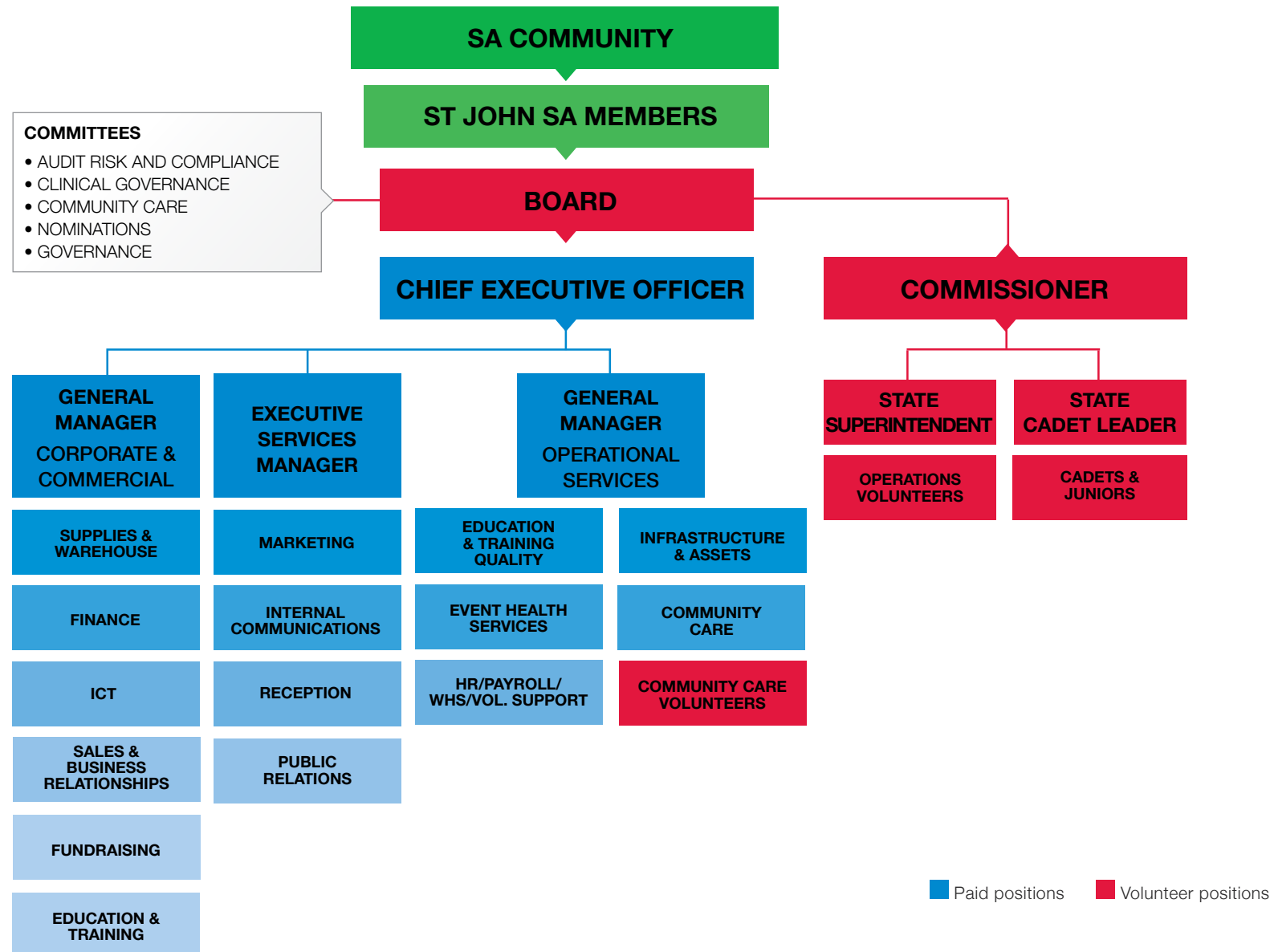
# OUR STRUCTURE

St John is part of the global humanitarian organisation the Order of St John which works to improve health and wellbeing 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.

In Australia, the organisation is active within all states and territories. As part of a federated structure it is governed by the St John Australia National Board who determine national policy.

St John in South Australia forms part of that federated structure, governed by a Board of Directors. Directors are responsible for the performance of the incorporated association. They ensure St John SA is appropriately managed and provides leading services consistent with the culture and values of the Order of St John.



## SUPPORTING OUR PEOPLE

### Committed to providing a safe working environment.

Compliance with legislative requirements, including work health and safety, is an important part of how we work.

Robust processes support and monitor activity to ensure that whether our members are visiting clients or places like Clipsal 500, they have a safe working environment.

The Work Health Safety and Wellbeing Committee provides a forum for all members to raise matters related to their work, as well as having a 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 one lost worktime and five WorkCover claims.

#### **Enhancing wellbeing**

Staff have access to a free and confidential support service to help tackle day-to-day pressures. The program is developed through beyond blue and includes up to 6 free sessions with a specially trained and experienced Access Coach to provide support in setting practical goals that will get them back on track.

Volunteers have access to a Peer Support network, again confidential, which includes access to specialist external expertise. A two-day Mental Health First Aid training course which teaches strategies to identify and cope with mental health is also available.

#### **A safe environment**

The protection of children and vulnerable persons is one of the most important aspects of how we work, as we strive to maintain a safe working environment for all members and the broader community.

A comprehensive child and vulnerable persons protection framework includes our policy, procedures and guiding principles. The Children and Vulnerable Persons Member Handbook 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 be 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**

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 take place for those who may work closely with children.

# 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.

Board members 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:

**Co-opted Directors:** Three Directors co-opted by the Board, one of whom shall be appointed Treasurer.

**Appointed Directors:** Chairman of Training, Chairman of Community Care, Chairman of Operations.

**Elected Directors:** Three members, not otherwise appointed, who shall be elected from the membership.

## MAL HYDE AO APM CStJ

Chairman Appointed	Dec 2014
Co-opted Member Appointed	Nov 2001

Mal Hyde retired in 2012 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 Police Advisory Agency and a Member of Crimtrac.

He is currently a member of the UniSA Business School Advisory Board, the Bedford Group Board and the Leaders Institute Board.

Mal is a Fellow of the Australian Institute of Company Directors and the Institute of Public Administration Australia.

He has also been recognised in a number of ways for his service to policing and the community, including being made an Officer in the Order of Australia and awarded the Australian Police Medal. He is also a Commander in the Order of St John.

## PHILLIP MILLS

Deputy Chairman Appointed	Dec 2014
Elected Member Appointed	Nov 2012
Resigned	Nov 2016

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**Deputy Chairman**Appointed* *Dec 2016*

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 is also a board member of Adelaide Symphony Orchestra (ASO) and Young Adelaide Voices. She 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 an MBA with the University of South Australia and a Degree in Exercise Sports Science. He is a member of the Australian Institute of Company Directors.

**NOEL HENDER OAM CStJ BEM***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 and development. He is an Advanced Responder and Accredited Trainer and Assessor with the Centre of Learning. Noel is a Commander of the Order of St John and has been awarded the British Empire Medal (BEM) for Gallantry (Civil Division). He was most recently awarded the Order of Australia Medal (OAM).

---

## PEOPLE THE BOARD CONTINUED

---

### **SAMANTHA HELLAMS**

*Chair of Community Care*

*Appointed*

*Nov 2013*

Sam Hellams is a senior executive with more than 20 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 Inc 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.

### **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.

### **LACHLAN CIBICH MStJ**

*Elected Member*

*Appointed*

*Nov 2015*

Lachlan Cibich has professional experience in the Legal, Community Services and Government Sectors and holds a Bachelor of Law from the University of Adelaide.

Lachlan is currently the Principal Advisor to the Deputy Chief Executive of the Department for Communities and Social Inclusion. Lachlan has previously held Senior Policy positions in the Department of the Premier and Cabinet.

Lachlan has been an active member of the South Australian community through his volunteer work with St John Ambulance Australia. Throughout his sixteen 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 a strong supporter of the Community Care program, including having held the position of Program Coordinator. For his services to the community, Lachlan was named the Australia Day Young Citizen of the Year (Port Lincoln) in 2007. In 2013, Lachlan was admitted as a Member of the Order of St John.



**GLORIA CURTIS OAM CStJ**

*Elected Member*

*Appointed* *Nov 2016*

With professional experience across customer service and personal care, 20 years as both a paid and volunteer first aid trainer with St John SA, Gloria Curtis carries extensive sector understanding as well as direct hands-on involvement in the care and volunteering arena. This includes 15 years as a Paramedical Aide with Domiciliary Care, working with the elderly and young disabled.

A longstanding volunteer, Gloria joined St John SA in 1981 and has over three decades of efficient service. Many of these years have been spent with the Cadet section, including six years as State Officer. Service to Cadets was formally recognised with an Order of Australia Award in 2007, followed by Commander of the Order of St John in 2008.

Gloria remains a passionate educator and holds the qualifications Certificate of Education, Certificate IV in Assessment & Workplace Training and Certificate IV in Business (Frontline Management), additionally a Government of SA Community Mentoring Orientation Workshop participant.

Currently Gloria serves as an Acting Group Leader of Area Managers in a non-operational capacity. She works on various state based projects and additionally volunteers with the St John SA Community Care program, providing individualised social support.

**KATE TURPIN**

*Elected Member*

*Appointed* *Feb 2017*

Kate has been a member of St John for over 25 years, since commencing as a cadet member. She has a strong involvement and interest with the youth program and has undertaken roles as a Cadet Division Superintendent and more recently as a State Officer in the Youth Engagement and Development team.

Kate has been a practicing health professional at the Women’s and Children’s Hospital, South Australia since 2002 and has undertaken various roles in the Department of Clinical Haematology/Oncology including Nurse Education Facilitator, Clinical Services Coordinator and her current role as a Nurse Practitioner. She is a member of several state-wide committees and national groups representing paediatric haematology/ oncology, including the Australian New Zealand Haematology Oncology Group (ANZCHOG), and she is the Deputy Chair of the ANZCHOG Nursing Committee. Kate has also been involved in the development and implementation of multiple state-wide health policies and frameworks.

Kate holds a Bachelor of Nursing, Masters in Nursing (Nurse practitioner), a Diploma in Impact Leadership (Business management), and is professionally qualified as a Clinical Educator.

**Board meeting attendance**

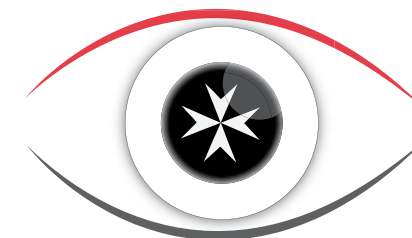
Board member	2016					2017				
	JUL	AUG	SEP	OCT	DEC	JAN	FEB	MAR	MAY	JUN
Mal Hyde	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓
Phillip Mills	✓	✗	✓	✓	-	-	-	-	-	-
Karen Limb	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓
Darren Chandler	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗
Noel Hender	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Prof Paul Arbon	✓	✓	✓	✓	✓	✓	✓	✗	✗	✓
Samantha Hellams	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Lachlan Cibich	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Gloria Curtis	-	-	-	-	✗	✓	✓	✓	✓	✓
Kate Turpin	-	-	-	-	-	-	✓	✓	✓	✓

# 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:



### 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 allow 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.

**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 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.

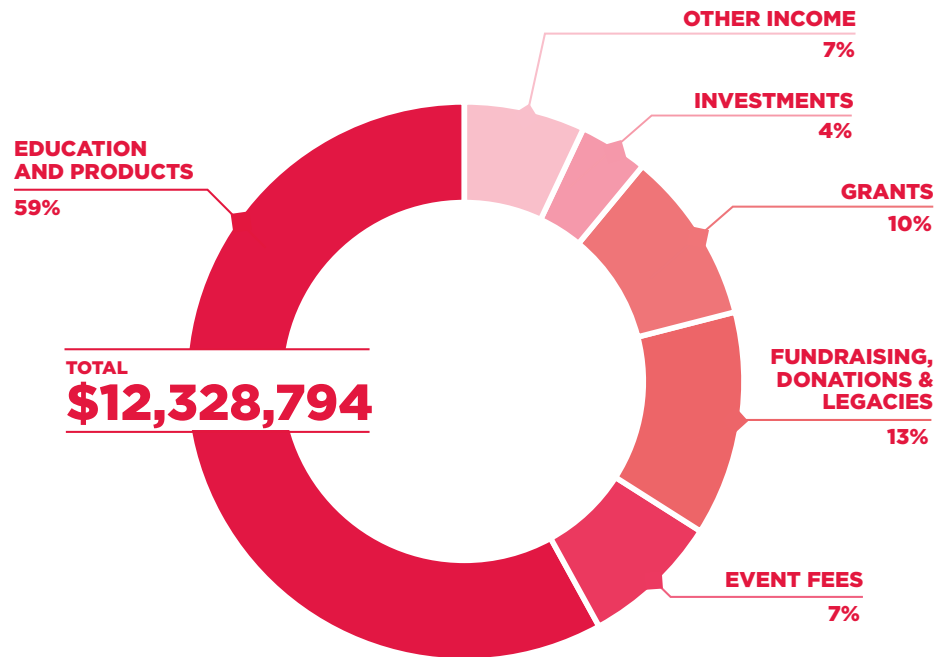
#### Developing skilled volunteers

- 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.

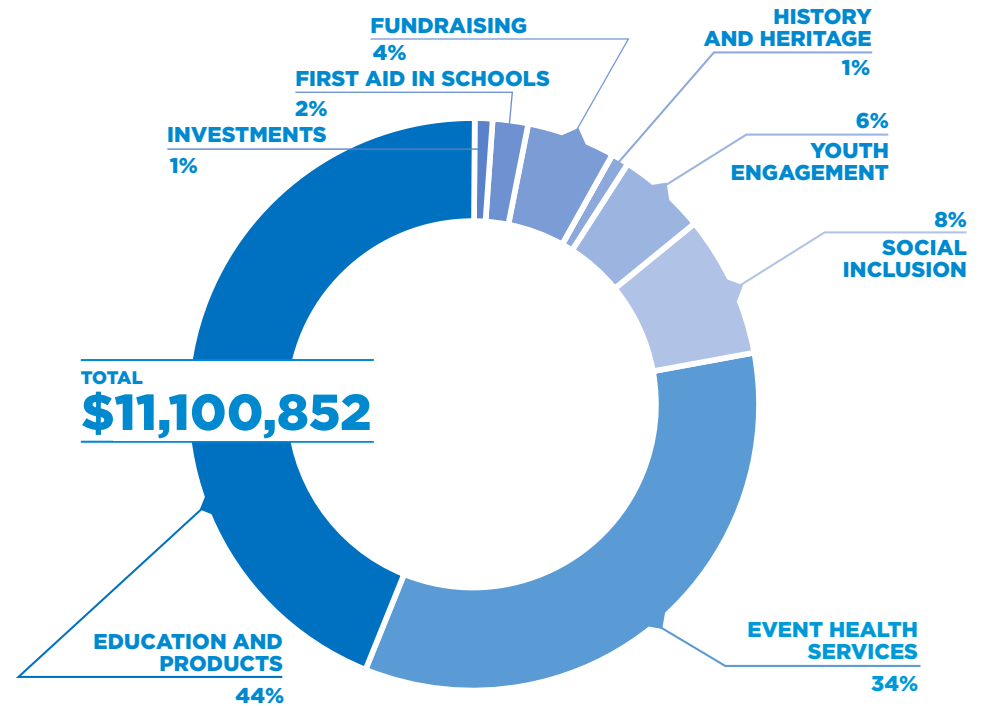
# FUNDING

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	2016/17 (\$'000)	2015/16 (\$'000)	2014/15 (\$'000)	2013/14 (\$'000)	2012/13 (\$'000)
Revenue	11,975	10,165	9,779	10,027	10,651
Expenses	10,511	10,396	10,321	10,680	10,618
<b>Net operating surplus/(deficit) before depreciation &amp; disposals</b>	1464	(231)	(542)	(653)	33
Depreciation	590	600	608	661	688
Net gain/(loss) on disposal of property, plant and equipment	354	140	(8)	256	227
<b>Net surplus/(deficit) for the year</b>	1228	(691)	(1158)	(1058)	(428)
Other comprehensive income	506	(87)	318	687	727
Total comprehensive income/(loss) for the year	1734	(778)	(840)	(371)	299

The net operating surplus before depreciation and disposals was \$1,464,000 compared to a deficit of \$231,000 in 2015/16. This improvement was driven by a variety of factors that have resulted in higher income, partially offset by higher expenses during 2016/17 (refer following page). During 2017/18, management is focusing on growing revenue by implementing a range of initiatives in training, product sales, fundraising and events. Total comprehensive income for 2016/17 was a gain of \$1,734,000 compared to a loss recorded during 2015/16 of \$778,000.

## FINANCIALS CONTINUED

### WHERE OUR MONEY COMES FROM – REVENUE

Including the gain on disposal of property, plant and equipment, we generated operating revenue of \$12,329,000 during 2016/17, \$2,024,000 or 20% higher than in the previous year due to bequests, higher product sales and other income.

Revenue by category	2016/17	Percentage	2015/16	2014/15	2013/14	2012/13
Training fees	5270	43%	5335	5365	5516	5939
Merchandising	1918	16%	1604	1465	1697	1815
Grants	1266	10%	1231	1059	898	1019
Event fees	924	7%	841	793	626	397
Investments	440	4%	433	501	539	595
Other <sup>(1)</sup>	873	7%	685	443	793	793
Fundraising & donations	284	2%	141	101	155	166
Bequests	1354	11%	35	43	60	154
<b>Total</b>	<b>12,329</b>	<b>100%</b>	<b>10,305</b>	<b>9771</b>	<b>10,283</b>	<b>10,878</b>

(1) Some prior year figures included within the category totals have been reclassified for consistency with interpretations within PwC statutory accounts.

The largest contributions to revenue were provided by the social enterprise activities - training fees and merchandising sales, which accounted for 59% of all revenue received. Of the other revenue sources, bequests accounted for 11%, grants 10%, event fees 7% and investment income 4%.

Training fees for 2016/17 decreased by 1% from last year mainly due to fewer attendees at public courses. The fees we received from public courses decreased by 6% from last year, with these courses accounting for 64% of our total training fees. The overall 1% decrease in training fees was driven by the ongoing impact of increasing competition and in general, maintaining our 2105/16 course prices.

Merchandising income for 2016/17 increased by 20% from 2015/16. This increase was driven by higher defibrillator sales volumes primarily resulting from marketing awareness programs.

Income from bequests increased by \$1,319,000 from 2015/16. During 2016/17, significant bequests were received from the Irene Baxter, Joan Ley Allingame, Pamela Theodora Berndt and Isabel Frances Drummond estates.

Grant income for 2016/17 increased by 3% from 2015/16 mainly due to additional non-government grant funding for the purchase of canopies and for building disaster resilience in Regional SA.

Investment income increased by 2% from 2015/16 due mainly to an increase in managed investment fund distributions.

Event fees increased from 2015/16 by 10%, with an increase in fees from commercial events being partly offset by a decrease in fees from community events due to the ongoing difficulty in resourcing these events. Event contributions over 2016/17 averaged \$12.44 per hour for the hours provided by volunteers

at all events. In comparison, average event contributions over 2015/16 were \$10.44 per hour.

## WHERE OUR MONEY GOES – EXPENSES

Total expenses were \$11,101,000 during 2016/17, \$105,000 or 1% higher than 2015/16 due to increased payroll and merchandising related costs partially offset by lower spend across all other expenditure categories.

Expenses by category	2016/17	Percentage	2015/16	2014/15	2013/14	2012/13
Salaries & on-costs <sup>(1)</sup>	5682	51%	5427	5142	5339	5218
Administration <sup>(1)</sup>	1547	14%	1768	1895	2140	1814
Operational <sup>(1)</sup>	1192	11%	1278	1361	1310	1308
Merchandising	856	8%	657	602	686	753
Depreciation	590	5%	600	608	661	688
Property <sup>(1)</sup>	709	6%	700	715	713	820
Marketing	382	3%	384	399	287	509
Finance	142	1%	181	207	204	195
<b>Total</b>	<b>11,101</b>	<b>100%</b>	<b>10,996</b>	<b>10,930</b>	<b>11,341</b>	<b>11,306</b>

(1) Some prior year figures included within the category totals have been reclassified for consistency with interpretations within PwC statutory accounts.

Salaries and on-costs comprised 51% of our total expenses of which:

- 37% relates to social enterprise activities,
- 20% relates to program delivery activities and
- 43% relates to support staff activities.

Merchandising, operational and administration based expenses are our other main expense categories, collectively comprising a further 33% of all expenses.

Salaries and on-costs for 2016/17 increased by 5% on 2015/16 primarily due to the impact of higher average full-time equivalent (FTE) employee numbers of 3.5 over the 2016/17 financial year together with a 2.5% salary increase for Enterprise Bargaining Agreement (EBA) staff.

Operational expenses include costs associated with training courses and vehicle, asset and event management, and these expenses collectively decreased by 7% from 2015/16.

Merchandising costs increased by 30% from 2015/16 in line with the increase in merchandise sales volumes. Profit margins on kits and componentry decreased by 2% from 2015/16, and the profit margin on defibrillator sales remained consistent. The gross margin generated by merchandising was \$1,062,000, 12% higher than 2015/16.

Administration related expenses decreased by 12% from last year mainly due to lower professional and legal fees and telecommunications costs incurred during 2016/17.

The remaining 15% of expenses comprised spend associated with property, including all occupancy related costs, marketing

and finance, as well as depreciation on property, plant and equipment assets. These expenses decreased by 2% from 2015/16.

### DISPOSAL OF PROPERTY

St John SA sold the Strathalbyn property during 2016/17 for proceeds totaling \$385,000. This resulted in a gain on disposal of \$360,000. In addition, a storage shed located at Happy Valley was disposed of resulting in a loss on disposal of \$1,000 and a loss of \$55,000 was due to the Modbury site being vacated during December 2016.

## FINANCIALS CONTINUED

### SUMMARY OF FINANCIAL POSITION

Description	2016/17 (\$'000)	2015/16 (\$'000)	2014/15 (\$'000)	2013/14 (\$'000)	2012/13 (\$'000)
Assets	20,359	18,180	18,805	19,570	20,477
Liabilities	2434	1989	2021	1946	2483
Equity	17,925	16,191	16,784	17,624	17,994

#### 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 \$20.4m as at 30 June 2017. This represents an increase of \$2.2m or 12% from last year. Non-current assets comprised 62% of this total.

Asset values increased within receivables due to increased grant income receivable from the SAAS First Aid Services grant and accrued income from bequests and rebates, and a net increase in cash, term deposits and long term investments reflecting additional term deposits and capital and income growth in our Managed Investment Fund.

As at 30 June 2017, the market value of our investment portfolios excluding cash and term deposits was \$8.4m, which included a net increase in the capital valuation of these portfolios from 30 June 2016 of \$0.5m. This capital value portion of the 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 10.07%.

St John SA manages a portfolio consisting of 23 properties, which are two 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 \$2.4m as at 30 June 2017, which is an increase of \$0.4m compared to 2015/16. Of this, current liabilities comprise 88%.

The increase in liabilities is primarily due to increases in payables and the inclusion of lease liabilities associated with vehicle replacements during 2016/17.

#### WHAT WE ARE WORTH - EQUITY

Equity reflects our net assets. The balance of equity as at 30 June 2017 was \$17.9m, an increase of \$1.7m from 2015/16. This increase was due to the operating surplus for the year of \$1.2m and an increase in the fair investment value reserve of \$0.5m.

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	2016/17 (\$'000)	2015/16 (\$'000)	2014/15 (\$'000)	2013/14 (\$'000)	2012/13 (\$'000)
Cash flows from operating activities	954	(390)	(881)	(1665)	(788)
Cash flows from investing activities	(3784)	1536	(349)	359	151
Cash flows from financing activities	0	0	0	0	331
Net increase/(decrease) in cash held	(2830)	1146	(1230)	(1306)	(306)
Cash at beginning of financial year	5301	4155	5385	6691	6997
Cash at end of financial year	2471	5301	4155	5385	6691

The Cash Flow Statement provides information on the movement of cash in and out of our organisation during the year. The net cash inflow from operating activities during 2016/17 was \$1.0m whilst the cash outflow from investing activities during the same period was \$3.8m, of which \$4.2m was transferred to or reclassified as term deposits. As at 30 June 2017, our cash balances were \$2.5m.

**Karen Limb**  
Treasurer





## Independent auditor's report

To the members of St John Ambulance Australia SA Inc

### Our opinion

In our opinion:

The accompanying financial report of St John Ambulance Australia SA Inc (the Association) is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission (ACNC) Act 2012*, including:

- (a) giving a true and fair view of the Association's financial position as at 30 June 2017 and of its financial performance for the year then ended
- (b) complying with Australian Accounting Standards to the extent described in Note 1 and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

### What we have audited

The financial report comprises:

- the statement of financial position as at 30 June 2017
- the statement of comprehensive income for the year then ended
- the statement of changes in equity for the year then ended
- the statement of cash flows for the year then ended
- the notes to the financial statements, which include a summary of significant accounting policies
- the declaration of the directors.

### Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial report* section of our report.

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

### Independence

We are independent of the Association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

### Emphasis of matter - basis of accounting and restriction on distribution and use

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the directors' financial reporting responsibilities under the *Australian Charities and Not-for-profits Commission (ACNC) Act 2012*. As

**PricewaterhouseCoopers, ABN 52 780 433 757**  
Level 11, 70 Franklin Street, ADELAIDE SA 5000, GPO Box 418, ADELAIDE SA 5001  
T: +61 8 8218 7000, F: +61 8 8218 7999, [www.pwc.com.au](http://www.pwc.com.au)

Liability limited by a scheme approved under Professional Standards Legislation.



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

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 Inc. Our opinion is not modified in respect of this matter.

### Other information

The directors are responsible for the other information. The other information obtained at the date of this auditor's report comprises the Directors' declaration included in the annual report, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information identified above and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

If, based on the work we have performed on the other information obtained prior to the date of this auditor's report, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

### Responsibilities of the directors 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 and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the *Australian Charities and Not-for-profits Commission (ACNC) Act 2012* and is appropriate to meet the needs of the members. The directors' responsibility also includes such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the ability of the Association to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Association or to cease operations, or have no realistic alternative but to do so.

### Auditor's responsibilities for the audit of the financial report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.



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

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: [http://www.auasb.gov.au/auditors\\_files/ar3.pdf](http://www.auasb.gov.au/auditors_files/ar3.pdf). This description forms part of our auditor's report.

PRICEWATERHOUSE COOPERS

PricewaterhouseCoopers

Julian McCarthy  
Partner

Adelaide  
13 October 2017

**St John Ambulance Australia SA Inc  
Directors' declaration  
30 June 2017**

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 20 is drawn up so as to present fairly the results and cash flows of St John for the financial year ended 30 June 2017 and the state of affairs of St John, at 30 June 2017; 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 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  
13 October 2017

## FINANCIALS CONTINUED

ST JOHN AMBULANCE AUSTRALIA SA INC

### STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2017

	30 June 2017 \$	30 June 2016 \$
<b>Income</b>	<b>11,016,314</b>	9,189,196
Other income	958,812	975,806
Net gain on disposal of property, plant and equipment	353,665	140,022
Cost of sales	(856,131)	(656,653)
Employee expenses	(5,682,140)	(5,427,485)
Depreciation and amortisation expense	(589,567)	(600,329)
Administrative expenses	(3,973,011)	(4,311,253)
<b>Surplus/(deficit) for the year</b>	<b>1,227,942</b>	(690,696)
<b>Other comprehensive income/(loss)</b> <i>Item that may be reclassified to profit or loss</i>		
Changes in the fair value of available-for-sale financial assets	505,922	(87,170)
<b>Total comprehensive income/(loss) for the year</b>	<b>1,733,864</b>	(777,866)

The above statement of comprehensive income should be read in conjunction with the accompanying notes.

ST JOHN AMBULANCE AUSTRALIA SA INC

## STATEMENT OF FINANCIAL POSITION (BALANCE SHEET)

FOR THE YEAR ENDED 30 JUNE 2017

	30 June 2017 \$	30 June 2016 \$
<b>ASSETS</b>		
<b>Current assets</b>		
Cash and cash equivalents	2,471,103	5,301,151
Term deposits (greater than 90 days)	4,360,139	150,000
Trade and other receivables	844,923	563,809
Inventories	136,936	157,647
<b>Total current assets</b>	<b>7,813,101</b>	<b>6,172,607</b>
<b>Non current assets</b>		
Available-for-sale financial assets	8,441,358	8,056,373
Property, plant and equipment	3,995,300	3,921,542
Intangible assets	109,272	29,929
<b>Total non current assets</b>	<b>12,545,930</b>	<b>12,007,844</b>
<b>Total assets</b>	<b>20,359,031</b>	<b>18,180,451</b>

	30 June 2017 \$	30 June 2016 \$
<b>LIABILITIES</b>		
<b>Current liabilities</b>		
Trade and other payables	1,533,722	1,360,852
Lease liabilities	51,129	-
Provision for employee entitlements	552,147	559,334
<b>Total current liabilities</b>	<b>2,136,998</b>	<b>1,920,186</b>
<b>Non current liabilities</b>		
Lease liabilities	203,356	-
Provision for employee entitlements	93,899	69,351
<b>Total non current liabilities</b>	<b>297,255</b>	<b>69,351</b>
<b>Total liabilities</b>	<b>2,434,253</b>	<b>1,989,537</b>
<b>Net assets</b>	<b>17,924,778</b>	<b>16,190,914</b>
<b>FUNDS</b>		
Reserves	8,566,905	7,888,510
Accumulated surplus	9,357,873	8,302,404
<b>Total funds</b>	<b>17,924,778</b>	<b>16,190,914</b>

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 2017

	30 June 2017 \$	30 June 2016 \$
<b>Cash flows from operating activities</b>		
Receipts in course of operations (inclusive of GST)	8,788,944	8,898,763
Payments in course of operations (inclusive of GST)	(10,738,858)	(10,695,101)
Proceeds from grants	1,266,478	1,230,819
Proceeds from donors, bequests and fundraising	1,637,453	175,330
<b>Net cash inflow (outflow) from operating activities</b>	<b>954,017</b>	<b>(390,189)</b>
<b>Cash flows from investing activities</b>		
Payments for property, plant and equipment	(495,326)	(210,077)
Payments for intangibles	(79,343)	(33,612)
Transfer (to)/from term deposits	(4,210,139)	1,095,156
Transfer from cash in managed investment fund	120,937	232,566
Proceeds from disposal of property, plant and equipment	440,151	276,570
Dividends and other distributions	329,963	53,125
Interest received	109,692	122,276
<b>Net cash (outflow) inflow from investing activities</b>	<b>(3,784,065)</b>	<b>1,536,004</b>
<b>Net cash inflow (outflow) from financing activities</b>	<b>-</b>	<b>-</b>
<b>Net (decrease) increase in cash and cash equivalents</b>	<b>(2,830,048)</b>	<b>1,145,815</b>
Cash and cash equivalents at the beginning of the financial year	5,301,151	4,155,336
<b>Cash and cash equivalents at the end of the financial year</b>	<b>2,471,103</b>	<b>5,301,151</b>

Cash held in term deposits (greater than 90 days) at period end were \$4,360,139 (2016: \$150,000). Refer to the statement of financial position. The above statement of cash flows should be read in conjunction with the accompanying notes.

## GLOSSARY REFERENCES

### GLOSSARY

<b>A&amp;FAFS</b>	Ambulance & First Aid Functional Service
<b>ABN</b>	Australian Business Number
<b>ACNC</b>	Australian Charities and Not-for-profits Commission
<b>ASQA</b>	Australian Skills Quality Authority
<b>ATO</b>	Australian Taxation Office
<b>CHSP</b>	Commonwealth Home Support Program
<b>CFS</b>	Country Fire Service
<b>CPR</b>	Cardiopulmonary Resuscitation
<b>DGR</b>	Deductible Gift Recipient
<b>FTE</b>	Full time equivalent
<b>HACC</b>	Home and Community Care
<b>ITEC</b>	Income Tax Exempt Charity
<b>MFS</b>	Metropolitan Fire Service
<b>MOU</b>	Memorandum of Understanding
<b>PBI</b>	Public Benevolent Institution
<b>RTO</b>	Registered Training Organisation

<b>SA</b>	South Australia
<b>SAAS</b>	SA Ambulance Service
<b>SACE</b>	South Australian Certificate of Education
<b>SACFS</b>	SA Country Fire Service
<b>SACSA</b>	South Australian Curriculum Standards and Accountability
<b>SAPOL</b>	SA Police
<b>SES</b>	State Emergency Service
<b>TGA</b>	Therapeutic Goods Administration
<b>VET</b>	Vocational Education and Training
<b>WHS</b>	Work Health Safety

### PUBLICATIONS REFERENCED

**St John Ambulance Australia SA Inc Rules of the Association** [www.stjohnsa.com.au/about-us/governance](http://www.stjohnsa.com.au/about-us/governance)

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

# 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:

[www.stjohnsa.com.au/get-involved](http://www.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:

[www.stjohnsa.com.au/training](http://www.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:

[www.stjohnsa.com.au/shop](http://www.stjohnsa.com.au/shop)  
or get some expert advice  
on 1300 St John (78 5646)

## GIVE REGULARLY

Show your support and **donate**. You can also choose to make a regular gift.

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

Visit [www.stjohnsa.com.au/donate](http://www.stjohnsa.com.au/donate)  
or call 1300 St John (78 5646)

## 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 [www.stjohnsa.com.au/donate/gift-in-your-will](http://www.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.



### ST JOHN AMBULANCE AUSTRALIA SA INC

85 Edmund Avenue, Unley  
South Australia 5061

T: 1300 78 5646

F: 08 8306 6995

W: [stjohnsa.com.au](http://stjohnsa.com.au)

Incorporated under the Associations  
Incorporation Act 1985

ABN 42 947 425 570