



ST JOHN AMBULANCE AUSTRALIA SA INC.

ANNUAL REPORT 2017/18

ST JOHN
AMBULANCE

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	Accountability
Integrity	Inclusive
Responsibility	Dependable
Service	
Trust	



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Funding

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2017/18 HOW WE HELPED

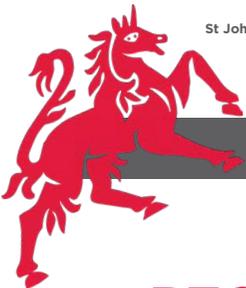
St John SA helps tens of thousands of people across the state through the delivery of first aid at events, training and education, youth and social inclusion programs.

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.

With an impressive contribution of training and volunteer hours, you can be assured that St John SA volunteers are equipped to the highest standard, ready to serve the South Australian community.

This is our year in numbers.





VALUE OF VOLUNTEERING HOURS²


\$5,040,246
TOTAL VALUE OF VOLUNTEERING HOURS


\$4,337,301
EVENT HEALTH SERVICES³


\$606,278
COMMUNITY CARE PROGRAMS


\$96,667
HISTORY & HERITAGE CONSERVATION

VOLUNTEER HOURS


79,859
FIRST AID EVENT DUTY HOURS¹


47,074
TRAINING HOURS¹


17,743
COMMUNITY CARE HOURS


2,829
HERITAGE CONSERVATION HOURS

COMMUNITIES HELPED


2,324
EVENTS & EMERGENCIES ATTENDED


18,931
PATIENTS TREATED


533
COMMUNITY CARE CLIENTS


8,197
SCHOOL CHILDREN FIRST AID TRAINED

EDUCATION AND PRODUCTS


272,645
PUBLIC TRAINING HOURS


48,883
PUBLIC TRAINING CERTIFICATES ISSUED


\$2,231,057
FIRST AID KITS & EQUIPMENT IN SA HOMES, WORKPLACES & CARS

OUR PEOPLE

677
EVENT HEALTH SERVICES VOLUNTEERS

507
CADETS AND JUNIORS

462
COMMUNITY CARE VOLUNTEERS

112
STAFF
(71.6 FULL TIME EQUIVALENT)

30
HISTORICAL SOCIETY VOLUNTEERS



¹Hours based on internal reporting year 1 December 2016-30 November 2017.

² Calculations for 2017/18 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 2018 as per the ABS Time Series Workbook 6302.0 Average Weekly Earnings, Australia.

³Duty and training.

CHAIR'S REPORT

As Chair of the Board, I am excited to report the outstanding success of St John SA for the 2017/18 financial year. In the past twelve months our financial performance exceeded budgetary expectations and, most importantly, our services had a significant, positive impact on community health and wellbeing. Our strong performance enabled us to continue to strengthen our governance arrangements and to implement necessary changes to remain competitive in an ever-changing environment and maintain our position as a leader in the First Aid industry.

We also remain leaders in the charitable field: For the second year in a row, St John Ambulance was named second most trusted Charity in Australia, which is a testament to the tremendous work of our members across the country and something we can all be extremely proud of.

I would like to express my gratitude to Mal Hyde, who retired as Chairman of the Board of Directors at the end of 2017 after having served our organisation since 2001, contributing to the future of St John SA in many ways. In addition to his term as Chairman, Mal was the President of Operations, a member of State Council, and a Board Member for a significant period.

Having worked alongside Mal for four and a half years as Treasurer and more than a year as Deputy Chair, I am proud to be entrusted with the leadership of the Board, at a time where St John SA is well on the way towards stronger commercial performance and even more community impact. I would also like to thank Prof. Paul Arbon for taking on the role of Deputy Chair. A previous Chief Commissioner, Paul has been a member of the Board since 2016. He holds current leadership positions in the medical education sector and brings strong capabilities in the areas of disaster resilience, mass gathering management and health security.

The 2017/18 financial year was successful in many ways; it marked the start of the implementation of long-term strategies focused on building a strong volunteer community. Of particular note, we made significant progress in regards to implementing our strategic plan with the approval of our metropolitan property strategy, and a review of our Community Care program in response to Government funding changes so we can continue to focus on delivering our excellent services in this area. We also commissioned a review of our Cadet and Youth Development program, as well as substantial research into the issues affecting volunteer attraction and retention. The significant reviews reflect our understanding of the need to innovate and change in order to respond to the dynamic conditions of the volunteering sector.

In November 2017, Noel Hender retired from his role of Commissioner, but remains a committed member of St John SA and continues to support our organisation, particularly in Youth Development. Following a competitive selection process, Peter Jackson was appointed as Commissioner; he also chairs the Operations Leadership Group and brings more than 25 years of experience as a St John volunteer.

Our organisation's purpose is to benefit the community, and I am proud to report on just how many levels we have yet again contributed to building stronger South Australian communities through first aid. With 48,883 training certificates issued to members of the public, in addition to more than 8,000 school students being trained through our First Aid in Schools program, we are working towards our mission to make first aid part of everyone's life. Our Event Health Services teams kept communities safe at 2,324 events across the state, with 18,931 patrons directly benefitting from expert treatment, care and advice.

The fact that first aid can be the difference between a life saved and a life lost was proven multiple times, with some examples coming directly from within our organisation: At a Whyalla sports club, a patient was brought back to life after a sudden cardiac arrest by our first aid trainer Stuart and other members of the public with the help of an Automated External Defibrillator (AED). At a dawn service on ANZAC Day, one of our Port Adelaide response teams also performed a successful resuscitation and received commendations from other emergency services for their excellent work.



As part of a milestone project to build community resilience, St John SA launched the 'Every Heartbeat Matters' campaign, which strengthened our strategic partnership with the South Australian Hotels and Clubs Associations as well as OTR. This campaign contributes to community resilience through the rollout of lifesaving defibrillators across hundreds of regional locations.

Our community work spans across all ages, with 533 older people engaging in community activity and counteracting social isolation through our Community Care program, and 507 young people learning skills for life through our popular Cadet and Youth Development program. Significant value of these programs lies in empowerment, with an excellent example being when one of our cadets applied the skills learned through the program at school to assist a classmate having a seizure. She was able to reassure her friend and other students by responding effectively to the situation in a calm manner – skills she believes she would not have if it were not for her first aid training with St John SA.

All of St John SA's services were underpinned by a continued strong financial performance, yielding a net operating profit without any significant bequests, which is evidence of the substantial improvements made to the operations of the organisation. This positive outcome is testimony to the commitment, dedication and courage to innovate demonstrated by St John SA staff and members, who go above and beyond in their endeavours to benefit their community.

As members of the Board, we are committed to optimising the performance of St John SA to shape an organisation that is sustainable in the present and the

future. On behalf of the Board I would like to thank and acknowledge the contributions made by Noel Hender (retired Commissioner), Sam Hellams (retired Chair of Community Care), Kate Turpin, who filled a temporary vacancy from February to November 2017, and of course Mal Hyde (retired Chairman).

Most importantly, I would like to thank and acknowledge the invaluable contribution and commitment of our volunteers, staff and the wider St John community. Without you, the work of this organisation simply would not be possible. Thank you for choosing to dedicate your time to improving the health and wellbeing of your fellow South Australians. The success of St John SA in the last financial year can be attributed to your ongoing commitment to the mission and vision of our organisation.

Pro Fide, Pro Utilitate Hominum.

Karen Limb
Chair of the Board



CHIEF EXECUTIVE'S REPORT

It is rewarding to report that our collective efforts to advance our Strategic Plan are progressing well. We can look back on a successful 2017/18, a financial year that saw St John SA further secure its future as a resilient and sustainable organisation, continuing its long history of serving the community.

I am very pleased to report a second successive year of strong financial performance, driven by strategic growth initiatives and effective cost control measures.

Revenues from commercial activities have closed ahead of budget (+2.2%) and ahead of last year (+3.3%). This demonstrates that our commercial sales strategies are proving to be effective, ultimately contributing more funds to support our volunteer and charitable activities.

Expenditure control was effective with the business lowering its cost base by 3.2% on prior year. The end result was a net surplus of \$186,000, against a budgeted surplus of \$8,000. The combined net surplus across the last two years is now \$1.4m. This has delivered an increase in organisational net assets of 2.5%.

Non-government grant income grew by more than \$112,000 demonstrating the solid work that has been occurring with respect to securing targeted grant opportunities. Of particular note is the securing of three vehicles from grant applications: a Patient Transport vehicle, a Communications vehicle and a Community First Aid Training vehicle (the "CPR Lab"). The rejuvenation of fleet vehicles is one example of St John SA's shift from pursuing financial stability to a strategy of investment and innovation, focusing on projects that will have a positive impact on our volunteers, staff and services

to the community. These include improved properties, volunteer attraction and retention initiatives and information technology enhancements.

The year saw the installation of a tele-conferencing system in regional areas to reduce the need for travel to meetings and training for Operations volunteers. Our Event Health Services capability was improved by the investment in new equipment, including two new operations fleet vehicles, enhancing our operational command capability and the patient transport experience. Community education received a boost with the introduction of the state-of-the-art CPR Lab, which is equipped with Wi-Fi enabled mannequins to measure the effectiveness of cardiopulmonary resuscitation, leading to improved learning.

Our Education and Training team completed significant work on the training and induction of new members, including the introduction of the Certificate III in Basic Health Care. A further testament to our training capability is that we were asked to provide training in the United States for employees preparing to deploy to a major South Australian construction project. Additionally, we supported St John Ambulance Australia with training and development, and further strengthened our ties with interstate counterparts as we collaborated together providing Event Health Services. Examples include

the 2018 Special Olympics held in Adelaide and event management support to the Jodi Lee Foundation Trek in Victoria.

In addition to the many hundreds of SA's major and local community events attended, our emergency services support role under the State Emergency Management Plan remained important during the 2017/18 year. Our highly trained and equipped volunteers attended incidents from the Mid North to the South East of the state at request of the South Australian Ambulance Service during the fire danger season.

A landmark project commenced in December 2017 with the development of the 'Every Heartbeat Matters' campaign, which posed a significant logistical challenge that saw the first 104 of over 300 publically accessible Automated External Defibrillators (AEDs) deployed across regional South Australia by 30 June 2018. I was impressed with our team of dedicated volunteers and staff who delivered this project, strengthening our ties with local communities through our partnership with the hotel and sporting club sector. This major project, set to continue over the next two years, is aligned to our mission to build more resilient communities. It received significant media attention, raising St John SA's profile as industry experts and significantly contributing to public awareness around the importance of AEDs in our communities.



Furthermore, we have reinvested in our First Aid in Schools program and increased promotional activity in the second half of 2017/18, resulting in thousands of children booked well into the new financial year. Our annual Charity Golf Day in November raised funds to train more than 2,000 children in lifesaving skills, thanks to over 80 participants, various generous sponsors, and the support of our community partners and event sponsors Toyota and Bendigo Bank.

During 2017/18, St John SA completed a review of its highly regarded Community Care program to ensure we are prepared for future changes in funding arrangements. I thank our staff and volunteers for their outstanding service which directly contributes to the wellbeing of our Community Care clients across metropolitan Adelaide.

Central to the success of St John SA is the team of passionate and dedicated people, both paid and volunteer, who commit their time and efforts to building strong communities. We acknowledge that listening and responding to the needs of our volunteers and staff is imperative. To assist with this, we conducted staff and volunteer surveys which have been guiding us in the development of our practices and strategic projects. Thank you to all those who contributed. We also implemented approved recommendations from an independent review of the Operations Branch leadership structure (Sutton Report), and ran courses for both staff and volunteers in leadership development. Moreover, we commissioned an independent review of our child protection processes and standards. The protection of children and vulnerable persons remains a key aspect of St John SA's culture, and implementation of the

recommendations from this review over the coming year will ensure that we remain at the forefront in this area.

Looking back on a successful year, I wish to acknowledge the excellent teamwork of our volunteers and staff, and commend them for their outstanding achievements. I would also like to extend a special thank you to our donors, supporters and sponsors who help us continue our vital community work.

Lastly, I would like to thank incoming Chair Karen Limb and the volunteer Board of St John SA for their generous contribution of time and expertise. I would also like to acknowledge outgoing Chairman Mr Mal Hyde AO APM CStJ; his invaluable guidance and support was appreciated and I wish him well in his retirement (effective December 2017).

I am proud to be part of such a high-achieving team that makes a positive difference to the lives of so many South Australians. I look forward to another challenging year, with St John SA leading the way in first aid and community service.

Michael Cornish APM
Chief Executive Officer



2017/18 HIGHLIGHTS

July 2017



Clinical Skills Workshop

St John SA and SA Ambulance Service members joined forces for a joint Clinical Skills Workshop at the Adelaide Oval.

August



State Cadet Competitions

Juniors through to Cadet Leaders competed in challenging first aid scenarios with multiple patients, and Drill and Food Tray categories.

September



Royal Adelaide Show

486 event shifts resourced
474 clinical treatments
1,908 non-clinical presentations

October



Restart a Heart Day

On 16 October, St John supported SA Ambulance Service as part of an international awareness campaign for cardiopulmonary resuscitation and defibrillation.



Awards Day

75 members recognised for their service. Among those a Margaret Corkhill Encouragement Award and a Robert Britten-Jones Award for training excellence.

November



Schoolies

First aid and medical care provided for thousands of celebrating school leavers.
114 event shifts resourced
341 clinical treatments
454 non-clinical presentations



Charity Golf Day

Over 80 business leaders took to the fairway for an exclusive Golf Day event, raising funds for First Aid in Schools.

December



2017 Charity Reputation Index

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

January 2018



Australia Day honours

Mr Michael Scott ASM was awarded the Order of Australia Medal for service to the community of the Fleurieu Peninsula. Mr Stephen Tasker was awarded the Ambulance Service Medal. Mr Raj Pandey was awarded Unley Citizen of the Year. Dr Michael Weightman was awarded Unley Young Citizen of the Year. Ms Gemma Todd was awarded Whyalla Young Citizen of the Year. Mr Trevor Armstrong received the Whyalla Australia Day Community Service Award.



Tour Down Under

44 event shifts resourced
41 clinical treatments
397 non-clinical presentations



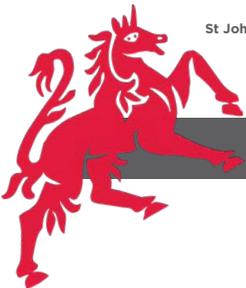
National Cadet Camp

Cadets from across Australia attended NatCamp 2018 in Mylor in the Adelaide Hills 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 at Noarlunga. The SA team won the national title in the Cadet Leader category (John), took 2nd place in the Individual category (Chloe) and 3rd place in the Team category (Ben, Sarah and Lily).



February



Enhancing community resilience through First Aid

St John SA donated 1,000 first aid kits to SA public schools and promoted the free First Aid in Schools program.

March



Adelaide 500

311 event shifts resourced
291 clinical treatments
4,850 non-clinical presentations



WOMAdelaide

48 event shifts resourced
335 clinical treatments
1,529 non-clinical presentations



Life saved

St John trainer Stuart from Whyalla attended to a cardiac arrest at a local sporting club and performed a successful resuscitation.

April



Special Olympics

139 event shifts resourced
85 clinical treatments
350 non-clinical presentations



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.



Life saved

St John volunteers attended to a cardiac arrest at an ANZAC Day service and performed a successful resuscitation.

May



#everyheartbeatmatters launch

St John SA in collaboration with the AHA|SA and Clubs SA launched the deployment of 300+ public access defibrillators across regional SA.



Social media milestone

8,000 Facebook likes reached on StJohnAmbulanceSA



National Volunteer Week

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

June



Investiture

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



St John Badge Day

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



Regional Cadet Competitions

Over 100 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.

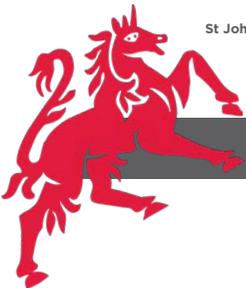
St John SA volunteers are trained and equipped to respond to medical emergencies, from minor sprains through to serious medical trauma. They participate in an ongoing skills competency program delivering the latest in healthcare techniques. Couple this with comprehensive kits and lifesaving equipment and they are ready to respond when needed.

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 Adelaide 500, as well as smaller events, reducing the impact of injury and hospital visits.



2,324
EVENTS ATTENDED



18,931
PATIENTS TREATED



79,859
DUTY HOURS¹

67,479
ADMIN/OTHER SUPPORT HOURS¹



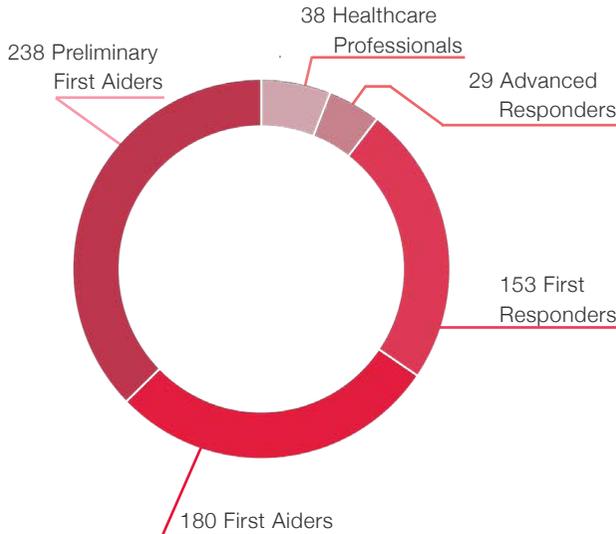
\$4,337,301
TOTAL VALUE OF VOLUNTEERING HOURS²
(DUTY AND TRAINING)

Qualifications and training

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



47,074
TRAINING HOURS¹



Volunteers

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



677
ADULTS

Bicycle Response Team (BRT)

BRT crews use bikes kitted out with medical equipment, navigating crowds for a rapid clinical response.



19
EVENTS COVERED



32 DIVISIONS

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

JOIN THE CAUSE



Volunteer:
www.stjohnsa.com.au/eventfirstaid
Donate:
www.stjohnsa.com.au/donate

¹ Based on internal reporting year 1 Dec 2016-30 Nov 2017.

² Calculations for 2017/18 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 2018 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 or lonely.

Through caring partnerships, volunteers provide help and companionship to enhance independence, self-esteem and confidence to live at home, and re-connect with community life.

Wellness and reablement are key objectives of the program.

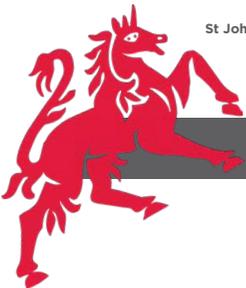
The Community Care program facilitates personalised connections, matching client and volunteer interests.

The Specialised Services program connects clients with activities or groups with similar interests, to develop a greater sense of meaning and enjoyment in life. This encompasses the Circle of Friends and Treasured Stories programs.

AIM

Improve the health, wellbeing and quality of life of older people and those living with a disability through 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.



533

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

138 Male (26%)
395 Female (74%)



462

COMMUNITY CARE VOLUNTEERS

129 Male (28%)
333 Female (72%)



7

COMMUNITY CARE SUPPORT TEAM

(Headcount, not Full Time Equivalent)

1 Male (14%)
6 Female (86%)

Volunteers

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



17,743

VOLUNTEER HOURS



\$606,278

**VALUE OF
VOLUNTEERING HOURS¹**



5 COMMUNITY CARE REGIONS IN METROPOLITAN ADELAIDE

- North
- East
- South
- South West
- West

SPECIALISED SERVICES PROGRAM (METRO-WIDE)

- Circle Of Friends
- Treasured Stories Program

JOIN THE CAUSE



Volunteer:
www.stjohnsa.com.au/communitycare
Donate:
www.stjohnsa.com.au/donate

¹ Calculations for 2017/18 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 2018 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 between the ages of 5 and 13 learn vital skills that could help them save a life.

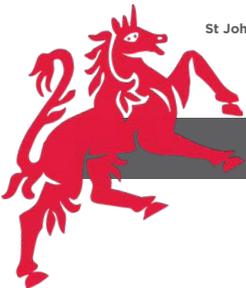
Children are taught to recognise an emergency, correctly dial Triple Zero (000) and provide the right information to operators. Older children (from 11-years old) also learn CPR.

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 AN 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.



45
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.



8,197
GRADUATES

Training hours



10,246
CLASSROOM EDUCATION HOURS

Volunteers

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



4
TRAINERS
1 Male
3 Female



1 (0.4 FULL TIME EQUIVALENT)
STAFF COORDINATOR

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 specific incidents common with children, 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.
- Available in public and private primary schools.



JOIN THE CAUSE



Register your school
Volunteer
Donate
Corporate sponsorship opportunity
www.firstaidinschools.org.au

YOUTH ENGAGEMENT

St John SA's Youth Development program equips everyday kids with skills for life. Whilst the emphasis is on first aid, participants also develop leadership and social skills through the engaging activities on offer.

Juniors (8-11) is all about having fun while developing skills through proficiency programs and becoming junior first aiders.

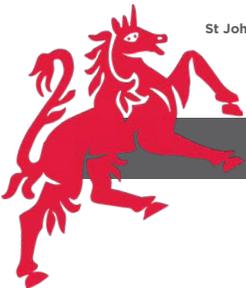
Cadets (12-17) work towards becoming preliminary First Aiders and First Responders, and then it's hands-on learning through proficiency badges, competitions and camps, and practising first aid skills as part of a supervised team at public events.

Youth members (18-25) are able to broaden skills and improve personal attributes, particularly in learning more advanced first aid skills. Moreover, 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 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 junior or cadet is about having fun!



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.



24 CADET DIVISIONS

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

JOIN THE CAUSE



Join Cadets:
www.stjohnsa.com.au/cadets

Become a leader:
www.stjohnsa.com.au/volunteer-now

Donate:
www.stjohnsa.com.au/donate

¹ Hours based on internal reporting year 1 December 2016 - 30 November 2017.

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.

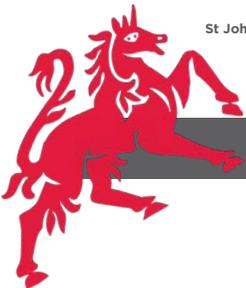
The St John SA difference

All proceeds from training income 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 are delivered at St John SA training centres across the state, and onsite at participant venues.



272,645
PUBLIC FIRST AID
TRAINING HOURS

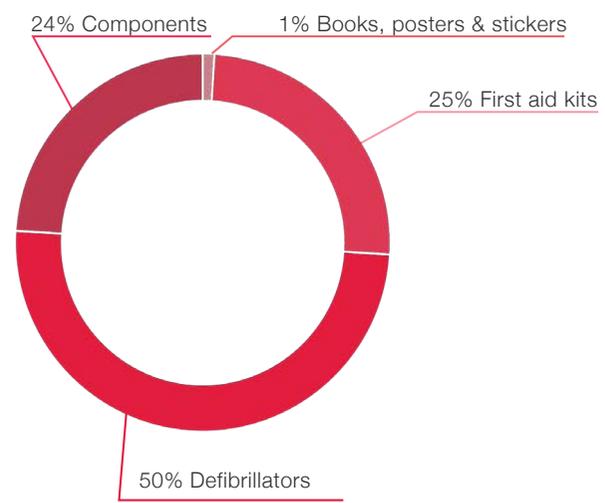


48,883
TRAINING CERTIFICATES

Kits and equipment

As part of our commitment to make first aid available to everyone, we offer a range of products and equipment. These include 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, SA Power Networks, SA Water and schools.



4,999
TAILORED COURSE
TRAINING CERTIFICATES

28 PUBLIC TRAINING VENUES



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

JOIN THE CAUSE



- Do a course:**
www.stjohnsa.com.au/training
- Buy a kit:**
www.stjohnsa.com.au/shop
- Donate:**
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 Ambulance and First Aid Functional Service, St John SA readily mobilises responders to work alongside emergency services during times of disaster such as bushfires, floods or extreme weather events.

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



STATE EMERGENCY MANAGEMENT ARRANGEMENTS

STATE GOVERNMENT AGENCIES

SA Health, Dept for Communities and Social Inclusion, Emergency Services

ST JOHN AMBULANCE AUSTRALIA

Interstate and International Development/Assistance

STATE EMERGENCY MANAGEMENT ARRANGEMENTS

Emergency/Disaster response

SA AMBULANCE SERVICE (SAAS)
Service agreement

ST JOHN AMBULANCE AUSTRALIA SA INC

Operations Branch
Full time staff
Statewide resources, vehicles and equipment*

SA AMBULANCE SERVICE (SAAS)
State Controller

SA COUNTRY FIRE SERVICE (SACFS)

AMBULANCE AND FIRST AID FUNCTIONAL SERVICES
First Aid Functional Group

*Including 24/7 State Duty Officer & Disaster Response Coordinator, Paggers & Government Radio Network

SURF LIFE SAVING SA INC

MOU to support St John SA



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

Responsibilities

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

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



2
PERIODS OF SUPPORT AT EMERGENCIES
(bushfires, extreme weather events)



2
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

State-wide resources/coordination



677
OPERATIONS ADULTS



38
HEALTHCARE PROFESSIONALS



24/7
STATE DUTY OFFICER & DISASTER RESPONSE COORDINATOR, PAGERS & GOVERNMENT RADIO NETWORK

JOIN THE CAUSE



Volunteer:
www.stjohnsa.com.au/emergencyresponse

Donate:
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 began teaching first aid to the public in England in 1877 and in South Australia in 1885. There is a vast history to the St John organisation both in length of time and in terms of geography, as St John is active in some 40 countries world-wide.

The Historical Society in SA began in 1988 and is part of a network of St John Historical Societies in Australia. They meet each year at a Historical Seminar and the papers are then published in a journal. The 2018 Journal, St John History, is the 18th in an unbroken series and includes research from South Australia on the lives of five pioneers in the field of resuscitation. Their work has saved untold numbers of lives!

Research is an integral part of the Historical Society in addition to the maintenance of a comprehensive museum of St John Ambulance memorabilia.

AIM

The St John Ambulance Historical Society of South Australia collects, manages, preserves and researches cultural material that reflects the history of the Order of St John and St John Ambulance. The Society interprets and, through our museum, presents aspects of our extraordinary organisation to the community.



1885

St John begins in South Australia teaching First Aid.

1888

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

1914

St John Ambulance Brigade formed providing first aiders at events.

1936

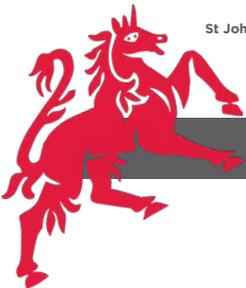
Cadets established in South Australia.

1941

St John Ambulance Australia granted status of Commandery.

1946

St John Ambulance Australia becomes a Priory.



DISCOVERING, SHARING AND 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



712
VISITORS



30
VOLUNTEER MEMBERS
19 male (63%)
11 female (37%)

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.



2,829
HOURS OF
VOLUNTEER TIME



\$96,667
VALUE OF
VOLUNTEER HOURS¹

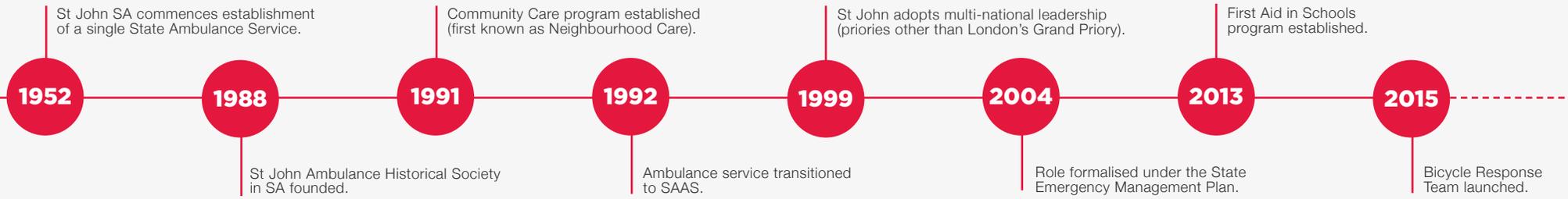
Visit the museum:

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

The Historical Society has much more information on their Facebook page: facebook.com/StJohnSAHistoricalSociety



¹ Calculations for 2017/18 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 2018 as per the ABS Time Series Workbook 6302.0 Average Weekly Earnings, Australia.

OPERATIONS COMMISSIONER'S REPORT

In November 2017, I was honoured to accept the role of Commissioner. I would like to extend my sincere thanks to the outgoing Commissioner, Mr Noel Hender as well as to Mrs Gloria Curtis who has, since November 2017, filled the role of Acting State Superintendent.

St John SA remains the leading provider of Event Health Services in the state, and we have again invested significantly in training and reaccreditation to ensure that our members are skilled, confident and ready to perform their duties.

Event Health and Medical Services

Over the 2017/18 financial year, our Operations members treated 18,931 patients at 2,324 events and spent 47,074 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, the Tour Down Under, WOMADelaide, the Adelaide 500 and Schoolies, with each requiring multiple members over several days. Also during peak event season, Mad March welcomed Ed Sheeran to the Adelaide Oval, with 105 clinical and 66 non-clinical presentations in just one evening. The Special Olympics posed a particular logistical challenge, held at venues across Adelaide during April 2018, and saw us working with St John members from interstate.

Towards the end of the financial year, St John SA commenced a review of the adult recruitment and retention strategy, looking at increasing adult member numbers, with a particular focus on regional areas of the state. Programs will be developed in 2018/19 in line with that review.

Supporting SA Ambulance Service (SAAS)

On a number of occasions, including during the peak flu season, St John Ambulance supported SA Ambulance Service with surge capacity, providing non-emergency patient transport and mobile treatment centres in the Adelaide CBD.

Member Engagement in St John SA Strategy

Early in the financial year, Operations implemented Area Managers positions, providing a key link between divisions and State Office.

In January and February 2018, we held a number of St John SA strategy information sessions, visiting divisions across metropolitan Adelaide and regional SA to discuss our Metropolitan Property Strategy, an update on accreditation and reaccreditation for 2018, options for the State Superintendent role, and the review of our Cadet and Youth Development program.

Emergency Preparedness

Many of our Operations members were again actively contributing to fulfilling St John SA's obligations under the State Emergency Management Plan by responding to call-outs this financial year. Fortunately, there were only two State Emergencies that required our response, and a further two periods on standby.

Additionally, significant attention was given to our preparedness for major mass casualty incidents by participating and training with SA Ambulance Service in a joint mass casualty exercise and workshops at the Adelaide Oval. Moreover, various local divisions performed joint team exercises with other emergency services, including Whyalla and Noarlunga.

Cadets and Youth Development

With 507 cadets and juniors and many dedicated adult volunteer leaders involved, our Cadet and Youth Development program remains a priority under our 'Towards 2020 Vision' Strategic Plan.

In June, St John SA commenced a review of the Cadet and Youth Development program, looking at increasing youth retention, building future resilience and capability, improving opportunities and skills, optimising transition for cadets into adult divisions, as well as recognition as a leader in child protection and safety.

The National Cadet Competitions and National Cadet Camp were held in Noarlunga and Mylor in the Adelaide Hills in January 2018, and not only the SA team, but all young participants did us proud by demonstrating excellent skills.

Moreover, two young members were recognised with external awards in 2018: Jayda Addleton received the Gold Duke of Edinburgh's International Award and Alecia Sheedy received the Norma Bell National Youth Leader Award.

Additional highlights from the reporting period include:

- The statewide rollout of the new green service operational uniform
- The implementation of the Certificate III in Basic Health Care for First Responders
- Progress of the vehicle replacement strategy with two new vehicles added to the Operations fleet
- The review of the annual clinical reaccreditation process, moving towards a continuous professional development model



- Changes to the Recruit Induction Training program
- Whyalla and Noarlunga Divisions celebrated their 50th anniversaries in November and December 2017, respectively

I would like to extend my sincere thanks to all volunteers, as well as the hard-working senior management team and salaried staff, supported and guided by the dedicated Board, for giving their time and expertise so generously to deliver this outstanding service to the South Australian community.

Peter Jackson OStJ
Commissioner



COMMUNITY CARE CHAIR'S REPORT

Throughout the last financial year, the Community Care program continued to evolve, and I would like to express my gratitude to outgoing Chair Samantha Hellams for her significant contributions to the program over the last year, which saw our organisation overcome an array of challenges posed by the transitional legislative environment in the aged and disability sectors.

Looking back on a dynamic year, and having taken on the position of Chair of Community Care in November 2017, I find it rewarding to see just how much of a difference our volunteers make to our clients' lives. Using a person-centred and strength-based approach, they provided 17,743 hours of social support, enabling older people and those living with a disability to participate in activities that promote health and wellbeing, helping them overcome issues such as social exclusion, disengagement or loneliness.

This financial year, again, saw many changes, both within the Community Care space of St John SA and external to the organisation. The staff team underwent a restructure to better align and position the organisation with the proposed changes to the aged care sector ahead.

In March, Fee for Services was reviewed. In order to ensure compliance with all obligations under the Commonwealth Home Support Program (CHSP) Manual and CHSP Client Framework, it was decided to charge new clients entering the program from April 2018 a contribution for all service types. The CHSP stipulates that, if eligible for services, clients are expected to contribute to the cost of care, if they can afford to do so.

In April, the Department of Health granted an extension of the CHSP funding agreement until June 2020; this provides certainty to the sector and paves the way for further Home Care reform. For St John SA, this meant further opportunities to review the current service offerings to ensure they meet our community's needs, contribute to our organisation's strategic goals, and remain viable into the future.

In addition to the CHSP funding extension, SA Government Home and Community Care (HACC) funding, originally due to cease on 30 June 2018, was also extended for a further 12-month period by the SA Department of Human Services. 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 as they become available in their local area.

In June, the Board approved the Community Care Business Case that assessed the viability of continuing the Community Care program beyond July 2020. As part of that process it was approved that Management continue to prepare for the proposed transition from CHSP to a Consumer Directed Care Model from July 2020 in light of the aged care and disability reform.

The true value of our Community Care program goes far beyond the \$606,278 value in volunteering hours, delivered by our 462 volunteers over the last financial year. To name but one example of the many ways in which our volunteers make a real difference: Enabling a client who is recovering from injury or illness to return to their regular activities, restoring their independence, is priceless. A recent positive client outcome of such 'reablement' was that of a 98-year-old client with vision impairment who was referred to St John SA Community Care for social support. After a recent hospitalisation, she

was unable to independently attend her routine community activities. With assistance of a St John volunteer and within a three-month period, the client gradually gained the strength and confidence to return to her routine of catching the bus to attend her activities without needing the assistance of a volunteer.

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 effects not only on the clients themselves but also their families and community. The success of the program can be attributed to the dedication and commitment of our volunteers and staff, and I would like to sincerely thank you and congratulate you on the outstanding job you all did in 2017/18, as we continued to navigate the transitioning aged care and disability sectors.

It fills me with great satisfaction to see that St John SA Community Care is well-positioned to continue to provide optimal quality care to our clients well into the future.



Maggie Dowling
Chair of Community Care



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 in an emergency 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 is widely recognised for its expertise in the development and delivery of first aid training. In the past year, examples of this recognition include providing training support to our counterpart in the Northern Territory and the successful completion, with zero non-compliances, of the 2017 Registered Training Organisation compliance audit conducted by the national office of St John.

Commercial training

In other commercial training news, St John has seen significant growth in Mental Health First Aid courses, due to increased public awareness and interest, and tripled the number of course bookings in Provide an Emergency First Aid Response in an Education and Care Setting, in part as a result of improved marketing of this training opportunity. There has also been encouraging growth in the uptake of Caring for Kids courses. Each of these successes contributes to the impact St John is having on the community and it is especially encouraging to see this growth occurring in the mental health and child safety fields. St John continues to face competition in the commercial first aid market and we are working hard to balance the premium costs of our courses with the quality of training that we expect to deliver.

An example of the efforts to maintain our leadership in quality first aid training has been the introduction of QCPR (Quality CPR) mannequins. These mannequins provide live feedback to participants on CPR performance, making the learning more

interactive. This contemporary technology raises the bar and enhances the professional image of St John SA.

Operations training

St John has been aware of the need for more innovative approaches to providing training to our volunteers. The goal is to provide some training, where appropriate, online and to improve access to the training that underpins the work of our operational volunteers.

Implementation of the Certificate III in Basic Health Care has reactivated First Responder accreditation and the introduction of evening, weekend and intensive programs has provided flexible learning options to volunteers in metropolitan and regional centres. The course has included online learning modules in order to reduce face-to-face classroom time and reduce the need to travel.

Leadership courses (Certificate IV in Leadership and Management) for staff and volunteers have continued with two courses run in the year. St John SA has also engaged an external facilitator to give leadership course participants a broad, general understanding of the material beyond our organisation, and to assist students in applying this knowledge to their work with St John SA.

Community services

First Aid in Schools continues to be an important element in our strategy to increase the number of Australians with first aid knowledge; however, fewer children have been trained than in the previous year. Following promotion of the course to Department of Education schools in the second half of the year there has been a surge in bookings. In the second half of the year work commenced to improve the website, booking process and fundraising opportunities.

In May 2018, St John SA launched the CPR Lab, a community first aid training vehicle designed to facilitate the education of more South Australians in lifesaving CPR and the use of AEDs. The vehicle has been used at commercial events, such as expos, and during the rollout of the first 104 of 312 public access defibrillators in regional SA. St John SA held a number of public relations activation events when installing defibrillators supported by the Australian Hotels Association (SA) and OTR. At the launch of the CPR Lab on 8 May in Aldgate participants of a CPR challenge included SAAS CEO Jason Killens, Heart Foundation CEO Imelda Lynch, and St John SA CEO Michael Cornish. At the first activation with OTR, employees of OTR Nuriootpa participated in the CPR challenge.

In conclusion, I would like to thank the volunteers and staff who contribute to the success of St John SA and ensure its impact within South Australian communities. The successes, innovations and new developments that we continue to see within our organisation are the result of the contributions of many committed members of the St John family.



Professor Paul Arbon AM KStJ
Chair of Training



Instagram

stjohnambulance_sa
St John Ambulance, South Australia >



1883 likes

Learn to save a life with St John SA!
[#everyheartbeatmatters](#) [#StJohnSA](#) [#firstaidforeveryone](#)



of



Every Heartbeat Matters



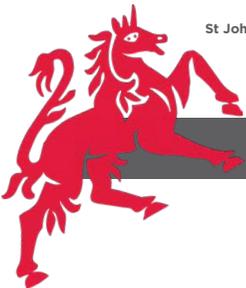
Every Heartbeat Matters

THANK YOU...

to our amazing volunteers for supporting our community by giving compassion and care, expertise and knowledge, and most importantly: your precious time.

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

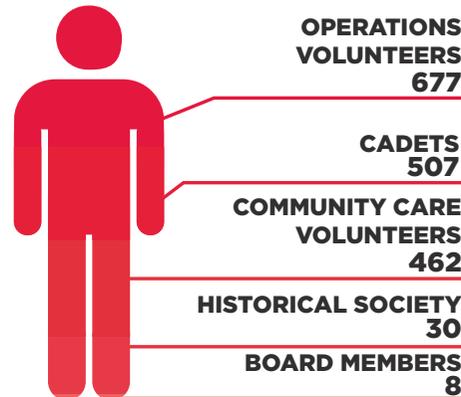
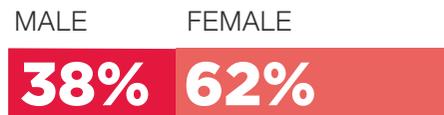
We invest in our people through ongoing training and resources, best practice governance and stringent safety standards, in line with legislation and mandatory requirements.

Volunteers and staff receive a thorough induction, screening and role specific training upon joining, continuing throughout their career. This includes Workplace Health and Safety, Bullying and Harassment awareness and Child and Vulnerable Persons protection training, but also access to a Continuous Development Program, which entails disciplines such as leadership or training and assessment.

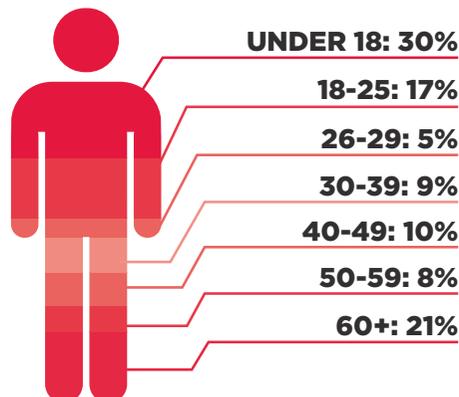
VOLUNTEERS

1,684 in total

Gender



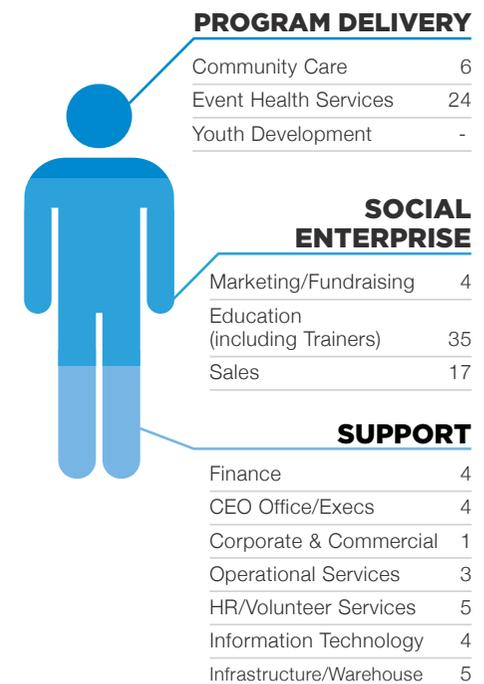
Volunteer age range



STAFF

112 in total (71.6 full time equivalent)

Gender



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

9 Year Service Award

Emma Chin
Kevin Clark
Geoffrey Degenhardt
Jason Degenhardt
Imogen Lee
Peter McCallum
Grace Madigan
Stacey Oberti
Danika Pederzoli
David Richards
Carina St Clair
Anne Taylor
Karen Tiller
Andrew Victory
David Walker
Shonna Williams
Bradley Wohlers

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

Domenico Barone
Melissa Bridgman
Natasha Cook
Maureen Dubois
James Hunt
Ross Hunter
Michael Koch
Alex McCallum

1st Bar – 17 years of service

Amanda Jackson
Melissa Oudshoorn
George Papadopoulos
Cliff Pinkard
Cathrine Porter
Kerri Rae
Emma Wohlers

2nd Bar – 22 years of service

Sue Stotter

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

Brenda Chatfield
Colin Ireland
Vilos Pavlik

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

Vilos Pavlik

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

Allen Burns
Alan Edge
Lorna Hawke
Bob Menadue
Ross Parkinson
Ian Walsh

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

Robert Dale

Margaret Corkhill Encouragement Award

Betty Debono

Bronze Commendation

Cathy Fletcher

Cadets

Junior of the Year

Olivia Brownlow-Loechel

Cadet of the Year

Tristan Tomlins

Cadet NCO of the Year

Bailey Kuijpers

Youth Leader of the Year

Alecia Sheedy

Community Care

9 Year Service Award

Bronwyn Pederson
Pamela Wheaton

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

Marion Lowdon

1st Bar – 17 years of service

Susan Haywood
Frank Davison Award
Helen Digby

Staff Awards

5 Year Service

Steve Joyce
Ted Lim
Paola Mavrogiannis
Jenny Moun

10 Year Service

Nicole Ramos
Christine Whales

Employee Commendation

Sarah Beattie
Wendy Kirk
Andrew Scherer



Training

Robert Britten-Jones Award

Baz Elliott

Training Commendations

Kerryn Amos

Alan Edge

Stuart Green

Tom Janowicz

Tara Ryan

Travis Sugden

Shauna Tumbers

Barry Wright

Community Awards

Bendigo Bank SAYC Youth Leadership Awards

Alecia Sheedy (winner)

Ben Plane (finalist)

Taylor Bayly (finalist)

Recognition Awards

State Vote of Thanks

Sharon Tuffnell

Noel Hender

Priority Vote of Thanks

SAAS Retired Officers Association



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

Knight

Dr B E Ancell AM
Prof P A Arbon AM
Mr B J Bartlett PSM
Mr G B Brewer
Dr F H Bridgewater OAM
Mr G L Coombes AM
Prof J L Crompton RFD
Mr K W Dansie
Dr G A Davies AM RFD
ED JP
Dr R M Edwards OAM
Dr B J Fotheringham AM
Mr R J Greig OAM
Mr D C Heard
His Excellency H Le AO
Sir E Neal AC, CVO
The Hon K Scarce AC
CSC RANR
Mr A J Watt LVO QPM

Dame

Mrs L A Dansie AM
Mrs R Denham OAM
Mrs M Jackson-Nelson
AC CVO MBE
Lady Neal AM
Mrs M A Nunn
Mrs E Scarce

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 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
Mrs C Gerner
Mr P R Gill
Mrs S R Hall
Mr P R Hawkins
Mr N R Hender OAM
BEM
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
Mrs L 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
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 P Carden
Mr I Coburn
Mrs P Cohen
Mr K L Cunningham
OAM
Mrs L M Danzo
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 Mac Krell
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
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

Mr I Walsh
Mr S J Walter
Mr A C Warren
Mrs F E Watt
Mrs B A Weeks
Mrs S M White
Miss J Whitehorn
Ms M K Wicks
Dr J A Williamson
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 AM RFD
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
Mrs R Catford
Miss B A Chatfield
Mr G H Chibnall
Mr M N Christie
Mr L S Cibich MSTJ
Mrs B L Clements
Mrs L R Clyde
Mrs I T Collier
Mr K A Collins
Mr R 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 I G Cox ASM
Mr P L Crompton
Mr D L Daff
Mr R J Dale
Mr P L Daniell
Mr G C Davey
Mr B C Davey
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
Ms S A Dippy
Mr J Ditcham
Mr G B Docherty
Mrs K M Doult Kathy
Mrs S E Downey
Mr M R Doyle
Mr J L Dyett
Mr G G Edmonds
Mr J A Eglinton
Mrs H K Elix
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 C I Forsyth
Mr W M Foster
Mr P J Foster
Mr L B Francis ASM
Mr R L Francis
Mr P F Franklin
Mr M Gates



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

SPONSORS AND SUPPORTERS

So much of the work we do is made possible by public support and donations.

Thank you to the generous community of individuals, supporters and sponsors across South Australia who assist our work with financial and in-kind contributions. 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.

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 Vera Anna Louise Addenbrooke

Estate of Ian Cates

Estate of Isabel Frances Drummond

Estate of Mildred Tanner

Estate of W L Tiedeman

The Oliver & Stella Raymond Trust

Companies, organisations and individuals

We extend our thanks to the many companies, organisations and individuals that have provided assistance and sponsorship so that we may help others. Significant contributions were received from the following:

Australian Executive Trustees

Di Murrie

Fay Fuller Foundation

Lilian Salupalu

Lions Club of Gawler Inc

Marika Tiggemann

Mark Leschke

P.C. Infrastructure

Peregrine Corporation

Robert Hudson

Robert Brown

Robert Kenrick

100% of donations go towards supporting St John SA's volunteers and charitable activities.

Thank you for supporting our volunteers!

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



Grants/Funding

Aged Care Service Improvement Healthy Ageing Grant (ACSIHAG) funded by the Australian Government Department of Health

City of Unley - Upgrade of St John Unley Division and event equipment

Commonwealth Bank - First Aid in Schools "Disadvantaged Schools Program"

Commonwealth Home Support Program (CHSP) funded by the Australian Government Department of Health

Department for Correctional Services (DCS) - First aid courses for pre-release prisoners

Department for Planning, Transport and Infrastructure in conjunction with the Motor Accident Commission - Tele-conferencing system project, "Looking ahead for safer, greener meetings"

Independent Gaming Corporation - funding public access defibrillators for regional South Australian pubs and clubs

National Library Australia - new displays for the St John Museum at Unley (Historical Society)

Perpetual's 2017 IMPACT Philanthropy Grant - Mobile first aid vehicles

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

Every Heartbeat Matters sponsors

AHA|SA (Australian Hotels Association SA)
Clubs SA (SA Licensed Club Industry)
Toyota
Bendigo Bank
OTR

Volunteer sponsors

Emergency Services Health

First Aid in Schools sponsors & supporters

2 Excel
Government of South Australia
- Department for Education and Child Development (DECD)
Medic Alert
Toyota

Media partners

Channel 7
News Corp

2017 St John SA Golf Day

Adelaide Oval

Bendigo Bank

Beresford

Channel 7

Data Mobility Voice

Fabal Wines

Fox Creek Wines

NewsCorp Australia

Openbook Howden

PwC

Ray White

Stryker

Telstra

Toyota

Vili's

West End

Auction Donations

Adelaide Oval | Adelaide Zoo | Beerenberg | Beresford | Data Mobility Voice | Fox Creek Wines | Grange Golf Club | Hahndorf Resort | Holiday Inn Express Adelaide City Centre | K1 by Geoff Hardy | Lagrou Partners | NewsCorp Australia | Pertaringa | Seppeltsfield | Stamford Grand | Stryker | Telstra | The Good Guys | Toyota

Lunch Sponsor: Data Mobility Voice

In-kind Sponsors:

Accolade Wines | Amadio | Barbeques Galore Mile End | Fabal Wines | Fox Creek Wines | Kellermeister | Shaw + Smith | Stratco | The Other Wine Co | Vinpac

EVERY HEARTBEAT MATTERS

St John SA will install over 300 public access defibrillators at hotels and sporting clubs in regional areas of South Australia, thanks to a generous grant from the South Australian Hotels Industry (AHA|SA) and the SA Licensed Clubs Industry (Clubs SA).

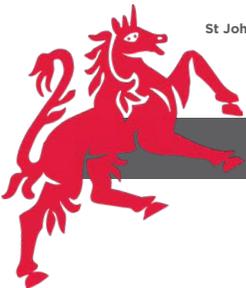
The 'Every Heartbeat Matters' campaign was successfully launched at Aldgate in the Adelaide Hills on 8 May 2018, and gained significant public interest and media coverage across television, print and radio. Three major TV stations attended the launch event and local media outlets reported throughout the campaign, contributing to raising awareness of the importance of CPR and defibrillation.

Our brand new Community First Aid Training vehicle, the CPR Lab, featured at numerous defibrillator installs, with venue staff and members of the public able to engage in free CPR sessions and AED demonstrations.

The first 104 defibrillators have now been rolled out across the Adelaide Hills, the Barossa, the South East and South Coast, Kangaroo Island, and the Yorke Peninsula, with the remaining units to be deployed over the next two financial years.

Currently only 1 in 10 survives a sudden cardiac arrest outside of hospital. Every Heartbeat Matters aims to markedly improve outcomes of cardiac arrest in regional areas where access to emergency medical attention can be limited.





POSITIVE STAKEHOLDER ENGAGEMENT

We want every South Australian to be skilled in first aid, have the confidence to act when faced with an emergency 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 also regularly provides representatives to deliver comment and advice on health related issues across media channels.

This financial year, our Education Team participated in a number of initiatives around CPR and the use of defibrillators, such as interviews with ABC Radio, both regional and in Adelaide, that included hands-on CPR practice for the presenter/reporter and were livestreamed on social media.

Making first aid part of everyone's life is our mission. First aid workshops delivered at expos received tremendous participation, hence contributing to increasing public engagement with the first aid topic. St John SA also contributed editorial content to the Independent Living Magazine, distributed via the Sunday Mail and reaching 1.6 million South Australians with tips on how to stay safe during summer.

Volunteer recruitment saw a number of initiatives throughout the financial year, including a radio interview, regional and state-wide print advertisements, as well as recruitment driven by divisions through attending local events, visiting schools or community groups. Moreover, the Every Heartbeat Matters campaign doubled as a recruitment drive across regional SA.

Social Media platforms

	<p>LinkedIn followers St John Ambulance Australia (SA) Inc 689 linkedin.com/company/st-john-ambulance-australia-sa-inc</p>
	<p>Facebook followers St John Ambulance SA 8,380 facebook.com/stjohnambulancesa</p>
	<p>Twitter followers St John Ambulance SA 3,444 twitter.com/stjohn_sa</p>
	<p>Instagram followers St John Ambulance SA 101 instagram.com/stjohnambulance_sa</p>
	<p>YouTube Subscribers St John Ambulance SA 87 youtube.com/user/StJohnAmbulanceSA</p>

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 Chair is accountable for standards.



St John Ambulance Australia South Australia Inc
Rules of the Association Revised 2011

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

Therapeutic Goods Administration (TGA) approved

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 CCP2451.

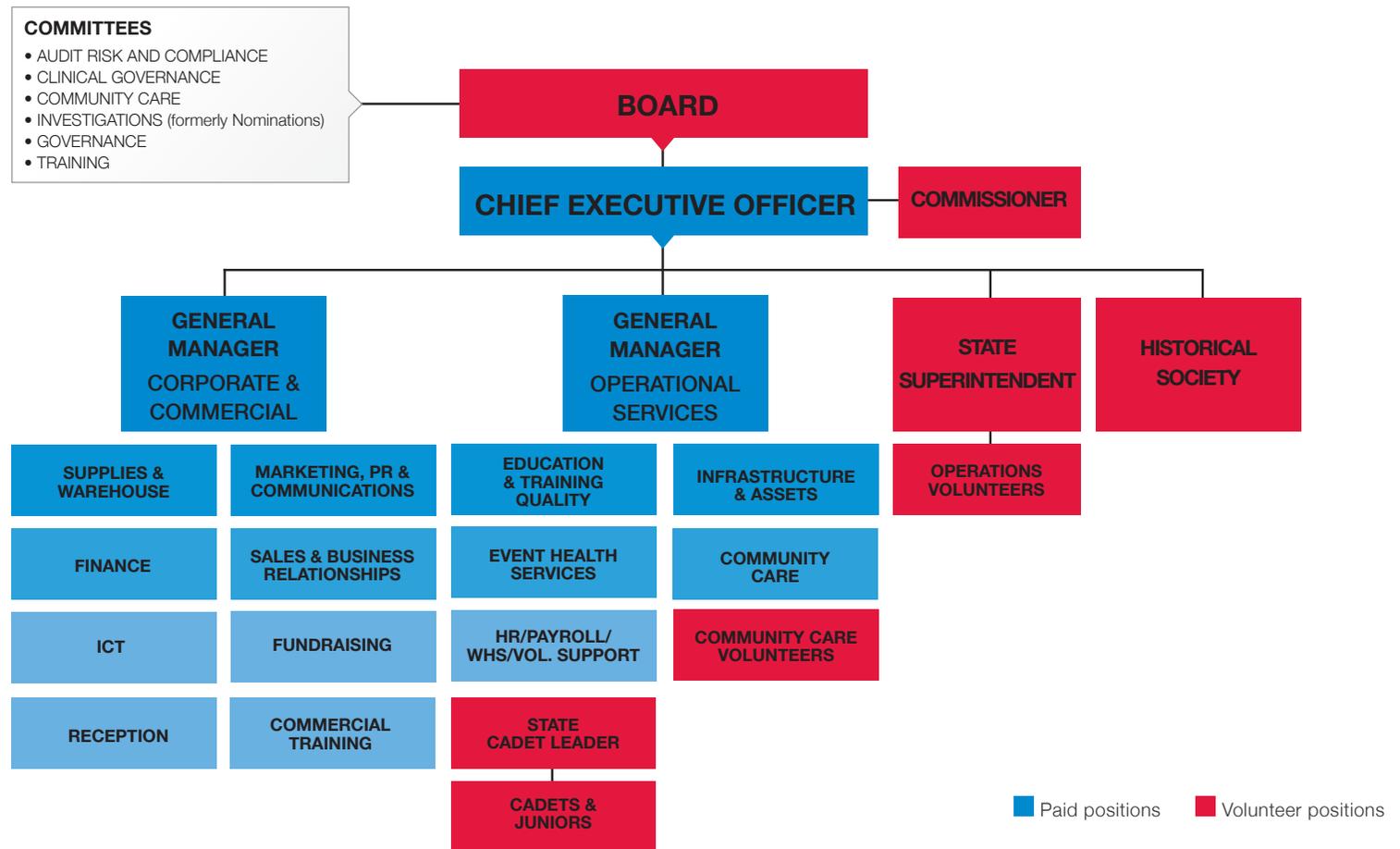
OUR STRUCTURE

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 the Adelaide 500, Entertainment Centre or Adelaide Showground, 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 two lost worktime and three WorkCover claims.

Enhancing wellbeing

Staff are encouraged to access a free and confidential support service to help tackle day-to-day pressures. The program is developed through beyondblue and includes up to 6 free sessions with a specially trained and experienced 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.

Participation in a two-day Mental Health First Aid training course, which teaches strategies to identify mental health issues and provide initial support, is also available to our Operations members.

A safe environment

The protection of children and vulnerable persons is one of the most important aspects of our 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, and all members dealing with the young and the vulnerable, as well as members of the management team, are 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 for 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: Chair of Training, Chair of Community Care, Chair of Operations.

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

MAL HYDE AO APM CStJ

Former Chairman

Appointed

Dec 2014

Retired

Dec 2017

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.

KAREN LIMB

Chair

Appointed

Mar 2018

Former Deputy Chair

Appointed

Dec 2016

Treasurer

Appointed

Nov 2013

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

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

A member of CPA Australia (Fellow) and the Australian Institute of Company Directors, Karen is also a board member of the Adelaide Symphony Orchestra (ASO) and past board member of Young Adelaide Voices. She holds a Bachelor of Business and a Masters of Business Administration (MBA).



PROFESSOR PAUL ARBON AM KStJ

Chair of Training

Appointed Feb 2016

Deputy Chair

Appointed Mar 2018

Professor Arbon is a Matthew Flinders Distinguished Professor and Director of the Torrens Resilience Institute.

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 Global Health Security, past President of the World Association for Disaster and Emergency Medicine and Member of the United Nations' International Health Regulations Roster of Experts. He is a Fellow of the Australian College of Nursing and the American Academy of Nursing.

NOEL HENDER OAM CStJ BEM

Former Commissioner

Appointed Jun 2014

Retired

Nov 2017

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

PETER JACKSON OStJ

Commissioner

Appointed

Nov 2017

Peter is the Managing Solicitor of Nick Xenophon & Co Lawyers, a position he has held for the last decade, practising predominantly in civil litigation and specialising in personal injury and commercial litigation. He was admitted as a barrister and solicitor of both the Supreme Court of South Australia and the High Court of Australia in 2001.

Peter joined the Law Society of South Australia in 1999, served as a Panel Member of the Litigation Assistance Fund since 2006, a Board Member and Panel Chair since 2015 and Deputy Chair of the Board and Panel Chair since 2017. He has also been an active member of the Ethics and Practice Committee since 2011.

Peter has volunteered for St John Ambulance for over 25 years and has held a range of senior management positions over the last 15 years, culminating in his appointment as Commissioner of St John, for a three year term, in November 2017.

Peter holds a Bachelor of Arts degree, a Bachelor of Laws with Honours, a Graduate Diploma in Legal Practice, a Diploma of Business (Frontline Management), a Diploma of Management and an Advanced Diploma of Public Safety (Emergency Management).

In 2008, Peter was admitted as a Member of the International Order of St John and was promoted in that Order in 2013 to Officer.

SAMANTHA HELLAMS

Former Chair of Community Care

Appointed

Nov 2013

Resigned

Nov 2017

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.

MAGGIE DOWLING

Chair Community Care

Appointed

Nov 2017

Maggie is an experienced professional and currently CEO for Bedford Phoenix Inc. She has held numerous directorships in the NFP and private sectors and held positions on State and Commonwealth Government Committees. She is currently a Board member of St John Ambulance SA and past directorships include the Australian Centre for Plant Functional Genomics and The Women's Housing Association.

Maggie holds an MBA from the University of Adelaide and is a Graduate of the Australian Institute of Company Directors.

Her extensive Board, Committee and executive management experience in the public and private sectors, including being an executive with a top 500 ASX listed company, provides her with a strong practical understanding of the vast range of governance, operational, financial, and human resource issues that face organisations today.



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 Manager of Intergovernmental Relations (NDIS Reform) in the Department of Human Services. Lachlan was previously the Principal Advisor to the Deputy Chief Executive of the Department of Human Services and has 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 since 2001, with a particular focus as 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 people with disabilities.

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 a non-operational member, is the Acting State Superintendent while the review of this position is occurring and additionally volunteers with the St John SA Community Care program, providing individualised social support.

PEOPLE THE BOARD CONTINUED

KATE TURPIN

Elected Member

Appointed

Feb 2017

Vacated

Nov 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.

RAY GREIG OAM KStJ JP

Elected Member

Appointed

Nov 2017

Ray is a dedicated volunteer with 48 years of St John service, having fulfilled many senior roles and in particular that of State Superintendent, Commissioner and past Board Director. He has represented St John on a number of State Government disaster preparedness committees including the State Response, Mitigation and Recovery Committees and Joint Emergency Services, Major Event Coordination Committee.

Ray has been awarded an Order of Australia Medal, National Medal (Emergency Services), Centenary of Australia Medal and is a Knight of the Order of St John Ambulance Australia.

Ray is a former career public servant with substantial experience in emergency management and business continuity planning. He holds a Postgraduate Certificate in Business, a Diploma in Mechanical Engineering and is a Graduate of 'The-Not-For-Profit Board – Australian Institute of Company Directors, Governance in the Not-for-Profit Sector, and Financial Performance for Not-for-Profits' Courses.

His current professional memberships include: Member, Australian Institute of Company Directors (AICD), Associate Fellow, Institution of Engineers Australia (AFIEAust), Member, Australian Institute of Emergency Services (MAIES) and Member, Royal Association of Justices of SA Inc. (JP)

Ray also volunteers as a Special Justice of the Peace (SJP) presiding in the Magistrates Court jurisdiction.

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.



BOARD MEETING ATTENDANCE

Board Member	2017						2018			
	JUL	AUG	SEPT	OCT	NOV	DEC	FEB	MAR	MAY	JUN
Mal Hyde	✓	✓	✓		✓	✓				
Karen Limb	✓	✓	✓			✓	✓	✓	✓	✓
Prof. Paul Arbon		✓	✓		✓	✓	✓		✓	
Noel Hender	✓	✓	✓	✓	✓					
Peter Jackson						✓	✓	✓	✓	✓
Lachlan Cibich	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Darren Chandler	✓	✓			✓		✓	✓	✓	✓
Samantha Hellams	✓	✓	✓	✓	✓					
Maggie Dowling						✓	✓			✓
Gloria Curtis	✓	✓		✓	✓	✓	✓	✓	✓	
Kate Turpin	✓			✓	✓					
Ray Greig						✓	✓		✓	✓

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.

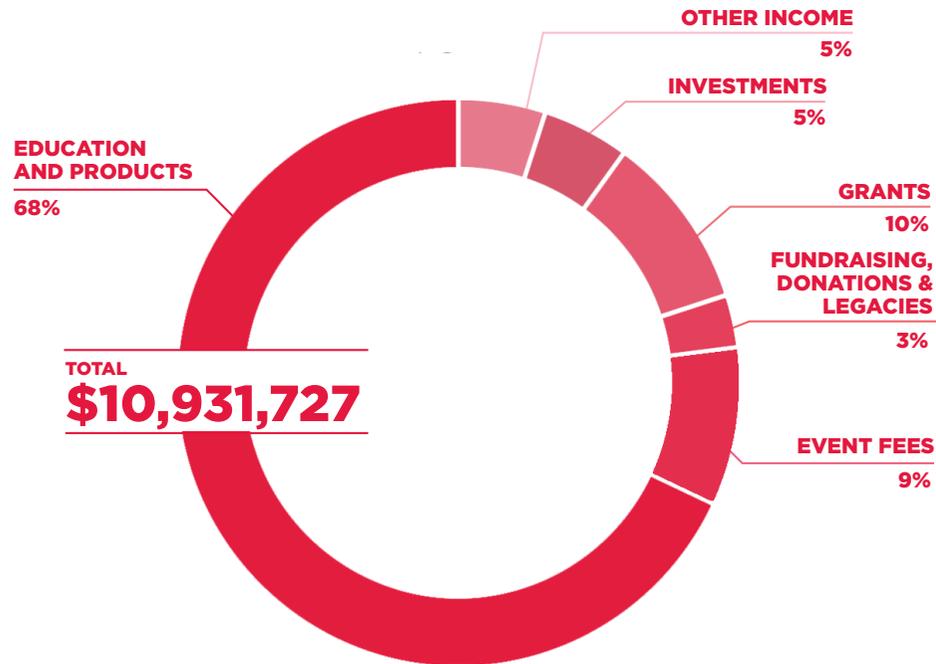
Developing skilled volunteers

- 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.

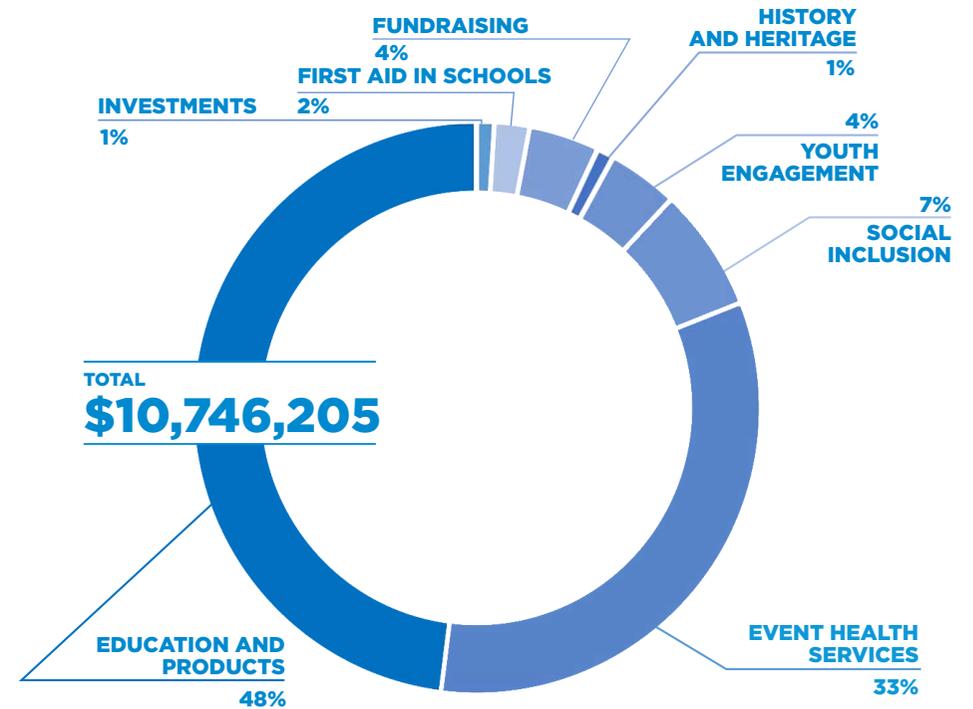
FUNDING

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

FUNDS GENERATED:



FUNDS SPENT:





FINANCIALS - TREASURER'S REPORT

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 a Registered Training Organisation (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	2017/18 (\$'000)	2016/17 (\$'000)	2015/16 (\$'000)	2014/15 (\$'000)	2013/14 (\$'000)
Revenue	10,953	11,975	10,165	9,779	10,027
Expenses	10,333	10,516	10,396	10,321	10,680
Net operating surplus/(deficit) before depreciation & disposals	620	1,459	(231)	(542)	(653)
Depreciation	413	590	600	608	661
Net gain/(loss) on disposal of property, plant and equipment	(21)	354	140	(8)	256
Net surplus/(deficit) for the year	186	1,223	(691)	(1,158)	(1,058)
Other comprehensive income	261	506	(87)	318	687
Total comprehensive income/(loss) for the year	447	1,729	(778)	(840)	(371)

The net operating surplus before depreciation and disposals was \$620k compared to a surplus of \$1,459k in 2016/17. This decrease was driven by a variety of factors that have resulted in lower income partially offset by lower expenses during 2017/18 (refer following page). During 2018/19, management is focusing on growing revenue by implementing a range of initiatives in training, product sales, fundraising, events and grants. Total comprehensive income for 2017/18 was \$447k compared to \$1,729k in 2016/17.

FINANCIALS CONTINUED

WHERE OUR MONEY COMES FROM – REVENUE

Including the loss on disposal of property, plant and equipment, we generated operating revenue of \$10,932k during 2017/18, \$1,397k or 11% lower than in the previous year due to lower bequests and other income partially offset by increased product sales relating to defibrillators.

Revenue by category	2017/18	Percentage	2016/17	2015/16	2014/15	2013/14
Training fees	5,182	47%	5,270	5,335	5,365	5,516
Merchandising	2,231	20%	1,918	1,604	1,465	1,697
Grants	1,146	10%	1,266	1,231	1,059	898
Event fees	944	9%	924	841	793	626
Investments	525	5%	440	433	501	539
Other ⁽¹⁾	560	5%	873	685	443	793
Fundraising & donations	239	2%	284	141	101	155
Bequests	106	1%	1,354	35	43	60
Total	10,932	100%	12,329	10,305	9,771	10,283

(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 68% of all revenue received. Of the other revenue sources, grants accounted for 10%, event fees 9% and investment income 5%.

Training fees for 2017/18 decreased by 2% from last year due to fewer attendees at public courses partially offset by the impact of higher on-site course numbers. The fees we received from public courses decreased by 17% from last year, with these courses now accounting for 53% of our total training fees, down from 64% for 2016/17. In contrast, fees from on-site courses increased by 26%. The overall 2% decrease in training fees was driven by the ongoing impact of increasing competition and in general, maintaining our 2016/17 course prices.

Merchandising income for 2017/18 increased by 16% from 2016/17. This increase was driven by higher defibrillator sales volumes primarily resulting from marketing awareness programs.

Grant income for 2017/18 decreased by 10% from 2016/17 mainly due to the closure of the grant funded Flourishing Life Program from July 2017.

Event fees increased from 2016/17 by 2%, with an increase in fees from community events being partially offset by a decrease in fees from commercial events due to the ongoing difficulty in resourcing these events. Event contributions over 2017/18 averaged \$11.82 per hour for the hours provided by volunteers at all events. In comparison, average event contributions over 2016/17 were \$12.44 per hour.

Investment income increased by 19% from 2016/17 due mainly to an increase in managed investment fund distributions.

Income from bequests decreased by \$1,248k from 2016/17. During 2016/17, significant bequests were received from the Irene Baxter, Joan Ley Allingame, Pamela Theodora Berndt and Isabel Frances Drummond estates.



WHERE OUR MONEY GOES – EXPENSES

Total expenses including depreciation were \$10,746k during 2017/18, \$360k or 3% lower than 2016/17 due to net lower spend across all expenditure categories partially offset by higher merchandising related costs.

Expenses by category	2017/18	Percentage	2016/17	2015/16	2014/15	2013/14
Salaries & on-costs ⁽¹⁾	5,566	52%	5,682	5,427	5,142	5,339
Administration ⁽¹⁾	1,467	14%	1,552	1,768	1,895	2,140
Operational ⁽¹⁾	1,120	10%	1,192	1,278	1,361	1,310
Merchandising	1,091	10%	856	657	602	686
Depreciation	413	4%	590	600	608	661
Property ⁽¹⁾	606	6%	709	700	715	713
Marketing	412	3%	382	384	399	287
Finance	72	1%	142	181	207	204
Total	10,746	100%	11,106	10,996	10,930	11,341

(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 52% of our total expenses of which:

- 42% relates to social enterprise activities,
- 18% relates to program delivery activities and
- 40% relates to support staff activities.

Merchandising, operational and administration based expenses are our other main expense categories, collectively comprising a further 34% of all expenses.

Salaries and on-costs for 2017/18 decreased by 2% on 2016/17 primarily due to the impact of lower average full-time equivalent (FTE) employee numbers over the 2017/18 financial year together with an increase in wages capitalised associated with the IT Systems Replacement Project.

Operational expenses include costs associated with training courses and vehicle, asset and event management, and these expenses collectively decreased by 6% from 2016/17 primarily due to lower spend on uniforms.

Merchandising costs increased by 27% from 2016/17 in line with the increase in merchandise sales volumes. Profit margins on componentry and defibrillator sales decreased by 4% and 3% respectively from 2016/17, and the profit margin on kit sales remained consistent. The gross margin generated by merchandising was \$1,140k, 7% higher than 2016/17.

Administration related expenses decreased by 5% from last year, mainly due to lower professional fees and costs associated with telecommunications, postage and travel incurred, partially offset by costs incurred on the National Cadet Camp during 2017/18.

The remaining 14% 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 18% from 2016/17.

DISPOSAL OF PROPERTY

The loss of \$21k for 2017/18 was mainly due to the Mt Gambier and Modbury sites being vacated and the subsequent write-off of the building assets on the leased land.

FINANCIALS CONTINUED

SUMMARY OF FINANCIAL POSITION

Description	2017/18 (\$'000)	2016/17 (\$'000)	2015/16 (\$'000)	2014/15 (\$'000)	2013/14 (\$'000)
Assets	21,033	20,354	18,180	18,805	19,570
Liabilities	2,666	2,434	1,989	2,021	1,946
Equity	18,367	17,920	16,191	16,784	17,624

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 \$21,033k at 30 June 2018. This represents an increase of \$679k or 3% as from last year. Non-current assets comprised 62% of this total.

Asset values increased within receivables mainly due to increased debt from training fees and merchandising sales. There was also a net increase in cash, term deposits and long term investments reflecting the reinvestment of term deposit interest and the capital and income growth in our Managed Investment Fund.

As at 30 June 2018, the market value of our investment portfolios excluding cash and term deposits greater than 90 days was \$8,971k, which included a net increase in the capital valuation of these portfolios from 30 June 2017 of \$261k. This capital value portion of the increase is reported as an increase in the asset revaluation reserve of St John SA. The total combined return after fees over the prior 12 month period for both the short and long term portfolios was a pleasing 6.1%.

St John SA manages a portfolio consisting of 22 properties, which is fewer than last year as we have vacated the Mt Gambier site. 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 \$2,666k as at 30 June 2018, which is an increase of \$232k compared to 2016/17. Of this, current

liabilities comprise 91%.

The increase in liabilities is primarily due to increases in payables partially offset by the repayment of lease liabilities associated with vehicle replacements during 2017/18.

WHAT WE ARE WORTH - EQUITY

Equity reflects our net assets. The balance of equity as at 30 June 2018 was \$18,367k, an increase of \$447k from 2016/17. This increase was due to the operating surplus for the year of \$186k and an increase in the fair investment value reserve of \$261k.

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	2017/18 (\$'000)	2016/17 (\$'000)	2015/16 (\$'000)	2014/15 (\$'000)	2013/14 (\$'000)
Cash flows from operating activities	257	949	(390)	(881)	(1,665)
Cash flows from investing activities	1,878	(3,779)	1,536	(349)	359
Cash flows from financing activities	0	0	0	0	0
Net increase/(decrease) in cash held	2,135	(2,830)	1,146	(1,230)	(1,306)
Cash at beginning of financial year	2,471	5301	4,155	5,385	6,691
Cash at end of financial year	4,606	2,471	5,301	4,155	5,385

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 2017/18 was \$257k whilst the cash inflow from investing activities during the same period was \$1,878k, of which \$2,059k was reclassified from term deposits to cash and cash equivalents. As at 30 June 2018, our cash balances were \$4,606k.

FINANCIALS OVERVIEW

St John SA has a strong net asset position and the two years of positive results further strengthen the organisation's financial position and provide an excellent platform for the continued investment in our core business.

Karen Limb
Treasurer

St John Ambulance Australia SA Inc
Directors' declaration
30 June 2018

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 2018 and the state of affairs of St John, at 30 June 2018; and
- (b) there are reasonable grounds to believe that St John will be able to pay its debts as and when they become due and payable.

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

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

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



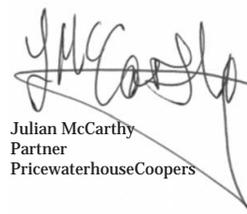
Ms Karen Limb
Chairman

Adelaide
27.9. 2018



Auditor's Independence Declaration

As lead auditor for the audit of St John Ambulance Australia SA Inc for the year ended 30 June 2018, I declare that to the best of my knowledge and belief, there have been no contraventions of any applicable code of professional conduct in relation to the audit.



Julian McCarthy
Partner
PricewaterhouseCoopers

Adelaide
27 September 2018

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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 2018 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 2018
- 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 use

We draw attention to Note 1 in 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 a result, the financial report may not be suitable for another purpose. Our report is intended solely for St John Ambulance Australia SA Inc and its members and should not be used by parties other than St John Ambulance Australia SA Inc and its members. Our opinion is not modified in respect of this matter.

PricewaterhouseCoopers, ABN 52 780 433 757

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

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.

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.aasb.gov.au/auditors_responsibilities/ar4.pdf. This description forms part of our auditor's report.

PRICEWATERHOUSE COOPERS
PricewaterhouseCoopers


Julian McCarthy
Partner

Adelaide
27 September 2018

FINANCIALS CONTINUED

ST JOHN AMBULANCE AUSTRALIA SA INC

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2018

	30 June 2018 \$	30 June 2017 \$
Income	9,846,983	11,016,314
Other income	1,106,117	958,812
Cost of sales	(1,090,955)	(856,131)
Employee expenses	(5,565,593)	(5,682,140)
Depreciation and amortisation expense	(412,835)	(589,567)
Administrative expenses	(3,676,818)	(3,977,235)
Net gain/(loss) on disposal of property, plant and equipment	(21,375)	353,665
Surplus/(deficit) for the year	185,524	1,223,218
Other comprehensive income/(loss) <i>Item that may be reclassified to profit or loss</i>		
Changes in the fair value of available-for-sale financial assets	261,490	505,922
Total comprehensive income/(loss) for the year	447,014	1,729,140

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 2018

	30 June 2018 \$	30 June 2017 \$
ASSETS		
Current assets		
Cash and cash equivalents	4,606,439	2,471,103
Term deposits (greater than 90 days)	2,301,075	4,360,139
Trade and other receivables	931,007	844,923
Inventories	171,378	136,936
Total current assets	8,009,899	7,813,101
Non current assets		
Available-for-sale financial assets	8,970,696	8,441,358
Property, plant and equipment	3,799,355	3,990,576
Intangible assets	253,397	109,272
Total non current assets	13,023,448	12,541,206
Total assets	21,033,347	20,354,307

	30 June 2018 \$	30 June 2017 \$
LIABILITIES		
Current liabilities		
Trade and other payables	1,824,093	1,533,722
Lease liabilities	53,260	51,129
Provision for employee entitlements	548,578	552,147
Total current liabilities	2,425,931	2,136,998
Non current liabilities		
Lease liabilities	150,096	203,356
Provision for employee entitlements	90,252	93,899
Total non current liabilities	240,348	297,255
Total liabilities	2,666,279	2,434,253
Net assets	18,367,068	17,920,054
FUNDS		
Reserves	8,998,653	8,566,905
Accumulated surplus	9,368,415	9,353,149
Total funds	18,367,068	17,920,054

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 2018

	30 June 2018 \$	30 June 2017 \$
Cash flows from operating activities		
Receipts in course of operations (inclusive of GST)	9,090,391	8,788,944
Payments in course of operations (inclusive of GST)	(10,336,485)	(10,743,582)
Proceeds from grants	1,146,141	1,266,478
Proceeds from donors, bequests and fundraising	357,225	1,637,453
Net cash inflow (outflow) from operating activities	257,272	949,293
Cash flows from investing activities		
Payments for property, plant and equipment	(338,015)	(490,602)
Payments for intangibles	(115,804)	(79,343)
Transfer (to)/from term deposits	2,059,064	(4,210,139)
Transfer from cash in managed investment fund	(272,571)	120,937
Proceeds from disposal of property, plant and equipment	20,300	440,151
Dividends and other distributions	407,658	329,963
Interest received	117,432	109,692
Net cash inflow (outflow) from investing activities	1,878,064	(3,779,341)
Net cash inflow (outflow) from financing activities	-	-
Net increase (decrease) in cash and cash equivalents	2,135,336	(2,830,048)
Cash and cash equivalents at the beginning of the financial year	2,471,103	5,301,151
Cash and cash equivalents at the end of the financial year	4,606,439	2,471,103

Cash held in term deposits (greater than 90 days) at period end were \$2,301,075 (2016: \$4,360,139). 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

A&FAFS	Ambulance & First Aid Functional Service
ABN	Australian Business Number
ACNC	Australian Charities and Not-for-profits Commission
ACSIHAG	Aged Care Services Improvement and Healthy Ageing Grants
AED	Automated External Defibrillator
ASQA	Australian Skills Quality Authority
ATO	Australian Taxation Office
BRT	Bicycle Response Team
CHSP	Commonwealth Home Support Program
CFS	Country Fire Service
CPR	Cardiopulmonary Resuscitation
DCS	Department for Correctional Services
DCSI	Department for Social Inclusion
DECD	Department for Education and Child Development
DGR	Deductible Gift Recipient
FTE	Full Time Equivalent
HACC	Home and Community Care

ITEC	Income Tax Exempt Charity
MFS	Metropolitan Fire Service
MOU	Memorandum of Understanding
NDIS	National Disability Insurance Scheme
NFP	Not For Profit
PBI	Public Benevolent Institution
RTO	Registered Training Organisation
SA	South Australia
SAAS	SA Ambulance Service
SACE	South Australian Certificate of Education
SACFS	SA Country Fire Service
SACSA	South Australian Curriculum Standards and Accountability
SAPOL	SA Police
SES	State Emergency Service
TGA	Therapeutic Goods Administration
VET	Vocational Education and Training
WHS	Work Health Safety

COURSES REFERENCED

BSB42015 Certificate IV in Leadership and Management

HLTAID004 Provide an emergency first aid response in an education and care setting

HLT31215 Certificate III in Basic Health Care

PUBLICATIONS REFERENCED

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

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

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



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Incorporated under the Associations
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