

# ST JOHN AMBULANCE AUSTRALIA SA INC



**ANNUAL  
REPORT  
2014/15**



# MISSION, VISION, VALUES

St John is a self-funded not-for-profit charity supporting the health and wellbeing of South Australians.

## MISSION

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

## VISION

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

## VALUES

Our people are:

- Skilled
- Resilient
- Dynamic
- Respectful
- Courageous

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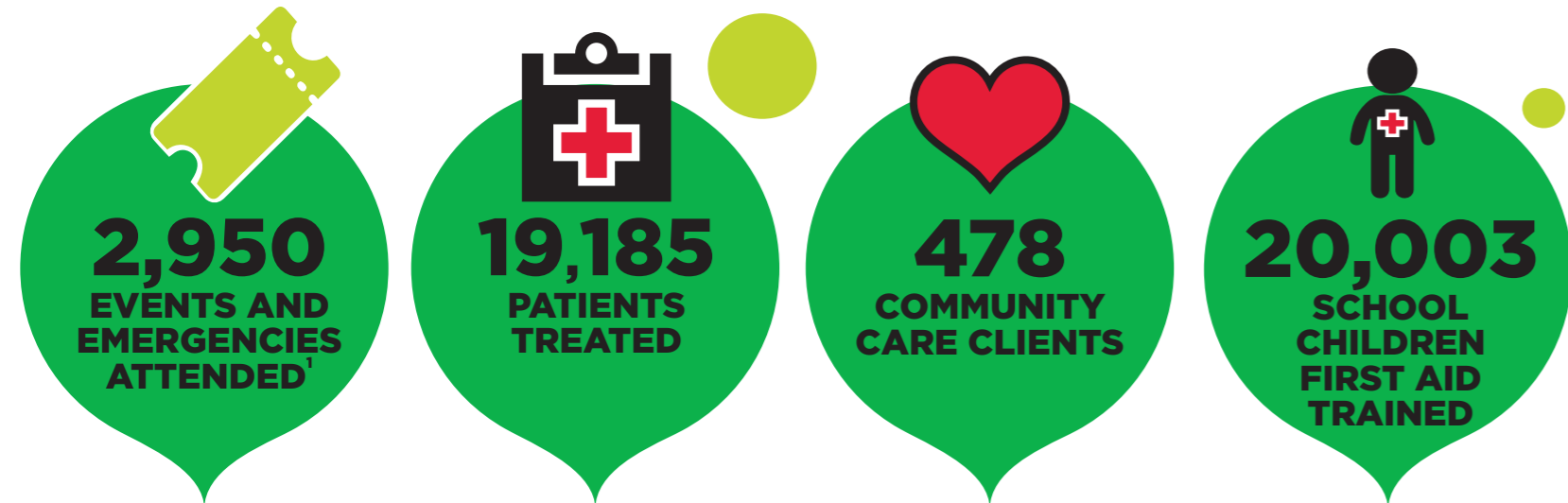
'St John' refers to St John Ambulance Australia SA Inc

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

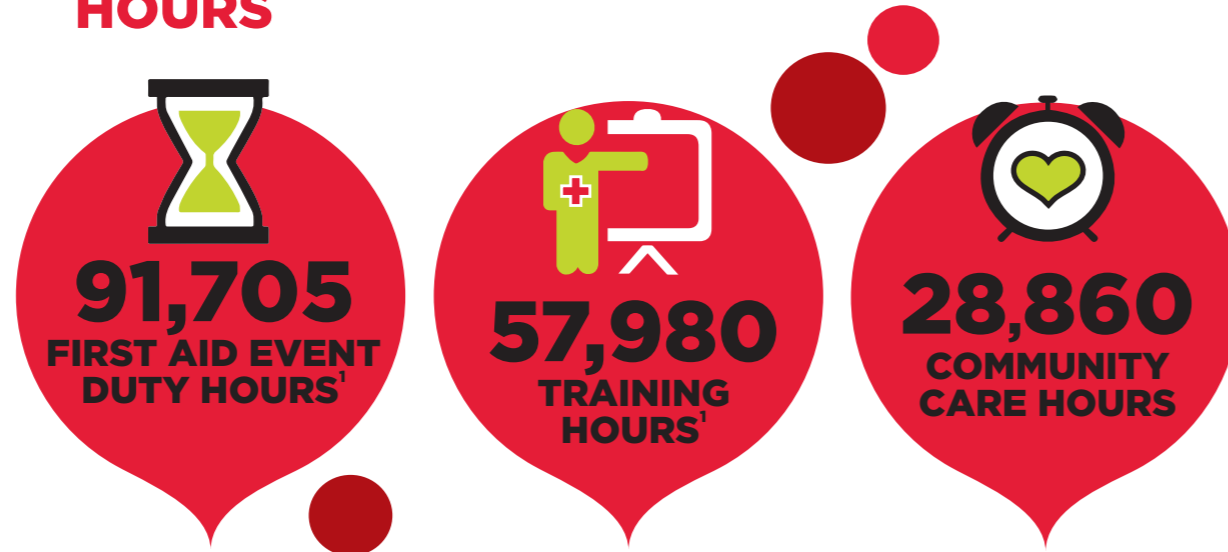
## HOW WE HELPED

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

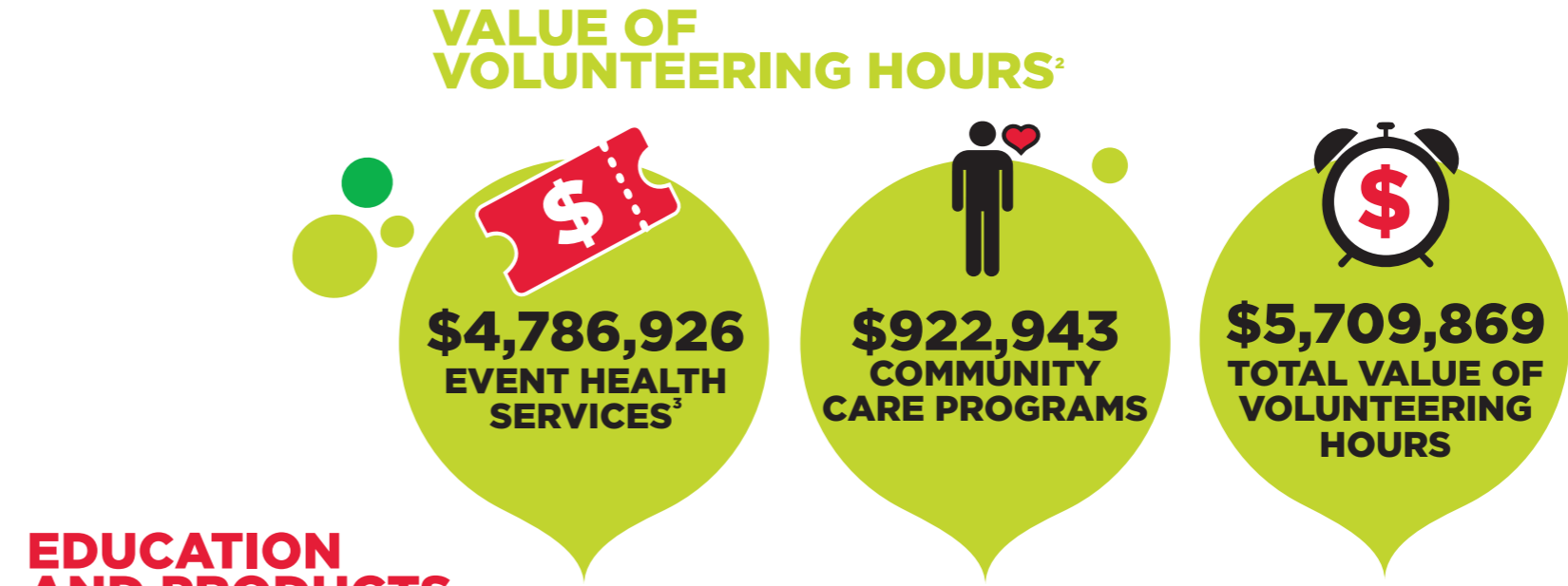
### COMMUNITIES HELPED



### VOLUNTEER HOURS



### OUR PEOPLE



### EDUCATION AND PRODUCTS



<sup>1</sup> Based on 2014 calendar year.

<sup>2</sup> Calculations for 2014/15 based on 2010 average wage rate by hour of \$27.45 as published in 'Economic Value of Volunteering in South Australia', a report by Duncan Ironmonger from the Households Research Unit, Department of Economics, escalated by the % increase in average weekly earnings from Nov 2010-May 2015 as per the ABS Time Series Workbook 6302.0 Average Weekly Earnings, Australia.

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

# MESSAGE FROM THE GOVERNOR OF SOUTH AUSTRALIA



As Deputy Prior of St John Ambulance in South Australia I could not be more delighted to lend my support to the vital contribution made by St John to our thriving community.

An iconic charitable organisation, St John delivers an impressive range of humanitarian services towards the health and wellbeing of South Australians. St John is the trusted healthcare presence at our State's many events, and possibly lesser known but equally important, provides companionship and support to our older generations seeking a way to engage positively in community life.

Much more than this, I am inspired by the development of excellence and leadership among youth members and by those working hard to instill first aid confidence and competence, growing resilience in others.

I applaud also those who without hesitation put up their hands to respond alongside other emergency services, through St John, to the devastating bushfires that swept through Sampson Flat and surrounding areas.

On behalf of the tens of thousands of South Australians helped every year I congratulate St John on the services, education initiatives and development opportunities you offer. You contribute to an increasingly safe, healthy and resilient South Australia and ensure we can each enjoy and be a part of a vibrant and connected community.

## His Excellency the Honourable Hieu Van Le AO

Governor of South Australia  
St John Deputy Prior

# 2014/15 HIGHLIGHTS



## 18 JUL 2014 COMMUNITY DEFIBRILLATOR

Bendigo Bank present defibrillator to Kingswood Sports and Social Club "The Jets" as part of our partnership to provide defibrillators to community groups that may not have the funds to purchase a unit outright.



## 31 AUG 2014 CADET FIRST AID STATE CHAMPIONSHIPS

115 Cadets & Juniors tested important skills such as resilience, teamwork, problem solving and leadership, whilst having fun!



## 5-15 SEP 2014 ROYAL ADELAIDE SHOW EVENT

168 volunteers on duty  
4,278 hours  
880 clinical treatments  
2,096 non-clinical presentations



## 4 OCT 2014 LIFE SAVED

St John volunteers save a life at AsiaFest, successfully treating a victim of cardiac arrest.



## 1 NOV 2014 AWARDS DAY

53 awards recognising service and commitment by members through St John, including the inaugural Frank Davison Award recognising the outstanding contribution of a Community Care volunteer.



## 15 NOV 2014 WHYALLA DIVISION 75 YEARS OF SERVICE

Volunteers celebrated the Whyalla Division's 75th anniversary, with the presentation of 75 year Jubilee Service Certificate by the State Superintendent.



## 21-23 NOV 2014 SCHOOLIES EVENT

St John volunteers provided first aid and medical care for the thousands of school leavers celebrating the end of the school year at Victor Harbor.  
72 volunteers on duty  
600 hours  
344 clinical treatments  
107 non-clinical presentations



## 15 DEC 2014 FACEBOOK

5,000 likes reached.



## 17 DEC 2014 COMMUNITY DEFIBRILLATOR

Bendigo Bank present defibrillator to Adelaide Sailing Club at West Beach as part of our partnership to provide defibrillators to community groups.



## JAN 2015 BUSHFIRE RESPONSE

Extreme weather and blistering temperatures saw volunteers respond to the Sampson Flat bushfires alongside other emergency services, in a coordinated and integrated response.

## HIGHLIGHTS CONTINUED



### 8-15 JAN 2015 NATIONAL CADET COMPETITION, DARWIN

Challenging events to test first aid skills, high level problem solving, critical thinking, clinical judgement and communication skills.



### 12 JAN 2015 BUSHFIRE APPEAL TO HELP REBUILD COMMUNITIES

Bendigo and Adelaide Bank and St John launch an appeal to help communities recovering from the January 2015 bushfires.



### 18 FEB 2015 'WORST AID TO FIRST AID' AWARENESS LAUNCH

Highlighting the importance of reducing injuries and saving lives in SA workplaces.



### 27 FEB-1 MAR 2015 CLIPSAL 500 EVENT

275 volunteers on duty  
5,000 hours  
363 clinical treatments  
6,742 non-clinical presentations



### 2 MAR 2015 AGED CARE SERVICE IMPROVEMENT AND HEALTHY AGEING GRANT

Successful application to Department of Social Services Aged Care Service Improvement and Healthy Ageing Grants to establish the Community Care Flourishing Life Project from 2 March 2015-30 June 2017.



### 6-9 MAR 2015 WOMADELAIDE EVENT

61 volunteers on duty  
1,008 hours  
196 clinical treatments  
1,443 non-clinical presentations



### 24 MAR 2015 TREASURED STORIES

Working with Chinese Welfare Services, Community Care developed and presented the first multi-lingual Treasured Story.



### APR 2015 NEW BICYCLE RESPONSE TEAM (BRT)

Grant secured from SAFECOM to establish new Event Health Services mobile response team.



### 8 APR 2015 COMMUNITY DEFIBRILLATOR

Bendigo Bank present defibrillator to Mitcham Hawks Football Club as part of our partnership to provide defibrillators to community groups.



### 15 APR 2015 RECLASSIFICATION OF COMMUNITY CARE FUNDING

Community Care successfully apply to have Service Group 2 funds reclassified, ensuring continued funding beyond 30 June 2015.



### 19 APR 2015 LIFE SAVED

St John Event Health Services volunteers save the life of a cyclist left fighting for his life after collapsing on his bike from cardiac arrest near the Bay-City Fun Run.



### 25 APR 2015 ANZAC DAY

St John members "held the ground" until handing over for ANZAC Day dawn services to mark the 100th anniversary of the Gallipoli landing.

Around 80 St John Cadets also participated in ANZAC Eve Youth Vigils and the ANZAC Centenary March as part of the Voluntary Aid Detachment, supported by St John Band members.



### 12-18 MAY 2015 NATIONAL VOLUNTEER WEEK

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



### 18 MAY 2015 FLOURISHING LIFE

Establishment of project team to further explore creative ways to support older people.



### 20 MAY 2015 30,000th PRIMARY SCHOOL CHILD FIRST AID TRAINED

More than 30,000 South Australian school children are now equipped with vital first aid skills that could help them save a life, thanks to the First Aid in Schools program launched in June 2013.



### 29 MAY 2015 EMERGENCY WHERE IS IT?

Grant received from SGIC to fund community education program relating to severe weather events.



### 1 JUN 2015 MEMBERS PORTAL, VOLUNTEERS' EMAIL & DIVISION EVENT MANAGEMENT SYSTEMS

Three new developments to improve communication, information sharing and event management across the organisation.



### 5 JUN 2015 INVESTITURE CEREMONY

Prestigious annual ceremony for admittance or promotion within the Order of St John, recognising 13 individual's exceptional service to the organisation.



### 24 JUN 2015 COMMUNITY DEFIBRILLATOR

Bendigo Bank present defibrillator to Penola township as part of our partnership to provide defibrillators to community groups.



### JUN 2015 BENDIGO BANK PARTNERSHIP

Bendigo Bank formalise a commitment to St John as Corporate Partner, and support for the Volunteer for a Volunteer campaign commencing in 2016.

## FROM THE CHAIRMAN



Having become Chairman following the 2014 Annual General Meeting, I am pleased to present the Annual Report for St John Ambulance for 2014/15.

It has been a challenging year with some organisational disruption and financial loss but, nonetheless, there have been some very positive outcomes in our service to the community.

St John continued to be the leading provider of Event Health Services, attending most major events and many smaller community events across the state. 19,185 patients were assisted, an increase on 2013/14 of 59%. This increase was partly due to the inclusion of on-scene St John Health Care Professionals in our services, who were able to administer advanced medical treatment to patients, obviating the need to transfer patients to state healthcare facilities.

Although there was an 8% decrease in events attended (2,950 in 2014/15), duty hours increased by 2.6% to 91,705, and shows a continued high demand for the Event Health Services of St John and its people.

In early 2015 St John responded as a key partner in the State Emergency Management Plan to the serious Sampson Flat bushfires, ensuring people fighting the fires, protecting life and property or were displaced to Evacuation Centres, had access to medical aid.

Within hours of the Declaration of a State of Emergency, St John mobilised teams of healthcare volunteers (including doctors, nurses and paramedics), first aid vehicles, equipment and communications to key sites within bushfire affected areas. In all, St John volunteers provided 3,000 hours of round-the-clock medical assistance.

A further highlight of the year was the First Aid in Primary Schools program, which shows continued strong demand. A total of 20,003 children were trained free of charge, but demand currently exceeds the available resources. St John's Junior and Cadet program is also an important way of developing first aid and life-saving skills in young people.

St John continued to be a major supplier of first aid equipment and the leading provider of first aid training in South Australia. 57,663 people were trained during the year, an increase of 3.65% on the previous year.

In addition to first aid services, products and training, St John continued to provide community support services through the Community Care program. This is an important social support service which improves the quality of life of older people and those living with a disability.

St John SA's performance was influenced during the year by concerns about management style and a lack of continuity in senior staff positions. This

mainly contributed to lower than budgeted revenue, primarily from commercial training activities, and a slow adjustment to changes in our operating environment.

One important area of concern was maintaining a suitable qualified person in the General Manager, Commercial position, which was critical for commercial revenue. I am pleased to advise that a highly credentialed business person, Mr Tony Gray, was appointed towards the end of the year and changes made are very promising.

Following the Annual General Meeting, the Board made it clear to senior management that the management style expected throughout St John SA was to be one that was consultative and respected and valued volunteers. Volunteers are a core part of our organisation. Moreover, the Board nominated some important issues for priority resolution.

The then Chief Executive Officer, Ms Sharyn Mitten, resigned her position and left St John SA in April 2015. Mr Paul Stevenson was contracted for 3 months as the Interim CEO while the position was advertised. He saw the closing of the financial year, development of the 2015/16 budget and commenced some reforms.

Significant changes are affecting the way St John SA has operated in the past, like the development of a competitive commercial market for event health

services. Also, there are opportunities to build on our strong brand in first aid training. Consequently, we will need to review our strategic direction, including our business model, to ensure we are a viable and successful organisation well into the future.

This past year however, we have reported a financial loss which has been met from our reserves. While we are a not-for-profit organisation, it is imperative that we are financially viable so that we can continue to meet our charitable aspirations. The challenges are not symptomatic of St John SA and are faced by many other organisations. Hence we have entered a period of change.

A constant in this is the importance of volunteers. We simply could not carry out our enterprise without volunteer support, generosity of time, skill and expertise. The needs and expectations of our volunteers are however, not constant and should not be assumed. For instance, there are many competing demands on the available time of young people and their attitudes differ today.

To help steer the course for the future Mr Ray Creen has been appointed CEO. He comes to St John SA as a highly respected professional in the ambulance and allied health services sector, and with experience as a volunteer in St John Ambulance.

In October 2014 we officially welcomed His Excellency the Honourable Hieu Van Le AO,

Governor of South Australia, to the St John community as Deputy Prior. His Excellency's long standing commitment and contribution to humanitarian work strongly complements our Order and its devotion to servicing the community.

Our appreciation is extended as well to the outgoing Deputy Prior, Rear Admiral the Honourable Kevin Scarce AC CSC RANR. The St John community thanks and wishes both Rear Admiral the Honourable Kevin Scarce and Mrs Scarce well following the term of appointment as Governor of South Australia.

I take this opportunity to thank all those who have contributed to St John during the year, especially the volunteers who we could not do without.

May I also conclude with our motto Pro Fide Pro Utilitate Hominum, **'For the Faith and in the Service of Humanity'**.

**Mal Hyde AO APM OStJ**

Chairman

# EVENT HEALTH SERVICES

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

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

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

## AIM

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



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

## MAJOR PUBLIC EVENTS

Event health services were provided at SA's premier major events including the Royal Adelaide Show, City-Bay Fun Run, WOMADelaide, Schoolies, Clipsal 500, and smaller community events like school sports days and local fetes.

## QUALIFICATIONS AND TRAINING

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

## VOLUNTEERS

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



**2,950**  
EVENTS ATTENDED<sup>1</sup>



**19,185**  
PATIENTS TREATED



**91,705**  
DUTY HOURS<sup>1</sup>



**\$4,786,926**  
TOTAL VALUE OF VOLUNTEERING HOURS<sup>2</sup> (DUTY AND TRAINING)



**57,980**  
TRAINING HOURS<sup>1</sup>



**268**  
PRELIMINARY FIRST AIDERS



**190**  
FIRST AIDERS



**303**  
FIRST RESPONDERS



**49**  
ADVANCED RESPONDERS



**84**  
HEALTHCARE PROFESSIONALS



**826**  
ADULTS



**668**  
CADETS AND JUNIORS

## GET INVOLVED



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

<sup>1</sup> Based on 2014 calendar year.

<sup>2</sup> Calculations for 2014/15 based on 2010 average wage rate by hour of \$27.45 as published in 'Economic Value of Volunteering in South Australia', a report by Duncan Ironmonger from the Households Research Unit, Department of Economics, escalated by the % increase in average weekly earnings from Nov 2010-May 2015 as per the ABS Time Series Workbook 6302.0 Average Weekly Earnings, Australia.



## 41 ADULT DIVISIONS

- |              |                 |               |                   |                |                  |
|--------------|-----------------|---------------|-------------------|----------------|------------------|
| Happy Valley | Renmark         | Balaklava     | Mitcham/Col Light | Noarlunga      | Waikerie         |
| Mallala      | Barossa         | Murray Bridge | Gdns              | Woodville      | Gawler           |
| Arno Bay     | Lameroo         | Tailem Bend   | Victor Harbor     | Gilbert Valley | Port Augusta     |
| Karoonda     | Salisbury       | Blackwood     | Clare             | Playford       | Yankalilla       |
| Pt Pirie     | Band            | Mount Barker  | Marion            | West Torrens   | Glenelg          |
| Adelaide M/C | Limestone Coast | Unley         | Whyalla           | Goolwa         | Port Adelaide    |
| Loxton       | Tea Tree Gully  | Berri/Barmera | Campbelltown      | Port Lincoln   | Adelaide Central |

## 29 CADET DIVISIONS

- |                    |               |                        |               |               |
|--------------------|---------------|------------------------|---------------|---------------|
| Noarlunga          | Port Lincoln  | Renmark                | Unley         | Whyalla       |
| Blackwood          | Gawler        | Loxton                 | Morgan        | Murray Bridge |
| Playford           | Port Pirie    | Tailem Bend            | Victor Harbor | Woodville     |
| Campbelltown       | Glenelg       | Mallala                | Mount Barker  |               |
| Port Adelaide (x2) | Prospect (x2) | Tea Tree Gully         | West Torrens  |               |
| Clare              | Golden Grove  | Mitcham/Col Light Gdns | Mt Gambier    |               |

# COMMUNITY CARE SERVICES

Community Care programs aim to improve quality of life by providing companionship and social support to eligible older people and people with a disability, helping them remain independent, improve wellbeing and social connections, and support them to continue to be active contributors to their community.

- **Community Care Program** provides a personalised companionship model that uses a strengths based approach, matching client and volunteer interests to build an enriching relationship.
- **Circle of Friends Program** creates ways to experience a further sense of meaning, purpose and enjoyment in life by recognising interests and seeking ways to share these with others.
- **Treasured Stories Project** provides a way of enabling valuable life stories to be heard, recorded, produced and shared with others.
- **Flourishing Life Program** is a new initiative that aims to further explore and develop creative ways to support people experiencing increased frailty and chronic disease to continue to be active contributors to their communities.

Through innovative and caring partnerships, our volunteers provide companionship to clients, enabling them to engage in activities to continue to experience a sense of meaning, purpose and enjoyment of life.

## AIM

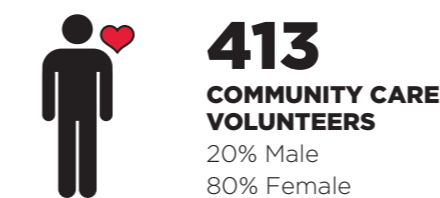
To support older people and people living with disability to engage in community life in a way that is personally meaningful.



# ENHANCING QUALITY OF LIFE

## COMMUNITY CARE PROGRAM

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



## VOLUNTEERS

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



## GET INVOLVED



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

<sup>1</sup> Calculations for 2014/15 based on 2010 average wage rate by hour of \$27.45 as published in 'Economic Value of Volunteering in South Australia', a report by Duncan Ironmonger from the Households Research Unit, Department of Economics, escalated by the % increase in average weekly earnings from Nov 2010-May 2015 as per the ABS Time Series Workbook 6302.0 Average Weekly Earnings, Australia.



# FIRST AID IN PRIMARY SCHOOLS

St John is committed to promoting the importance of first aid in the community and we believe there is no better place to start than in schools.

First Aid in Primary Schools is a free program to equip thousands of primary school aged children (5-13 year olds) with vital first aid skills that could help them save a life.

Aligned with core competencies identified within State and National Curriculums, we educate on the importance of first aid and what to do in the event of an emergency.

Teaching first aid from a young age instills the skills and confidence to respond if called upon at home or at play, and is delivered by accredited trainers.

## AIM

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

## CORPORATE SPONSORSHIP OPPORTUNITY

Give children the gift of first aid education.

If like us you believe every child deserves access to first aid knowledge, get involved by becoming a Corporate Sponsor.

Contact the Office of the CEO to find out more.



# HELPING KIDS STAY SAFE AND RESPOND SAFELY TO EMERGENCY

## SCHOOL PARTICIPATION

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



**68**  
SCHOOLS

## STUDENT GRADUATES

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



**20,003**  
GRADUATES

## VOLUNTEERS

A team of trainers instill skills and confidence to respond safely to emergency, with students able to continue an interest through St John Cadets.



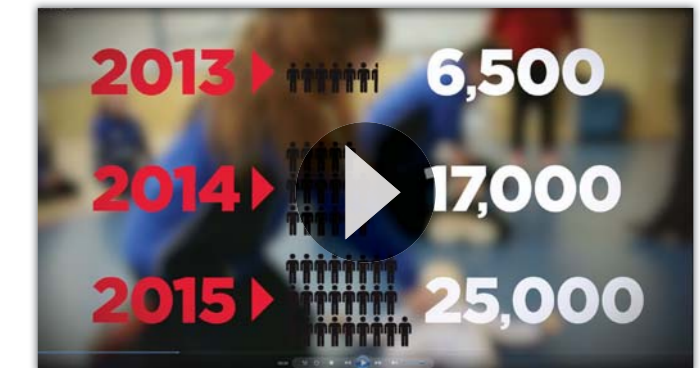
**6**  
VOLUNTEERS  
2 Male  
4 Female



**1**  
STAFF COORDINATOR  
1 Female

## HOW IT WORKS

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



## GET INVOLVED



**Register as a participant:**  
[stjohnsa.com.au/firstaidinschools](http://stjohnsa.com.au/firstaidinschools)

**Volunteer:**  
[stjohnsa.com.au/educationvolunteer](http://stjohnsa.com.au/educationvolunteer)

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

**Corporate sponsorship opportunity:**  
[stjohnsa.com.au/contactus](http://stjohnsa.com.au/contactus)

# YOUTH ENGAGEMENT

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

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

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

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

## AIM

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



# SKILLS FOR TOMORROW'S LEADERS AND HEALTHCARE PROFESSIONALS

## PARTICIPANTS

We are proud to offer a balanced program in both first aid and life skills.



**125**  
**JUNIORS 8-11**  
Male 41%  
Female 59%



**543**  
**CADETS 11-17**  
Male 39%  
Female 61%



**244**  
**MEMBERS 18-25**  
Male 43%  
Female 57%



**35,658**  
**CADET HOURS**  
(up to 18 years of age)

## SKILL DEVELOPMENT

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



**8**  
**GRAND PRIOR'S BADGES**



**269**  
**PROFICIENCY CERTIFICATES<sup>1</sup>**



**43**  
**JUNIOR INTEREST CERTIFICATES<sup>1</sup>**



**28**  
**YOUTH LEADERSHIP COURSE PARTICIPANTS**



## 29 CADET DIVISIONS

Blackwood	Playford
Campbelltown	Port Adelaide (x2)
Clare	Port Lincoln
Gawler	Port Pirie
Glenelg	Prospect (x2)
Golden Grove	Renmark
Loxton	Tailem Bend
Mallala	Tea Tree Gully
Mitcham/Col Light Gdns	Unley
Morgan	Victor Harbor
Mount Barker	West Torrens
Mt Gambier	Whyalla
Murray Bridge	Woodville
Noarlunga	

## GET INVOLVED



**Join Cadets:**  
[stjohnsa.com.au/cadets](http://stjohnsa.com.au/cadets)

**Become a leader:**  
[stjohnsa.com.au/volunteernow](http://stjohnsa.com.au/volunteernow)

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

<sup>1</sup> Based on 2014 calendar year.

# EDUCATION & PRODUCTS

We're on a mission to save lives and education is pivotal to this goal. In many emergency situations **first aid intervention can be the difference between a life lost and a life saved.**

By learning first aid with St John or buying a St John first aid product **you support our essential community services** such as first aid and health services volunteers at events and volunteers for literacy programs in schools.

St John Event Health Service volunteers use the same training and first aid products delivered to the public every day, at community events and emergencies across the state.

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

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

## AIM

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



## WE ARE NOT FOR PROFIT

As a non-government organisation we rely on community support.

Every dollar spent with St John on first aid training and first aid products supports community services such as first aid care for the public, education initiatives in schools, community care and youth engagement programs.

# EQUIPPING SOUTH AUSTRALIANS WITH SKILLS AND EQUIPMENT TO SAVE LIVES

## PUBLIC FIRST AID TRAINING

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



**217,318**  
PUBLIC & COMMUNITY  
FIRST AID TRAINING HOURS



**57,663**  
TRAINING CERTIFICATES

## KITS AND EQUIPMENT

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

### Product sales



**41%**  
FIRST AID KITS



**32%**  
COMPONENTS



**26%**  
DEFIBRILLATORS



**1%**  
BOOKS, POSTERS & STICKERS

## PARTNERING TO SAVE LIVES

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

**1** **KINGSWOOD SPORTS & SOCIAL CLUB "THE JETS"** funded by Bendigo Bank

**1** **ADELAIDE SAILING CLUB** funded by Bendigo Bank

**1** **PENOLA TOWNSHIP** funded by Bendigo Bank

**1** **MITCHAM HAWKS FOOTBALL CLUB** funded by Bendigo Bank

## GET INVOLVED



**Do a course:**  
[stjohnsa.com.au/training](http://stjohnsa.com.au/training)

**Buy a kit:**  
[stjohnsa.com.au/shop](http://stjohnsa.com.au/shop)

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

# STATE EMERGENCY RESPONSE

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

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

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

## AIM

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



## ST JOHN EMERGENCY MANAGEMENT ARRANGEMENTS

(Operations Branch also known as Event Health Services)





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

## RESPONSIBILITIES

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

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

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

 **12 STANDBY DAYS**  
(bushfires, extreme weather events)

## READINESS TO RESPOND

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

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

 **20 SUPPORT FLEET (VEHICLES)**

 **1 COMMAND/COMMUNICATIONS UNIT**

 **12 FIRST AID/MEDICAL POSTS**

 **1 ST JOHN STATE OPERATIONS CENTRE CONTROL ROOM, PLUS A CONTINGENCY A&FAS STATE CONTROL CENTRE**

## STATE-WIDE RESOURCES/COORDINATION

 **826 OPERATIONS ADULTS**

 **84 HEALTHCARE PROFESSIONALS**

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

## GET INVOLVED

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

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

## WORKING RELATIONSHIPS WITH KEY STAKEHOLDERS

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

### Emergency service providers:

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



# HISTORY & HERITAGE

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

The Historical Society actively works to research and preserve this rich heritage, and to share best practice knowledge with all, presented through the St John Ambulance Historical Society Museum at Unley. Displays include a wide variety of medical and first aid related objects and stories of those involved in St John across its centuries' long history.

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

## AIM

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



## GET INVOLVED



**Visit the Museum:**  
Open Wed & Fri 10:30-12:30, Sun 14:00-16:00  
St John Museum, 72 Edmund Avenue, Unley  
Group visits can be arranged at other times by contacting [museum@stjohnsa.com.au](mailto:museum@stjohnsa.com.au)

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

# DISCOVERING, SHARING, PRESERVING OUR HERITAGE FOR FUTURE GENERATIONS

## THE MUSEUM

Over the years uniforms have changed and first aid techniques and equipment advanced. An insight into this unique history can be found at the St John Ambulance Historical Society Museum.



**72 EDMUND AVENUE, UNLEY**  
LOCATION



**451**  
VISITORS

## VOLUNTEERS

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



**46**  
VOLUNTEER MEMBERS



**1,896**  
HOURS OF VOLUNTEER TIME



**\$60,634<sup>1</sup>**  
VALUE OF VOLUNTEER HOURS

<sup>1</sup> Calculations for 2014/15 based on 2010 average wage rate by hour of \$27.45 as published in 'Economic Value of Volunteering in South Australia', a report by Duncan Ironmonger from the Households Research Unit, Department of Economics, escalated by the % increase in average weekly earnings from Nov 2010-May 2015 as per the ABS Time Series Workbook 6302.0 Average Weekly Earnings, Australia.

## TIMELINE

**1885** St John Ambulance began in South Australia teaching first aid.

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

**1914** St John Ambulance Brigade formed in South Australia, providing uniformed trained first aiders at public events where large crowds gathered.

**1925** St John Ambulance Cadets established.

**1941** St John in Australia granted the status of a Commandery linked to the Priory in England. Before this, St John in each State was under the direct control of St John in England.

**1946** St John Ambulance Australia became a Priory.

**1952** St John commenced the establishment of a single State ambulance service.

**1991** Community Care program established (first known as Neighbourhood Care).

**1992** St John handover of the State's ambulance service to SA Ambulance Service (SAAS) to focus on core services (First Aid provision, social inclusion and youth development).

**1999** St John took on a multi-national leadership with some of the Great Officers coming from priories other than the "Grand Priory" in London (as was traditionally the case).

**2004** Emergency Management Act established which formalises St John under the State Emergency Management Plan.

**2013** First Aid in Primary Schools.

**2015** Flourishing Life project, diversifying support through Community Care.

**2015**

## EVENT HEALTH SERVICES REPORT

In a year where we again saw significant changes with our operating environment, St John Operations continued to adapt and move forward to face the emerging challenges. In June 2014, I was honoured to accept the role of Commissioner to lead our response to these challenges.

Whilst competition in the Event Health Services scene continued to grow, Operations responded strongly with a focus on improved customer service, the establishment of a centralised training program for new recruits, a commitment to maintain the nationally accredited Certificate II in Emergency Medical First Response as the base level for our First Responders, and the implementation of a vastly improved online rostering system. A newly established Clinical Governance Committee supervised the accreditation of our Health Care Professionals against the National Clinical Practice Guidelines and enabled extended patient care to be provided at many major events. As the demand for our commercial first aid and health care services continues to grow, and as the request for higher level clinical services are sought, the challenge for Management and Operations leadership is to collaboratively develop and implement strategies and processes to guarantee our capability to meet these increasing demands.

Over the 2014/15 financial year, through the extraordinary and dedicated efforts of our volunteers, Operations attended and serviced 2,950 events across the state. In addition to these community and corporate events, most of which were attended by multiple members from local divisions, Operations provided in excess of 12,500 voluntary hours in meeting our service obligations under the State Emergency Management Plan to provide the first aid component

of the Ambulance and First Aid Functional Service. In particular, our continuous attendance at the disastrous Sampson Flat bushfires, which burned over several days in January 2015, saw St John volunteers commit almost 3,000 hours to this one significant emergency incident.

Our First Aid Equipment Standards and our Medications Management policies and procedures were reviewed and updated during the year to ensure that Operations remained abreast of and compliant with all legislative and regulatory requirements. The introduction of divisional visits from state and regional officers to support members and to ensure that these standards are maintained has commenced and will continue in this current year.

As membership numbers across the state fluctuate and demands on the available time from our active volunteers grow, the need for a re-think of our operational leadership structure, of our training models and practices, and of our approach to recruiting and retaining members becomes critical for our future growth and development. These matters remain as high priorities for 2015/16.

Participation and engagement of cadets in first aid, leadership activities, proficiency badges and attendance at events, have flourished throughout the year. Congratulations must be extended to all of our young members and to their hardworking adult leaders who are so firmly committed to actively supporting these young people. The strong connections established between many adult and cadet divisions are acknowledged and are likely to have contributed to the higher transition rate in 2014/15 of senior cadets to adult divisions. The recent launch of the St John Safeguarding Children and Vulnerable Persons' Member Handbook

provides all of our adult members with a valuable resource to guide and support them in their interaction with our younger members.

The year ahead will see Operations continue to tackle and respond to these and other challenges that emerge. I thank every member for playing their part and urge each to continue to get behind St John in their respective communities and positively promote all that we do in serving the local and wider communities of South Australia.



**Noel Hender BEM CStJ**  
Commissioner



## SPOTLIGHT LIVES SAVED

### Grandfather saved by St John volunteers

Sarah Morphett, 19, and Eleni Danopoulos, 22, had just finished their first aid volunteering shift at the Bay-City Fun Run event when they became aware that Dieter Schulz had collapsed whilst out on his daily bike ride.

They identified that Dieter - a 75 year old grandfather from Glenelg - was not breathing and required immediate first aid support including the use of an AED (Automated External Defibrillator) and CPR until an ambulance arrived.

"The last thing I remember is riding my bike and the next thing I knew I was waking up out of an induced coma in the hospital. Now I'm finally out of hospital and slowly getting better every day," said Dieter.

Dieter has since had a triple bypass, and is extremely grateful to be alive. He says if it wasn't for Sarah and Eleni's quick response he wouldn't be alive today.

### 20 year old saved by St John at AsiaFest

Jamie went into cardiac arrest at the AsiaFest event, and fortunately for him three highly trained and equipped St John volunteers where on scene to provide immediate life saving first aid.

Jamie, 20, a keen martial artist, was taking part in a Taekwondo demonstration when during a display he collapsed and went into cardiac arrest.

Club mates alerted St John volunteers Chris Hall, Lorraine Howell and Ken Whyatt. Within minutes oxygen was administered, CPR commenced and a defibrillator applied, restoring breathing and stabilising the patient until an ambulance arrived.

Thankfully St John volunteers were on scene with the right equipment and skills to save Jamie, who was later released from hospital.

### Sampson Flat bushfire response

In early January 2015 St John volunteers were a key support agency and maintained a continuous presence at each of the CFS staging points across bushfire sites at Sampson Flat and at Tantanoola.

Volunteers committed almost 3,000 hours in providing first aid and health support services at these sites. Members assessed and treated multiple patients for minor trauma and medical issues, and were continuously called upon to provide eye wash and health care for fire fighters returning from the fire grounds.

St John's command, communication and logistic support services were operating 24 hours each day throughout the fire period, supporting members in the field.

St John is extremely proud of all the members who worked alongside other emergency services to support our State through difficult times.

Photo: Dieter thanks Eleni and Sarah for saving his life.



## COMMUNITY CARE REPORT

Through the Community Care Program, we continue to offer ongoing companionship and social support to over 450 people within our communities who are living with a disability or aged over 65 years, and who have little to no social connections, opportunities or supports. With the support of a committed team of volunteers, clients are empowered to remain connected to their communities and continue to live independently.

Through our dedicated team of volunteers, people are encouraged to participate in a diverse range of social activities and engagements. Feedback from clients highlight that simple everyday activities are pivotal in supporting clients to feel "alive" and "normal". Rather than focus on the things people are unable to do, our Program supports them to continue to do the things that they have always been able to do, giving them a sense of meaning and purpose. The quality of the connections remains vital, with one client noting "I would be happy to see my volunteer every day because that is how much I enjoy her company. I look forward to each and every visit."

One of the highlights from the past year was the successful application for additional funding through the Department of Social Services Aged Care Service Improvement and Healthy Ageing Grants. The process was highly competitive, with only 5 organisations in South Australia successfully securing funding until 2017. As a result of these additional funds, we have been able to implement the Flourishing Life Program, which aims to build on the successful outcomes that were being achieved through the Circle of Friends Program. This Program aims to extend and diversify the type of support and engagement that we can

offer to older people within the community. A key focus of this program is working in partnership with the existing Community Care staff to support the application of a strengths based approach through all our Programs, as well as working in partnership with other organisations to improve outcomes for older people. The program commenced in May and we are looking forward to reporting on the outcomes that are beginning to be achieved through this exciting new initiative.

However, despite the ongoing strong performance of the Program, the past twelve months have not been without their challenges. The aged care sector is an area that has been subject to national reforms, in an attempt to ensure it remains sustainable with the impending growth in the anticipated number of people requiring support. Some of the planned changes had the potential to significantly alter how the Program was to be delivered through the reallocation of some of the funding streams and through the recommendation of a National Fees Policy. However, staff worked tirelessly behind the scenes on submissions, ensuring that the Government continued to recognise the difference between volunteer organisations and the paid sector. The result was that we were successful in our bid to have a large percentage of our funding reclassified until 2018 and the Government reversed its decisions to implement mandatory fees. However, we still face a number of changes with the full introduction of the Commonwealth Home Support Programme which commences on 1 November 2015.

I would like to take this opportunity to personally extend my appreciation to the diverse group of people who have worked tirelessly to contribute to the ongoing success of the St John Community Care Program. Most notably, my sincere thanks go out to all the volunteers (past and present), the Program Coordinators, the Community Care Support Officer, the Team Leader and the whole Community Care Committee. May the coming year be as successful as this year has been.



**Bronte Weeks OStJ**

Chair of Community Care



## SPOTLIGHT COMBATING ISOLATION

### Breaking through isolation

Mary and her husband were inseparable. They had been married for over 50 years and did everything together, they especially enjoyed travelling and walking holidays.

When her husband died Mary found herself alone, and when forced to relinquish her licence due to failing eyesight Mary lost all confidence in going out on her own and became increasingly isolated.

In 2012 Mary was introduced to Shirley, a St John Community Care volunteer. They were individually matched due to their many shared interests, such as an appreciation of the arts and nature.

Together they enjoy getting out and about, sharing experiences such as visiting theatres, galleries, gardens and much more. Shirley has become one of Mary's best friends; they laugh a lot and experience many new things and wonderful places.

Having Shirley in her life has given Mary confidence and improved her overall health. She no longer suffers from depression and rarely has anxiety attacks. It has been rewarding for Shirley too, she has seen a new Mary emerge, one who is more confident and positive and who embraces the opportunity to participate in community life.



# TRAINING SERVICES REPORT

One of the strengths of St John is that it is both a public trainer in First Aid and emergency care and also a provider of First Aid and primary health care to the South Australian community. For this reason high quality training delivery is essential, not only to assure that our commercial training delivery is of a high standard, but also to develop and assure the skills of members delivering event and emergency health services.

The training team committed to these tasks comprises both salaried staff and also volunteer trainers. They work with a single purpose and set of standards of training delivery.

St John SA's training teams, both volunteer and commercial have met many challenges head-on this year, and have also celebrated many achievements. With a new management team in Commercial, there was considerable support and mentoring provided by our experienced volunteer colleagues and an excellent spirit of team cooperation and support which got us through some very confusing times!

The achievement of a fully compliant RTO audit was celebrated by the whole team. This required a considerable effort in the establishment of many new policies, procedures and protocols for training. The theme this year has been quality and consistency, and we believe we are making great inroads into achieving a high level of both.

New trainers have joined both teams, either through external recruiting, or by providing our volunteers greater opportunity to complete their Cert IV TAE with local St John facilitators. At the end of the reporting period, the commercial team comprised 19 trainers, and volunteer trainers numbered 76. Together, this group has issued 37,783 certificates, including 92 Certificate II Emergency Medical Service First Response, 9 Certificate III in Basic Health Care, and 22 Certificate IV in Frontline Management qualifications.

The professional development of all St John trainers is a major focus for us. Both teaching and learning methodologies and technical competence in the skills and knowledge being taught have received attention this year. For the first time, commercial trainers have participated in a successful program of working as First Aiders at events alongside volunteers, to maintain their vocational competencies. This program will continue and hopefully expand in the future.

Changes to St John Australia's national position on internal Accreditation and Re-Accreditation of our First Aiders, First Responders and Advanced Responders has prompted SA to review our educational aims in these areas, and formulate a local plan for future training. These new plans will be launched and trialled for the first time in 2016.

Course and program reviews have commenced, and we recognise there is considerable work still to do in this area to maintain the quality of education we strive to provide all training participants. We look back on the year past knowing we are working well towards our long-term goals. We do, however, recognise that we have a lot of work yet to do for the future to improve and sustain training as an important foundation block of St John SA. We are concentrating on developing and implementing strategies to achieve this.



**Garry Coombes AM KStJ**  
Chair of Training



# SPOTLIGHT SNAKE STRIKES

## Millimetres from harm for snakebite victim

St John trained employees at Australian Portable Camps performed potentially life saving first aid on a workmate who was bitten by a potentially deadly brown snake.

Helen Palmer, an Administration Officer, was bitten on her lower leg by the snake as she walked through her employer's Monarto workshop.

"It just felt seriously like someone tapped me on the leg with a stick, like a bee sting," she said. "I just went all sweaty, I just thought 'this can't be real'.....It was very scary, I didn't expect that to happen at all."

Once Ms Palmer realised she had been bitten by a snake she alerted co-workers, and fortunately those that responded had all been St John first aid trained. The first aid techniques learnt were quickly put into action, reassuring the patient and ensuring movement was minimised.

In addition to having first aid trained colleagues there was more good fortune for Helen - Doctors later stating that no venom had entered her system, but had the snake dug its fangs just millimetres deeper her life would have been in serious danger.







## THANK YOU TO OUR AMAZING PEOPLE

St John's valued services could not be achieved without the great energy and spirited commitment of all our members. Volunteers who have been there when help is needed most, Cadets and Juniors bringing vibrancy and enthusiasm, dedicated Board and staff members, and respected members of the Order; South Australia is a better place because of your work.

## OUR PEOPLE

People are our most prized asset, without them we couldn't make the impact we do through our charitable services.

### OUR COMMITMENT

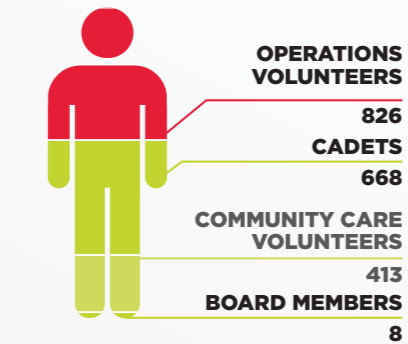
We commit to our members through the provision of ongoing support, training and resources, best practice governance and stringent safety standards, in line with legislation and mandatory requirements.

### Learning and development

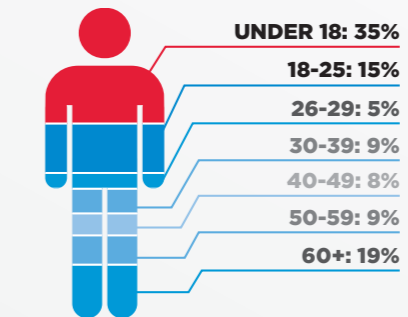
Volunteers and staff members receive a thorough organisational induction, screening and role specific training upon joining, continuing throughout their career. This includes access to formal progression training such as Certificate 4 in Frontline Management, together with structured training in areas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

## VOLUNTEERS

Volunteers: 1,907



### AVERAGE AGE: 34

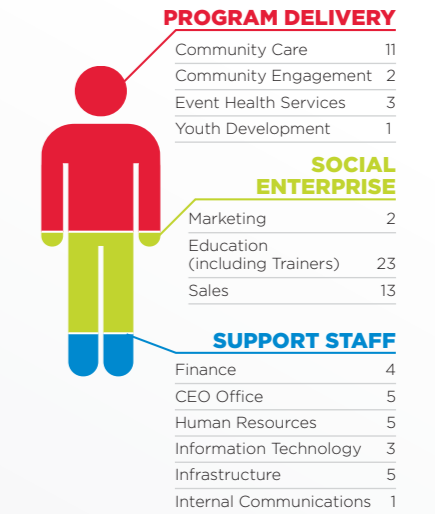


## STAFF

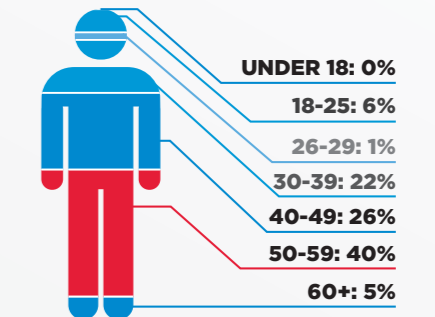
64.5 Staff members full time equivalent (78 total)



### ACTIVITY SPLIT



### AVERAGE AGE: 46



# SERVICE AWARD RECIPIENTS

The outstanding dedication and commitment that volunteers, trainers and staff provide to the community are recognised through the annual Awards Day Ceremony held in the grounds of Government House.

Awards include the Margaret Corkhill Encouragement Award to the member best typifying commitment to St John, the Mark Compton Prize awarded to the Cadet who achieved the best results while working towards their Knowledge of the Order proficiency badge, and Save A Life Awards presented to members of the public who contribute through the application of first aid skills to saving the life of another.

## OPERATIONS

### 62 Year Service Certificate

Victor Kollosche

### Gilt Laurel Leaf 52 years of service

Raelene Denham

Wendy Gibson

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

Ian Pole

Bronte Rayson

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

Julienne Feast

Jeremy Goodburn

Villis Marshall

Allan McPhail

Hellena Thom

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

John Anderson

Desmond Johnston

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

Henry Bear

Paul Carden

Ian Coburn

Wayne Collings

Betty Debono

Neil Uzzell

### 3rd Bar 27 years of service

Margaret Foster

Peter Foster

Tricia Judd-Ireland

Russell Mead

### 2nd Bar 22 years of service

Lynette Butler

Tori Butler

Mathew Parker

Glenys Tulett

### 1st Bar 17 years of service

Glen Allison

Kenneth Garrow

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

Pauline Britza

Martyn Hollands

Malcolm Hyde

Susan Loechel

Lynnton Phillips

David Stubing

### 9 Year Service Award

Domenico Barone

Michael Borrowdale

Kay De Vries

Adam Gregus

Russell Henbest

James Hunt

David Mamys

Miriam Russell

John Wozniak

### Bronze Commendation

Sean Bartlett

Jeanette Best

Deidre Blackmore

Richard Cook

Grant Geyer

Melanie Gilgen

Colin Moore

Lynette Pole

Bronte Rayson

### Margaret Corkhill Encouragement Award

Robert Raven

## CADETS

### Cadet Leader of the Year

Imogen Lee

### Cadet of the Year

Peter McCallum

### The Mark Compton Prize

Ian B.

### Grand Prior's Badge

Tamara Barrow

Ian B.

Naomie Doult

Kieren Forgan

Christopher Hunt

Imogen Lee

Amelia Moffatt

John Russell

Andrew Victory

## COMMUNITY CARE

### 1st Bar 17 years of service

Elizabeth McQuade

Len Morris

Jillian Nation

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

Pamela Hill

### 9 Year Service Award

Renata Lefik

Julie Richardson

### Frank Davison Award

Grace Chiang

## TRAINING

### Robert Britten-Jones Award

John Hughes

### Training Commendations

Kathleen Cunynghame

Kier Pitt

Christine Whales

## STAFF AWARDS

### 5 Year Service

Kate Denley

Finizia Ellis

Pauline Gower

Karen Harding

John Hughes

Adriana Parente-

Marenkovic

Nova Sturzebecher

Deborah Tiggemann

## COMMUNITY AWARDS

### Bendigo Bank SAYC Young Leader Award

Aiden D.

Bronwyn M.

Mitch Oerman

John Russell

Christopher Skelton

## PUBLIC AWARDS

### St John Save A Life Award

Miles Parkinson

Bill Pfeiffer

Joe Scopacasa

Wendy Smith

Lesa Valentine





## SPONSORS AND SUPPORTERS

Thank you to the many generous individuals and organisations that have supported us this year with financial and in-kind support. We also acknowledge those who wish to remain anonymous and those not listed here.

### COMMONWEALTH, STATE AND LOCAL GOVERNMENT AUTHORITIES

We record our appreciation for the assistance received. Your support has allowed us to move forward in our commitment to help the people of South Australia.

### VOLUNTEERS' SUPPORTERS

Sincere gratitude to families and workplaces of our amazing volunteers for your continued support.

### COMPANIES, ORGANISATIONS AND INDIVIDUALS

We record our appreciation to the many companies, organisations and individuals that have provided assistance during the year.

Australian Executor Trustees

Bendigo Bank

City of Unley

Fay Fuller Foundation

Henry & Patricia Dean Endowment Fund

SGIC Community Grants

### 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.

Glen Williams Estate

Maryn Ann Dennis Estate

Mildred Tanner Estate

Oliver & Stella Raymond Trust

W Tiedeman Estate

## COMMUNITY PARTNERSHIPS

Bendigo Bank and St John have many synergies, we both have a strong metro and regional presence and work for the betterment of the communities we serve. These synergies have led to a long term partnership between Bendigo Bank and St John.

As a result of this partnership we have worked together to provide 21 defibrillators in South Australia across communities from Wudinna to Mt Gambier and many places in between. Many of these units have seen matched funding through other partners: local councils and the Foundation for Regional and Rural Renewal amongst others.

Bendigo Bank has also assisted St John in delivering the First Aid in Schools program across SA. Bendigo has sponsored our SA Youth Council Award which is presented annually at our Awards Day at Government House.

As a result of this partnership St John was instrumental in tendering and winning the national business for providing Bendigo Bank all of its first aid services.

Now our partnership is moving in an exciting new direction with the launch in early 2016 of the **Volunteer For A Volunteer** fundraising campaign.

We are entering into a partnership, where individuals, media personalities and Bendigo Bank staff will "volunteer" to raise funds to support St John volunteers to continue their work in the community.

Bendigo Bank branches will be partnered with St John divisions to "volunteer" to raise funds for that division. Not only will the campaign raise funds for St John, it will also celebrate our volunteers and their service to the community.

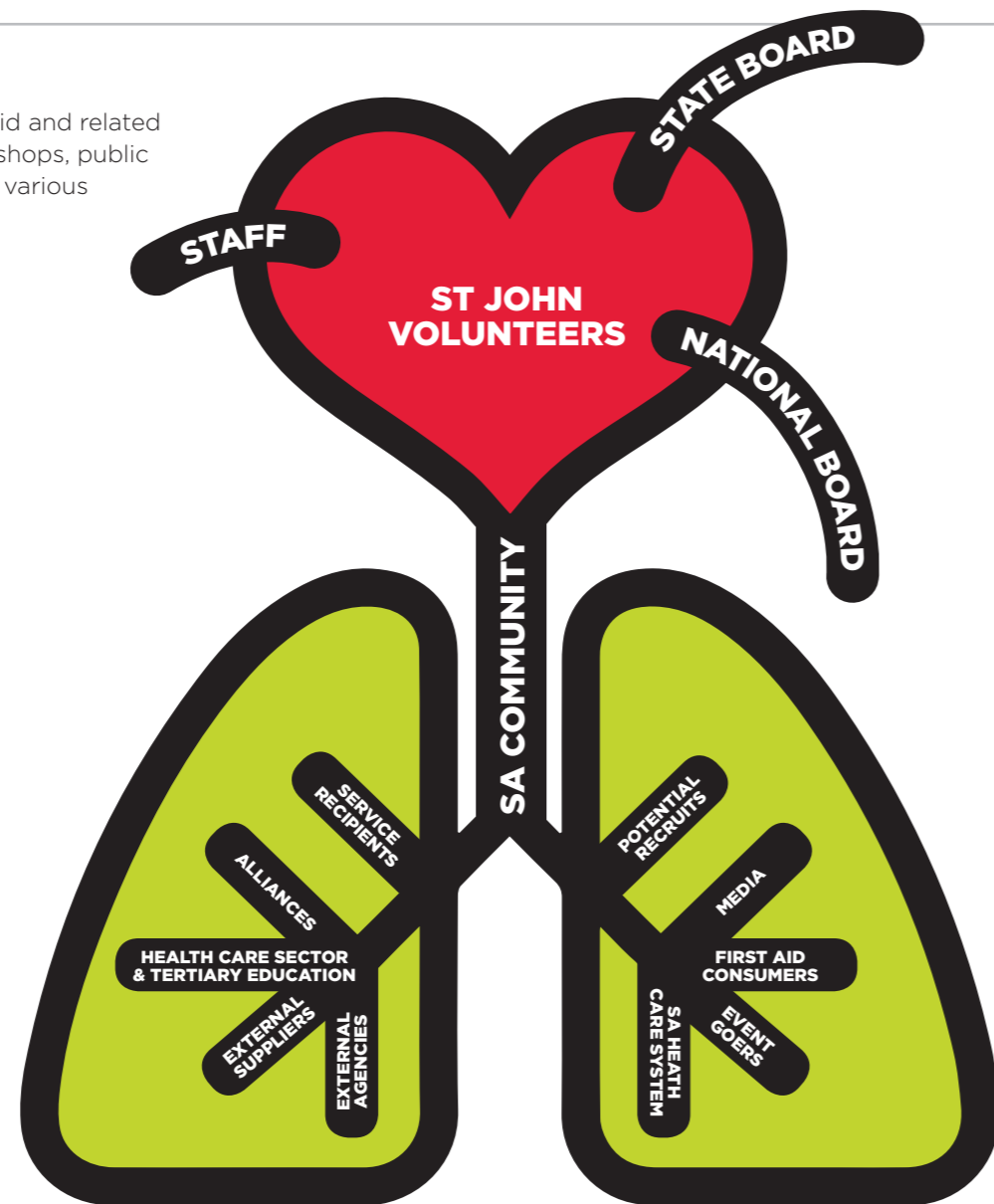


Raising funds for a safer community



# STAKEHOLDER ENGAGEMENT

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



## MEDIA EXPOSURE

Consistent stories promoting the positive work we do in the community appeared on major television stations in South Australia including Channel 7, Channel 9, Network Ten and the ABC, as well as South Australia's highest rating radio stations and print press, including the Advertiser, Sunday Mail, Messenger newspapers and country press.

Stories reached 9,382,639 South Australians, helping to build relationships with stakeholders and the public.

## Media hits

TV: **8** (including Syndicated Stations)  
 Radio: **77** (including Syndicated Stations)  
 Press: **163** individual stories

## SOCIAL MEDIA PLATFORMS

	2014/15	2013/14	2012/13	2011/12	LAUNCH
<b>LinkedIn followers</b> St John Ambulance Australia (SA) Inc <a href="http://www.linkedin.com/company/st-john-ambulance-australia-sa-inc">www.linkedin.com/company/st-john-ambulance-australia-sa-inc</a>	<b>441</b>	215	71	0	December 2011
<b>Facebook likes</b> St John Ambulance   SA <a href="http://www.facebook.com/stjohnambulancesa">www.facebook.com/stjohnambulancesa</a>	<b>5,765</b>	3,439	1,836	234	September 2011
<b>Twitter followers</b> @stjohn_sa <a href="http://www.twitter.com/stjohn_sa">www.twitter.com/stjohn_sa</a>	<b>2,867</b>	2,452	1,950	1,272	September 2011
<b>YouTube subscribers</b> St John Ambulance SA Lifetime views <a href="http://www.youtube.com/user/StJohnAmbulanceSA">www.youtube.com/user/StJohnAmbulanceSA</a>	<b>55</b> <b>10,601</b>	48 6,890	26 4,559	0 3,668	January 2011

## GOVERNANCE STATEMENT

The Directors of St John Ambulance Australia (SA) Inc are responsible to the members for the performance of the incorporated association.

The focus of the Board is to ensure St John is appropriately managed and provides leading first aid and community services consistent with the culture and values of the Order of St John.

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

We abide by our constitution (Rules of the Association) which provides essential guidelines in the principles and operating practices for our organisation.

### STANDARDS

These standards identify governance requirements for the Board as defined in One St John policies and standards - Corporate Governance Standards.

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

The Board Chairman is accountable for standards.



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

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

## REGULATORY AND LEGISLATIVE ENVIRONMENT

St John operates within the highly regulated not-for-profit, healthcare, and education and training (VET) sectors. We adhere to all relevant codes of practice, laws and license agreements which govern these environments:

### INCORPORATED ASSOCIATION

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

### REGISTERED CHARITY

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

### ROYAL CHARTER

Granted to the Order by Queen Elizabeth II.

### REGISTERED TRAINING ORGANISATION (RTO)

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

### PUBLIC BENEVOLENT INSTITUTION (PBI)

Australian Charities and Not-For-Profits Commission (ACNC) registered.

### DEDUCTIBLE GIFT RECIPIENT (DGR)

Status awarded by the Australian Taxation Office (ATO) to receive income tax deductible gifts and deductible contributions.

### INCOME TAX EXEMPT CHARITY (ITEC)

Status awarded by the Australian Taxation Office (ATO), exempt from Income Tax and income tax returns.

### NOTICE OF ENDORSEMENT FOR CHARITY TAX CONCESSIONS

Status awarded by the Australian Taxation Office (ATO).

### CODE OF CONDUCT (FIRST AID SERVICES AND HEALTH CARE)

Health professionals (Doctors, Registered and Enrolled Nurses) adhere to the registration standards of the Australian Health Practitioner Regulation Agency (AHPRA). Health practitioners, including Paramedics, not within the ambit of AHPRA adhere to the Code of Conduct for Unregistered Health Practitioners under the Health and Community Services Complaints Commissioner (HCSCC).

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

**Bank:** Westpac Banking

**Solicitors:** Cowell Clarke, Piper Alderman

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

**Auditors:** PricewaterhouseCoopers

**Investment Advisor:** Shadforth Financial Group Limited

**Insurance Advisor:** Aon Insurance

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

### PRODUCTS - FIRST AID KITS AND EQUIPMENT

TGA approved (Therapeutical Goods Act).

Workplace kits conform to Worksafe and SafeWork SA Code of Practice.

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

### CHARITABLE FUNDRAISING LICENSES

Office of the Liquor and Gambling Commissioner - License held: Collections for Charitable Purposes Section 6 and section 7.

License - Number CCP27

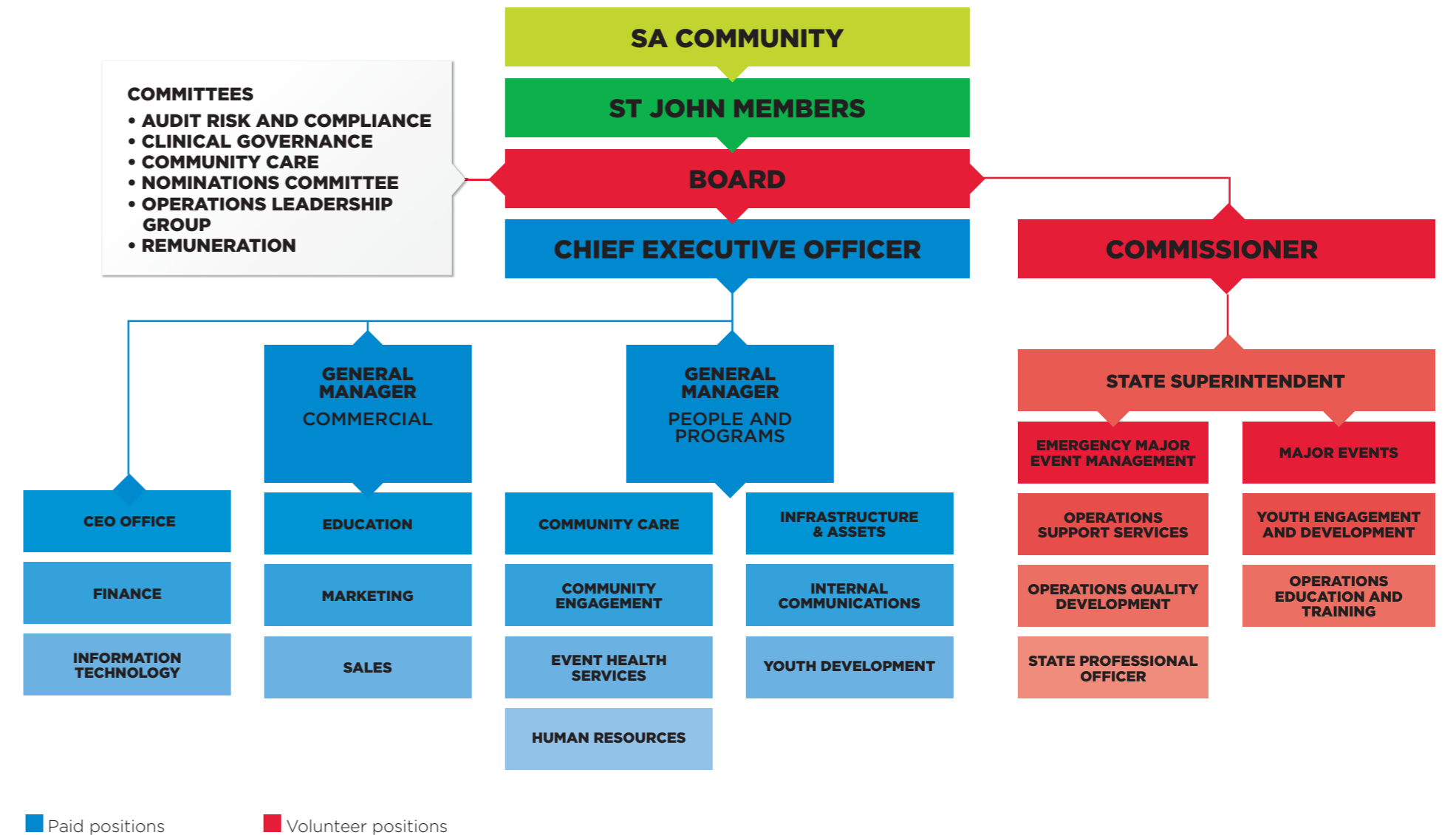
# STRUCTURE

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

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

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

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



# PEOPLE THE BOARD

We are governed by a Board of Directors made up of community and business leaders with a strong sense of community service who are committed to the principles of corporate governance in terms of responsibility, self-regulation, prudent management of funds and best practice. All positions are voluntary whereby the members freely donate time and professional expertise.

## BOARD STRUCTURE

The Board is comprised of the following members:

**Coopted Directors:** Three Directors coopted by the Board, one of whom shall be appointed Treasurer.

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

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

### MAL HYDE AO APM OS&J

*Chairman*

*Appointed*

*Dec 2014*

*Co-opted Member*

*Appointed*

*Nov 2001*

Mal has recently retired as the Commissioner of Police in South Australia, a position held since 1997. His past professional memberships have included Member of the Australian Crime Commission, Member of the Australian and New Zealand Advisory Agency and Member of CrimTrac.

Currently he is a Fellow of the Australian Institute of Company Directors, the Presiding Member of the ANZAC Day Commemoration Council, a member of the UniSA Business School Advisory Board and a member of other boards, including the Bedford group. He has been awarded the Officer of the Order of Australia, the Australian Police Medal, the St John Service Medal, the National Medal, the Victorian and South Australian Police Service Medals, and the SA Police Leadership and Efficiency Medal. Mal is also an Officer of the Order of St John Ambulance.



### ANDREW MCLACHLAN CSC CSTJ

*Chairman*

*Appointed*

*May 2013 - Dec 2014*

*Former Treasurer and Deputy Chairman*

*Appointed*

*Nov 2009*

Andrew was a member of the St John Ambulance South Australia Board since 2009 when he was appointed the Treasurer. In June 2013 he was elected to the Chair of the St John Ambulance South Australia Board and also appointed as a Director of the National Board of St John Ambulance Australia.

Prior to these appointments he held the positions of Deputy Chair of the St John South Australia Board, Chair of the St John South Australian Audit Risk & Compliance Sub Committee and member of the Australian Risk & Compliance Committee, and is a Commander of the Order of St John Ambulance. Andrew is an experienced company director with qualifications in law and management.



### PHILLIP MILLS

*Deputy Chairman*

*Appointed*

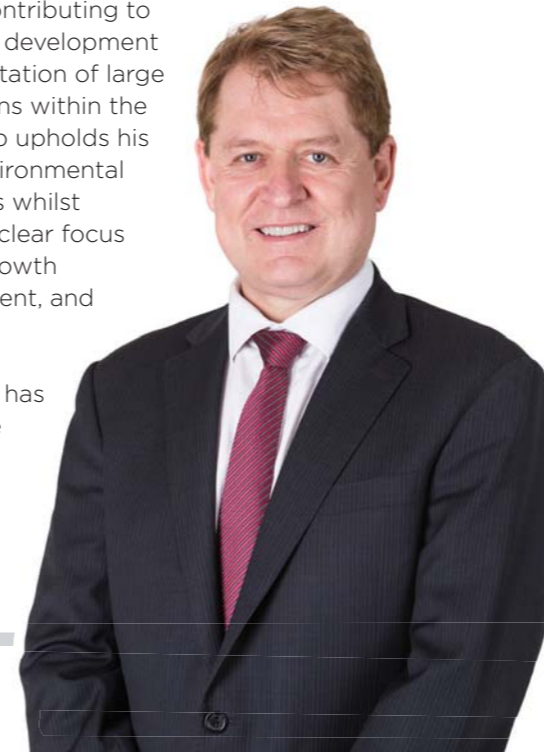
*Dec 2014*

*Elected Member*

*Appointed*

*Nov 2012*

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



### GLEN DOCHERTY MStJ

*Deputy Chairman*

*Appointed*

*Jun 2013 - Nov 2014*

*Chair of Ophthalmic Branch*

*Appointed*

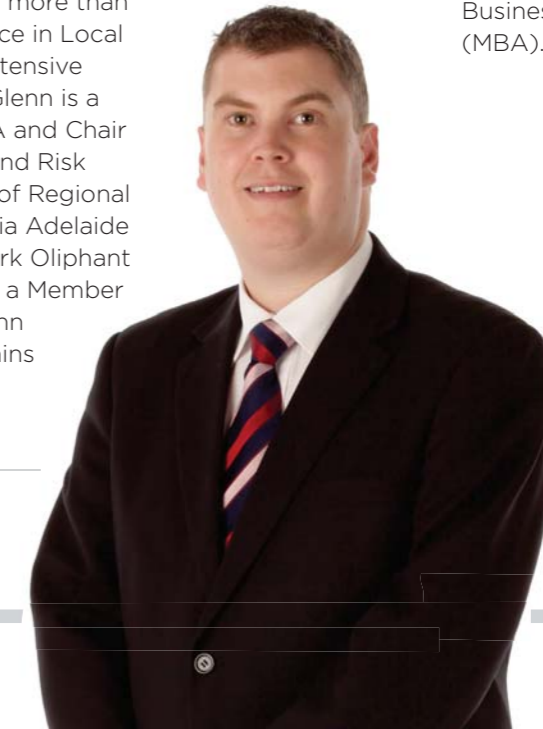
*May 2014*

*Elected Member*

*Appointed*

*Nov 2011*

Glenn was the Deputy Chairman of St John Ambulance SA and appointed as Chairman of the St John SA Ophthalmic Branch in 2014. Glenn is also the Mayor of Playford Council, the fastest growing council in South Australia. He has also been a Councillor and Deputy Mayor for the City of Playford. He has regulatory, strategic planning and financial management experience which is an asset to St John. Glenn has more than a decade of experience in Local Government. With extensive director experience Glenn is a director of Netball SA and Chair of Netball SA Audit and Risk Committee, Director of Regional Development Australia Adelaide Metro, Director of Mark Oliphant College. Glenn is also a Member of the Order of St John Ambulance and remains the Chair of the SA Ophthalmic Branch.



### KAREN LIMB

*Treasurer*

*Appointed*

*Nov 2013*

Karen has extensive career experience covering all aspects of financial management and is currently the Chief Financial Officer - Australia and New Zealand for Mott MacDonald. Previous to this she was the Chief Operating Officer at Kelly & Co Lawyers. Karen held various roles when she resided in the UK with Anheuser Busch (Budweiser), Safeway UK and ExCel UK. A member of CPA Australia (Fellow) and the Australian Institute of Company Directors, Karen has previous Board experience with Young Adelaide Voices, and holds a Bachelor of Business and a Masters of Business Administration (MBA).





## PEOPLE THE BOARD CONTINUED

### NOEL HENDER BEM CStJ

Commissioner  
Appointed

Jun 2014

As an educational consultant, former teacher and educational administrator, Noel has enjoyed a steeped career with the Department for Education and Children's Services and the wider education arena, including 10 years as a secondary school principal. Experience spans educational leadership, strategy implementation, change management, project and resource management, program analysis 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 volunteer with vast experience across leadership, development and training, and is a Commander of the Order of St John Ambulance. Noel has also been awarded the British Empire Medal (BEM) for Gallantry (Civil Division).



### BRONTE WEEKS OStJ

Chair of Community Care  
Appointed

Mar 2009

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

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



### GARRY COOMBES AM KStJ

Chair of Training  
Appointed

Jun 1998

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

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

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

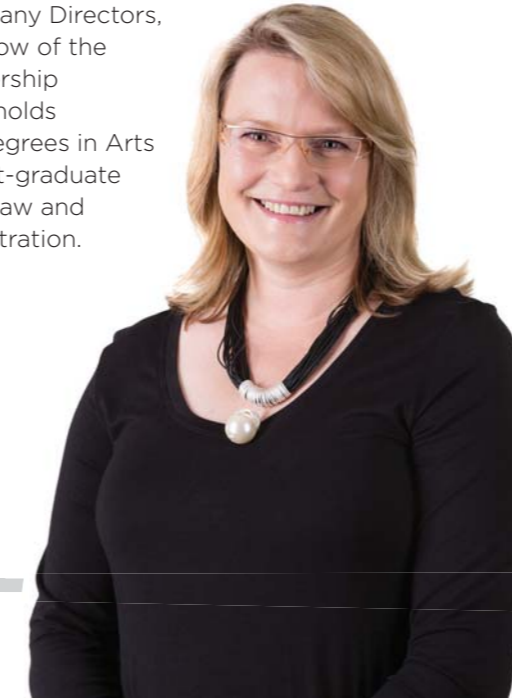


### SAMANTHA HELLAMS

Elected Member  
Appointed

Nov 2013

Sam is a senior executive with more than 15 years' experience in legal, marketing and general management roles and has worked in the private and government sectors. Sam served on the Audit Risk and Compliance Committee of St John SA and other past roles include Deputy Chair of Volunteering SA&NT, Deputy Chair of 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. She is currently a Board Member of Bedford Phoenix and is a member of the Viability Committee of Volunteering SA&NT. A member of the Law Society of SA, the Leaders Institute of SA and the Australian Institute of Company Directors, Sam is also a Fellow of the Governor's Leadership Foundation. She holds undergraduate degrees in Arts and Law and post-graduate qualifications in Law and Business Administration.



### DENISE NITSCHKE

Elected Member  
Appointed

Nov 2014 - resigned May 2015

Denise has an extensive professional/volunteer career in health and community services sectors, either as a Registered Nurse or Manager/Trainer of NGO in rural and remote areas. Skills and experience in obtaining funding and establishing community organisations from the grassroots to managing Pilbara Indigenous Organisation and OZhelp Foundation in remote WA.

On returning from the Pilbara, Denise was employed as HR Manager/Trainer in Community Services In Home Care and Support. Latterly, Denise returned to Victor Harbor and returned to the local hospital as a nurse and to volunteer work within the local community.

Qualifications held include Bachelor of Nursing, Community Services Cert, Cert Ambulance Studies, OHS Cert, Fire & Safety Cert, Manual Handling Cert. Extensive volunteer board experience with South Coast Hospital Board, Southern Divisional Medical Board, Flinders Research Board, Vice President of PANGO, Southern Fleurieu and KI Board.

## BOARD MEETING ATTENDANCE

BOARD MEMBER	2014						2015				
	JUL	AUG	SEP	OCT	NOV	DEC	FEB	MAR	APR	MAY	JUN
Mal Hyde	✓	✓	✓	✗	✓	✓	✓	✓	-	✓	✗
Andrew McLachlan	✓	✓	✓	✓	✓	✗	-	-	-	-	-
Phillip Mills	✓	✓	✗	✗	✗	✓	✓	✓	-	✗	✓
Glenn Docherty	✗	✓	✗	✗	✗	-	-	-	-	-	-
Karen Limb	✓	✓	✓	✓	✓	✓	✓	✓	-	✓	✓
Noel Hender	✓	✓	✗	✗	✗	✓	✓	✓	-	✓	✓
Bronte Weeks	✓	✓	✓	✓	✓	✓	✓	✓	-	✓	✓
Garry Coombes	✓	✗	✓	✓	✓	✓	✓	✓	-	✗	✓
Samantha Hellams	✓	✓	✓	✓	✓	✓	✓	✓	-	✓	✓
Denise Nitschke	-	-	-	-	-	✗	✗	✗	-	-	-

# SUPPORTING OUR PEOPLE

## GOALS AND COMPETENCIES

With such a diverse membership, and one that covers almost all parts of the State, having robust systems in place to effectively support and monitor activity is critical to our success.

## WORK HEALTH AND SAFETY

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

Incident and Accident Register	2014/15	2013/14
Trip Hazard - no treatment		
Trip Hazard - resulting in First Aid treatment		1
Manual handling injury	1	1
Repetitive/over-use injury		
Property damage only - no personal harm	16	15
Property damage - resulting in injury	1	
Injury requiring treatment - not St John related	6	13
Injury requiring treatment - St John related	18	15
Operations member injuries - use of First Aid Unit		
Operations injuries other - duty related		
Near miss	2	4
Other occurrence - no potential hazard	14	9
Other occurrence - potential hazard	7	14
Community Care - volunteer incidents	2	6
Break-in/theft		1
Cadet camp incident/injury		
Between 1 July-30 June, maximum number of days with no injury		52
Between 1 July-30 June, maximum number of days without a vehicle accident (including minor accidents)		109

Lost time injuries	2014/15	2013/14
Operations volunteer members		
Community Care members		1
Paid members	2	4
Work Cover injuries	2014/15	2013/14
Back/neck	2	
Arm/wrist/hand		
Head/face		
Leg/ankle/foot		2
Stress		1
Heart/major organs		

## WELLBEING

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

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

Staff at any level of the organisation may access up to three sessions per year.

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

## SAFE ENVIRONMENT

Child protection continues to be one of the most important aspects of how St John operates, and when it comes to the safety, wellbeing and protection of the 668 cadets and young people that make up St John, there is no compromise.

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

## CRIMTRAC

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

## SUPPORT FOR MEMBERS

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

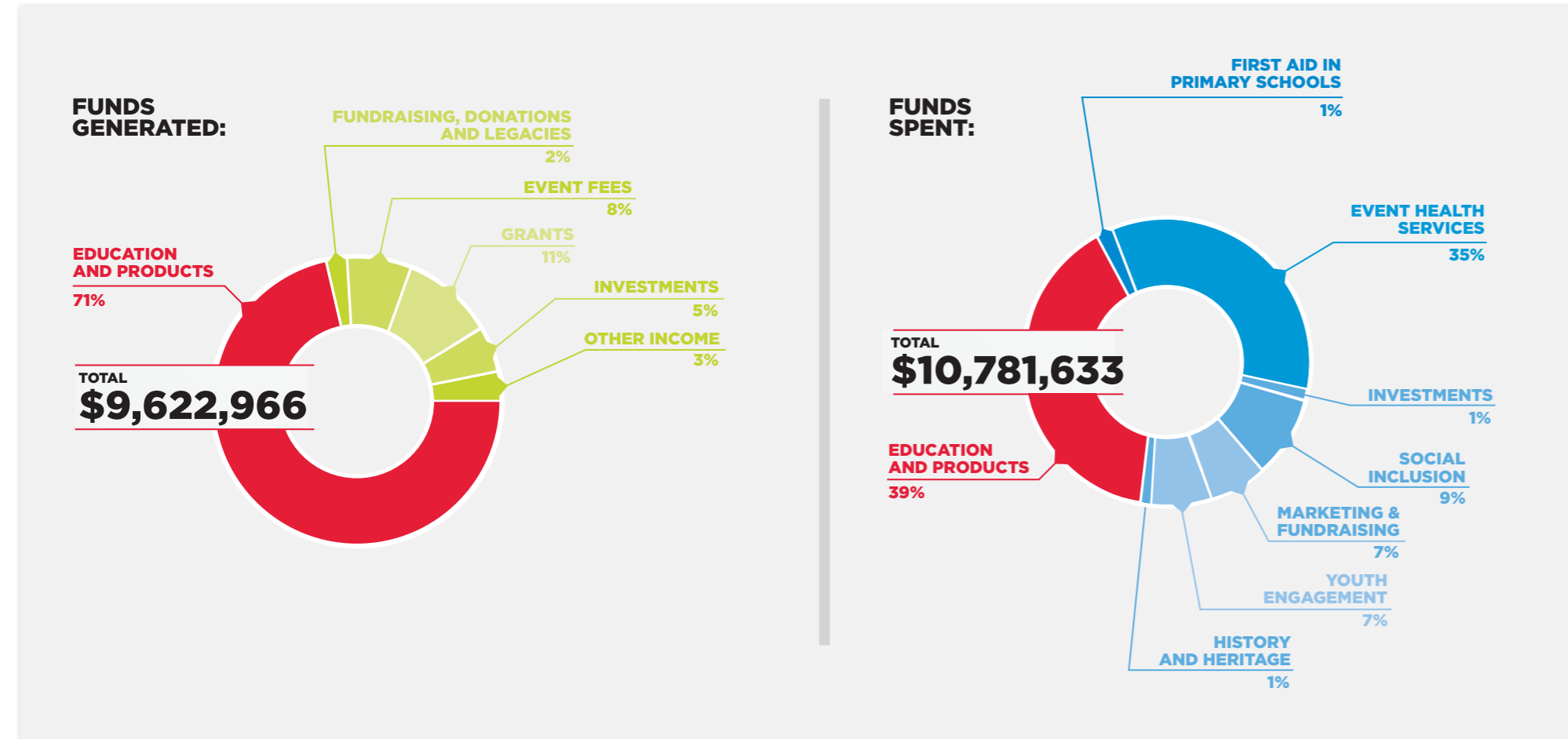
## ENTERPRISE AGREEMENT

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

The establishment of the Staff Representative Group provides all staff with a formal forum to raise matters related to their employment. This group is representative of all areas of the paid workforce and management.

# FUNDING

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



# FINANCIALS

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

This is achieved primarily through the delivery of training as an RTO and the sale of first aid products. Every dollar spent with St John 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	2014/15 (\$'000)	2013/14 (\$'000)	2012/13 (\$'000)	2011/12 (\$'000)	2010/11 (\$'000)
Revenue	9,779	10,027	10,651	9,855	9,160
Expenses	10,321	10,680	10,618	9,379	8,046
<b>Net Operating Surplus/(Deficit) before Depreciation &amp; Disposals</b>	<b>(542)</b>	<b>(653)</b>	<b>33</b>	<b>476</b>	<b>1,114</b>
Depreciation	608	661	688	736	804
Net Gain/(Loss) on disposal of Property, Plant and Equipment	(8)	256	227	3,046	865
<b>Net Surplus/(Deficit) for the year</b>	<b>(1,158)</b>	<b>(1,058)</b>	<b>(428)</b>	<b>2,786</b>	<b>1,175</b>
Other Comprehensive Income	318	687	727	(512)	285
Total Comprehensive Income /(Loss) for the year	(840)	(371)	299	2,274	1,460

The net operating deficit before depreciation and disposals was \$542,000 compared to a deficit of \$653,000 in 2013/14. This marginal improvement was driven by a variety of factors that have resulted in lower expenses offset by lower income during 2014/15 (refer following page). During 2015/16, management is focusing on growing revenue by implementing a range of initiatives, especially in sales and merchandising, throughout the year. Total comprehensive income for 2014/15 was a loss of \$840,000 compared to a loss recorded during 2013/14 of \$371,000.

## FINANCIALS CONTINUED

### WHERE OUR MONEY COMES FROM - REVENUE

We received operating revenue of \$9,622,966 during 2014/15, \$216,864 or 2% less than in the previous year due to lower training fees and product sales.

Revenue By Category	2014/15	Percentage	2013/14	2012/13	2011/12	2010/11
Training Fees	5,365	56%	5,516	5,939	5,792	5,341
Merchandising	1,465	15%	1,697	1,815	1,542	1,593
Grants	1,059	11%	898	1,019	840	676
Event Fees	793	8%	626	397	433	0
Investments	501	5%	539	595	664	457
Other	295	3%	350	372	225	279
Fundraising & Donations	101	1%	155	166	139	568
Bequests	43	0%	60	154	63	246
<b>Total</b>	<b>9,623</b>	<b>100%</b>	<b>9,840</b>	<b>10,456</b>	<b>9,698</b>	<b>9,160</b>

The largest contributions to revenue were provided by the social enterprise activities - training fees and merchandising sales, which accounted for 71% of all revenue received. Of the other revenue sources, grants accounted for 11% of the revenue received, event fees 8% and investment income 5%.

Training fees for 2014/15 decreased by 3% on last year due to fewer public and private PFA courses. The fees we received from on-site courses decreased by 7% from last year, with these courses continuing to account for 33% of our total training fees. The overall 3% decrease in training fees has been driven by the ongoing impact of increasing competition, course mix changes and continuing

to be flexible with pricing arrangements in response to competitors under cutting prices. In response, the course prices charged for 2014/15 were generally kept at 2013/14 levels.

Training growth during 2015/16 will be driven by improvements in the effectiveness of our sales function through re-organisation, training and development of the sales team, and closer performance management.

Merchandising income for 2014/15 decreased by 14% from 2013/14. This decrease was driven by lower kit, defibrillator and componentry sales volumes primarily resulting from minimal product promotional spend.

Grant income for 2014/15 increased by 18% on last year due to additional HACC funding plus government funding for the Flourishing Life Program within Community Care. Investment income decreased by 7% from last year due to a reduction in managed investment fund distributions. Event fees increased from last year by 27%, with significant increases in fees received from commercial events. Event contributions over 2014/15 averaged \$8.64 per hour for the hours provided by volunteers at all events across SA. In comparison, average event contributions over 2013/14 were \$7.01 per hour.

### WHERE OUR MONEY GOES - EXPENSES

Total expenses were \$10,781,629 during 2014/15, \$372,136 or 3% lower than last year due to lower payroll and administration related costs.

Expenses By Category	2014/15	Percentage	2013/14	2012/13	2011/12	2010/11
Salaries & Oncosts	5,153	48%	5,362	5,241	4,757	4,154
Administration	1,818	17%	2,075	1,743	1,704	1,215
Operational	1,402	13%	1,310	1,308	988	1,045
Depreciation	608	6%	661	688	736	804
Merchandising	602	6%	686	753	603	621
Property	591	5%	568	674	576	510
Marketing	400	4%	287	509	452	375
Finance	207	2%	204	195	141	126
<b>Total</b>	<b>10,782</b>	<b>100%</b>	<b>11,154</b>	<b>11,112</b>	<b>9,958</b>	<b>8,850</b>

Salaries and on-costs comprised 48% of our total outlays of which 39% relates to social enterprise activities, 16% relates to program delivery activities and 45% relates to support staff activities. Merchandising, operational and administration based expenses are our other main expense categories, collectively comprising a further 35% of all expenses.

Salaries and oncosts for 2014/15 decreased by 4% on last year primarily due to the impact of lower average FTE employee numbers of 3.2 over the past year offset by a 3.5% salary increase for EBA staff.

Merchandising costs decreased by 12% from last year reflecting lower sales volumes whilst profit margins on kits and defibrillator sales decreased by 2% and 3% respectively from the prior year. Operational expenses include costs associated with training courses and vehicle, inventory, asset and event management, and these expenses collectively increased by 7% from last year. Administration related expenses decreased by 12% from last year mainly due to business restructuring expenses incurred during 2013/14 and lower professional and legal fees incurred during 2014/15.

The remaining 17% 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 increased by 5% from last year.

#### DISPOSAL OF PROPERTY

There were no property disposals by St John during 2014/15.

## FINANCIALS CONTINUED

### SUMMARY OF FINANCIAL POSITION

Description	2014/15 (\$'000)	2013/14 (\$'000)	2012/13 (\$'000)	2011/12 (\$'000)	2010/11 (\$'000)
Assets	18,805	19,570	20,477	19,815	17,202
Liabilities	2,021	1,946	2,483	2,120	1,781
Equity	16,784	17,624	17,994	17,695	15,421

#### WHAT WE OWN - ASSETS

The major components of our assets include:

- Property, vehicles, plant and equipment
- Cash assets, including short term investments
- Receivables
- Inventory
- Long term investments

Together, these assets account for \$18.8m as at 30 June 2015. This represents a decrease of \$0.8m or 4% from last year. Non-current assets comprised 71% of this total.

Asset values decreased within cash and grant income receivable mainly due to the impact of lower sales and the receipt of the SA Heath Grant accrued late 2013/14 which was offset by an increase in long term

investments reflecting capital and income growth in our Managed Investment Fund.

As at 30 June 2015, the market value of our investment portfolio was \$8.9m, reflecting a net increase in market value from 30 June 2014 of \$0.6m.

This capital value portion of this increase is reported as an increase in the asset revaluation reserve of St John. The total return after fees over the prior 12 month period was 6.83%.

St John manages a portfolio consisting of 28 properties, which is the same number as last year. The properties owned by St John are currently recorded in the accounts at historical cost less accumulated depreciation and do not reflect their market value.

#### WHAT WE OWE - LIABILITIES

Our liabilities were worth \$2.0m as at 30 June 2015, an increase of \$0.1m compared to 2013/14. Of this, current liabilities comprise 98%.

The increase in liabilities is predominately due to trade creditors, as generally the price of goods have increased during the financial year. Due to timing, there were some larger debts outstanding as of year end, which were all paid the following month.

#### WHAT WE ARE WORTH - EQUITY

Equity reflects our net assets less liabilities. The balance of equity as at 30 June 2015 was \$16.8m, a decrease of \$0.8m from 2013/14. This decrease was due to the operating deficit for the year of \$1.2m offset by an increase in the fair investment value reserve of \$0.3m.

### STATEMENT OF CASH FLOWS

Description	2014/15 (\$'000)	2013/14 (\$'000)	2012/13 (\$'000)	2011/12 (\$'000)	2010/11 (\$'000)
Cash flows from operating activities	(1,024)	(1,880)	(788)	(386)	443
Cash flows from investing activities	(93)	359	151	3,258	729
Cash flows from financing activities	144	214	331	203	383
Net Increase / (Decrease) in Cash Held	(973)	(1,307)	(306)	3,075	1,555
Cash at Beginning of Financial Year	5,385	6,692	6,998	3,923	2,368
Cash at End of Financial Year	4,412	5,385	6,692	6,998	3,923

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

The Cash Flow Statement provides information on the movement of cash in and out of our organisation during the year. Net cash used by operating activities during 2014/15 was \$1.0m. As at 30 June 2015, our cash balances were \$4.4m.

**Karen Limb**  
Treasurer





**Independent auditor's report to the members of St John Ambulance Australia SA Incorporated**

*Report on the financial report*

We have audited the accompanying financial report, being a special purpose financial report, of St John Ambulance Australia SA Incorporated (the Association), which comprises the balance sheet as at 30 June 2015, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, a summary of significant accounting policies, other explanatory notes and the directors' declaration.

*Directors of the Association responsibility for the financial report*

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

*Auditor's responsibility*

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

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

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

*Auditor's opinion*

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

- (a) giving a true and fair view of the Association's financial position as at 30 June 2015 and of its performance for the year ended on that date, and
- (b) complying with Australian Accounting Standards to the extent described in Note 1.

**PricewaterhouseCoopers, ABN 52 780 433 757**  
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*Basis of accounting and restriction on distribution and use*

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the directors' financial reporting responsibilities under the *Associations Incorporation Act 1985*, the *Australian Charities and Not-for-profits Commission Act 2012*, and the Association's constitution. As a result, the financial report may not be suitable for another purpose. Our report is intended solely for the members of St John Ambulance Australia SA Incorporated.

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

In our opinion:

- (a) The financial report gives a true and fair view of the financial results of fundraising appeal activities for the financial year ended 30 June 2015;
- (b) The financial report has been properly drawn up, and the associated records have been properly kept for the period 1 July 2014 to 30 June 2015, in accordance with the *Collections for Charitable Purposes Act 1939* and Regulations; and
- (c) Money received as a result of fundraising appeal activities conducted during the period from 1 July 2014 to 30 June 2015 has been properly accounted for and applied in accordance with the *Collections for Charitable Purposes Act 1939* and Regulations.

*PricewaterhouseCoopers*

PricewaterhouseCoopers



Kevin Reid  
 Partner

Adelaide  
 30 September 2015

**St John Ambulance Australia SA Inc  
 Statement by the Board of Directors  
 30 June 2015**

In the opinion of the Board of St John Ambulance Australia SA Incorporated the attached summary financial report for the financial year ended 30 June 2015 has been derived from or is consistent with the full financial report for the financial year.

Dated at Adelaide this 24<sup>th</sup> day of September 2015

Signed in accordance with a resolution of the Board



Mr Malcolm Hyde  
 Chairman

Adelaide

Date: 28/10/15

A copy of the full set of financial statements and Auditor's full statement is available on request from:

St John Ambulance SA Inc.  
 85 Edmund Avenue, Unley  
 South Australia 5061  
 Telephone: 8306 6999  
 Email: stjoh@stjohnsa.com.au

## FINANCIALS CONTINUED

ST JOHN AMBULANCE AUSTRALIA SA INC

### STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2015

	30 June 2015 \$	30 June 2014 \$
Income	8,829,250	8,982,714
Other income	950,367	1,044,213
Cost of sales	(602,496)	(686,437)
Employee expenses	(5,141,572)	(5,339,101)
Depreciation and amortisation expense	(608,425)	(660,995)
Administrative expenses	(4,577,297)	(4,654,201)
Net gain on disposal of property, plant and equipment	(8,489)	256,167
<b>(Deficit) for the year</b>	<b>(1,158,662)</b>	<b>(1,057,640)</b>
<b>Other comprehensive income</b>		
<i>Items that may be classified to the statement of comprehensive income</i>		
Changes in the fair value of available-for-sale financial assets	318,449	687,190
Items that will not be reclassified to the statement of comprehensive income	-	-
Other comprehensive income for the year	318,449	687,190
Total comprehensive (loss)/income for the year	<b>(840,213)</b>	<b>(370,450)</b>

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

ST JOHN AMBULANCE AUSTRALIA SA INC

### BALANCE SHEET

FOR THE YEAR ENDED 30 JUNE 2015

	30 June 2015 \$	30 June 2014 \$
<b>ASSETS</b>		
<b>Current assets</b>		
Cash and cash equivalents	4,411,623	5,384,999
Trade and other receivables	819,627	671,337
Inventories	181,908	130,220
Grant income receivable	0	239,868
Total current assets	<b>5,413,158</b>	6,426,424
<b>Non current assets</b>		
Available-for-sale financial assets	8,947,261	8,373,084
Property, plant and equipment	4,406,359	4,680,748
Intangible assets	38,301	89,254
Total non current assets	<b>13,391,921</b>	13,143,086
<b>Total assets</b>	<b>18,805,079</b>	19,569,510

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

	30 June 2015 \$	30 June 2014 \$
<b>LIABILITIES</b>		
<b>Current liabilities</b>		
Trade and other payables	1,427,415	1,215,797
Provision for employee entitlements	548,205	630,644
Total current liabilities	<b>1,975,620</b>	1,846,441
<b>Non current assets</b>		
Provision for employee entitlements	45,900	99,297
<b>Total liabilities</b>	<b>2,021,520</b>	1,945,738
<b>Net assets</b>	<b>16,783,559</b>	17,623,772
<b>FUNDS</b>		
Reserves	7,682,004	7,233,944
Accumulated surplus	9,101,555	10,389,828
<b>Total equity</b>	<b>16,783,559</b>	17,623,772

## FINANCIALS CONTINUED

### ST JOHN AMBULANCE AUSTRALIA SA INC STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2015

	30 June 2015 \$	30 June 2014 \$
<b>Cash flows from operating activities</b>		
Receipts in course of operations	8,910,307	9,008,722
Payments in course of operations	(9,935,225)	(10,888,383)
Proceeds from donors, bequests and fundraising	144,451	214,303
<b>Net cash outflow from operating activities</b>	<b>(880,467)</b>	<b>(1,665,358)</b>
<b>Cash flows from investing activities</b>		
Payments for property, plant and equipment	(302,993)	(254,741)
Payments for intangibles	(4,025)	(62,695)
Proceeds from disposal of property, plant and equipment	16,055	416,585
Dividends and other distributions	56,679	47,117
Interest received	141,375	213,175
<b>Net cash inflow from investing activities</b>	<b>(92,909)</b>	<b>359,441</b>
<b>Net cash inflow from financing activities</b>	<b>0</b>	<b>0</b>
<b>Net increase (decrease) in cash and cash equivalents</b>	<b>(973,376)</b>	<b>(1,305,917)</b>
Cash and cash equivalents at the beginning of the financial year	5,384,999	6,690,916
<b>Cash and cash equivalents at the end of the financial year</b>	<b>4,411,623</b>	<b>5,384,999</b>

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

## STRATEGIC PLAN

## EXECUTIVE SUMMARY

### OUR MISSION

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

### OUR VISION

We will be indispensable to the health of every household, workplace and public gathering in South Australia.

Our people and expertise will help those in need, including our international neighbours.

### OUR FUTURE

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

### OUR VALUES

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

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

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

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

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

The Strategic Plan 2012-17 is a comprehensive set of activity which coordinates and aligns work with our mission and vision, and sets common goals and priorities. This will ensure we continue to provide high quality services and capitalise on all opportunities.

Setting our strategic direction ensures we are clear about what we do and what we will achieve.

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



# KEY DRIVERS

<b>COMMUNITY NEED</b>	Community needs will always be our focus, and our programs, services and actions will always represent this.
<b>OUR PEOPLE</b>	The work that we do relies on the professionalism, enthusiasm, commitment and caring of our members.
<b>REACH</b>	We will strive to ensure that as many people as possible within South Australia have access to our services and programs.
<b>RESEARCH</b>	The work that we do will be underpinned by robust research and evaluation.
<b>OUR ASSETS</b>	Our assets will be fit-for-purpose, commercially viable and highly utilised.
<b>VOLUNTEERS</b>	Volunteerism is the foundation that drives the activities of St John, and underpins our success.
<b>ENGAGEMENT</b>	We will engage and form meaningful partnerships with the community and stakeholders to ensure that we remain relevant.
<b>OUR ACTIONS</b>	Our actions, and the way we conduct our business, will support and enhance the ideal of 'One St John'.

# KEY OUTCOMES 2012-2017

## BY 2017, WE WILL HAVE ACHIEVED THE FOLLOWING OUTCOMES

<b>PROGRAMS AND COMMUNITY ENGAGEMENT</b>	<b>OUTCOME 1</b> New and existing programs and services are relevant.	<b>OUTCOME 2</b> Improved community resilience through first aid education.	
<b>REVENUE</b>	<b>OUTCOME 3</b> Strong, sustainable and diverse income streams.		
<b>GOVERNANCE</b>	<b>OUTCOME 4</b> Strengthened organisational governance.	<b>OUTCOME 5</b> Strengthened Board governance.	<b>OUTCOME 6</b> Reduced environmental footprint.
<b>PEOPLE AND CULTURE</b>	<b>OUTCOME 7</b> The best results will be achieved through our people and culture.	<b>OUTCOME 8</b> Safety and wellbeing of members and those we deal with is a shared responsibility.	
<b>ASSETS AND SYSTEMS</b>	<b>OUTCOME 9</b> The right data, assets and systems.	<b>OUTCOME 10</b> Robust financial management.	
<b>BRAND</b>	<b>OUTCOME 11</b> Unique brand enhancing reach, revenue and culture.	<b>OUTCOME 12</b> Greater Government recognition.	<b>OUTCOME 13</b> Respected source of health data and information.

# HOUSE KEEPING

## GLOSSARY

<b>A&amp;FAPS</b>	Ambulance & First Aid Functional Service
<b>ABN</b>	Australian Business Number
<b>ACNC</b>	Australian Charities and Not-for-profits Commission
<b>AED</b>	Automated External Defibrillator
<b>AGM</b>	Annual General Meeting
<b>ASQA</b>	Australian Skills Quality Authority
<b>ATO</b>	Australian Taxation Office
<b>CFS</b>	Country Fire Service
<b>CPR</b>	Cardiopulmonary Resuscitation
<b>DGR</b>	Deductible Gift Recipient
<b>FTE</b>	Full time equivalent
<b>HACC</b>	Home and Community Care
<b>ITEC</b>	Income Tax Exempt Charity
<b>MFS</b>	Metropolitan Fire Service
<b>MOU</b>	Memorandum of Understanding

<b>PBI</b>	Public Benevolent Institution
<b>RTO</b>	Registered Training Organisation
<b>SA</b>	South Australia
<b>SAAS</b>	SA Ambulance Service
<b>SACE</b>	South Australian Certificate of Education
<b>SACFS</b>	SA Country Fire Service
<b>SACSA</b>	South Australian Curriculum Standards and Accountability
<b>SAFECOM</b>	South Australian Fire and Emergency Services Commission
<b>SAPOL</b>	SA Police
<b>SES</b>	State Emergency Service
<b>TGA</b>	Therapeutic Goods Administration
<b>VET</b>	Vocational Education and Training
<b>WHS</b>	Work Health Safety

## PUBLICATIONS REFERENCED

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



### WE THANK...

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

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

# GET INVOLVED

## VOLUNTEER

Volunteers find real joy in helping people. Whether you prefer one-to-one connections, enjoy being out and about, or would rather be behind the scenes, there's a volunteer experience for you.

**To give a little back:**

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



## GET THE SKILLS TO SAVE A LIFE

Become one of the many South Australians who have the first aid skills to help a loved one, friend or passer-by. In many cases death or serious injury can be avoided with basic first aid intervention.

**Find the right course:**

[stjohnsa.com.au/training](http://stjohnsa.com.au/training)  
or call 1300 ST JOHN (78 5646)



## STAFF TEAM

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

**Visit careers:**

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

## MAKE A DONATION

Show your support by donating. You can choose to make a regular gift, single donation or a bequest. Whatever you give will go directly to supporting the work of volunteers.

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

**or call 1300 ST JOHN (78 5646)**



## GRAB A FIRST AID KIT

Have the right kit to hand in case of emergency. Resources in homes, cars and workplaces are vitally important to community resilience, and proceeds support community services.

**Find the right kit for you:**

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



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



**ST JOHN  
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AUSTRALIA  
SA INC**

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Incorporated under  
the Associations  
Incorporation Act 1985

**ABN** 42 947 425 570