

Here when it matters

IMPACT REPORT 2025–26

Stories of skill, care and service across South Australia



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OPENING

Making a difference across South Australia

Impact is what happens when people are equipped, cared for, connected and supported when it matters.

For generations, St John Ambulance SA has been part of South Australian community life. Our contribution reaches well beyond the moments when an ambulance or a person in a St John uniform is visible.

We help South Australians build the skills and confidence to respond when it matters. We put life-saving equipment within reach. We help older people stay connected and supported, provide care where communities gather, help patients move safely through the health system and stand ready when major emergencies occur. We also help children and young people develop life-saving skills, confidence and a commitment to helping others.

Sometimes the difference is dramatic: a heart beating again after cardiac arrest. Sometimes it begins in a classroom, with a child learning to call Triple Zero or perform CPR. Sometimes it is deeply personal: a friendship, a fortnightly outing and something to look forward to.

Different services. Different people. Different moments. One shared purpose:

Helping South Australians when it matters.

AT A GLANCE

Our impact in 2025–26

Our activities are distinct but connected, creating greater impact together. They reflect the breadth of St John SA, while the measures below show the scale of our impact.

What we do

Seven connected areas of activity, working together to help build safer, healthier and more resilient communities across South Australia.

Each part of our work plays a unique role. Together, they create a stronger, more capable St John, ready to support South Australians in everyday life and in times of need.



Enabled by

Our People
Volunteers and staff power our impact.

Partnerships & Advocacy
A stronger voice for safer communities

Fundraising
Community support sustains our work.

Members & Supporters
A proud community behind our mission.

Good Governance & Financial Stewardship
A strong and sustainable organisation.

CONNECTED ST JOHN

The wheel introduces the areas of activity and enablers behind the impact measures below.



40,000+
training completions



1,528
AEDs supplied



1,229
events supported



2,996
patients treated



1,200
patient transfers



340
Community Services clients



7,684
school students trained



743
volunteers



201
staff

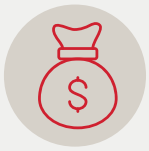
Volunteer contribution



21,180
event duty hours



13,970
Community Services hours



$3.18m
value of volunteer contribution

PRODUCTS

When being prepared saves a life

The right skills and equipment helped turn an ordinary shopping trip into a life saved.

When Sandra Hooker collapsed at Drakes Angle Vale, Assistant Manager Brett Ferguson responded. Another customer began CPR while Brett retrieved the store's AED. It was the first time he had used one in a real emergency, but his St John first aid training gave him the confidence to act.

The LIFEPAK CR2 AED had been supplied by St John Ambulance SA. Sandra was admitted to hospital and recovered. Her story shows what community preparedness can achieve when people have the skills, confidence and equipment to respond.

1,528
AEDs supplied

800+
workplace AEDs monitored

11,800
first aid kits sold

"The most important thing for us was to keep her alive until the paramedics arrived."

Brett Ferguson,
Drakes Supermarket, Angle Vale




POCKET AED
St John

EDUCATION AND TRAINING

Skills that stay with you

Knowing what to do gives people the confidence to step forward and help.

Through education and training, St John SA helps South Australians build practical skills for physical and mental health situations. The impact begins with knowledge, but it is realised when someone recognises a problem and acts.

Learning how to save a life

First Aid in Schools introduces students from Reception to Year 6 to age-appropriate first aid. Students learn how to call Triple Zero, assist someone who is unconscious and, for older students, perform CPR.

First aid for mental health

St John SA's two-day Mental Health First Aid course helps adults provide initial support until appropriate professional help is received or the crisis resolves.



40,000+
training completions



7,684
school students trained



572
MHFA participants

> *"If there's no parent in our house and somebody's passed out, then we can call Triple Zero, ask for an ambulance, and they will tell you what to do."*
>
> **First Aid in Schools participant**



COMMUNITY SERVICES

Connection works both ways

Sometimes making a difference starts with spending time together.

Through Community Services, older South Australians are connected with volunteers for companionship, practical support and shared activities. Clients and volunteers can be matched around common interests, helping genuine relationships grow.

For Pat and Judy, a fortnightly walk through Woodside and a stop for coffee have become a valued friendship.



340
people supported



7,843
social support sessions



13,970
volunteer hours

Find out more about volunteering in Community Services.

> *"People think that when you volunteer, you are always giving. They don't see that you receive back just as much, if not more."*
>
> **Judy Duke**, Community Services volunteer


SOUTH AUSSIE
StJohn
ipe
ipecare

HEALTH AND MEDICAL SERVICES

When every second counts

Capability, ready to act where South Australians gather.

During Showdown 59, a spectator suffered a cardiac arrest. St John personnel commenced CPR and used a defibrillator as part of the emergency response.

St John teams bring skilled capability into the places where South Australians gather, able to assess, treat and respond when someone suddenly needs help.

1,229
events supported

2,996
patients treated

21,180
volunteer operational hours

> *"Her heart was beating again before the first SA Ambulance Service crew arrived."*
>
> **Nick Hughes**, St John Ambulance SA



PATIENT TRANSPORT

Care along the way

For a patient, the journey between services is part of the healthcare experience.

St John SA supports the safe movement of patients between health services and locations across metropolitan and regional South Australia. Working alongside SA Ambulance Service, aeromedical providers and hospitals, Ambulance Officers and Paramedics provide planned non-emergency patient transport for people who need care during their journey.

Whether supporting a hospital discharge, transferring a patient between hospitals, taking someone to an appointment or helping them return to their home or care facility, we help make every journey safe, supported and connected.

Approximately 1,200 patient transfers supporting connected care across the health system



EMERGENCY RESPONSE

Ready when South Australia needs us

Readiness is built long before the call for help arrives.

During 2025–26, St John SA supported several Level 3 incidents on behalf of SA Ambulance Service, including the Mount Compass/Tooperang and Yankalilla fires. Deployments included clinical responders, registered healthcare professionals, operational management, fleet and logistics support.

St John SA maintains trained people, vehicles, equipment, communications and logistics, backed by 24/7 coordination and activation arrangements. Together, this provides a ready capability to support South Australia's emergency services when needed.

PEOPLE
trained clinical responders

CAPABILITY
vehicles, equipment and logistics

24/7
activation arrangements

St John SA participates in the Ambulance Services Functional Support Group of the State Emergency Management Plan.



YOUTH DEVELOPMENT

Skills for today. Leaders for tomorrow.

Young people do not have to wait until adulthood to make a difference.

Across local Youth Divisions, young people develop first aid capability alongside teamwork, leadership and personal development. The program also creates an early connection with volunteering and community service.

The impact is not simply what young people learn. It is what they discover they are capable of doing for others.

209
youth members

13
Youth Divisions

85
proficiency certificates

Mount Gambier, Whyalla, Mount Barker, Mallala and metropolitan Adelaide are among the communities connected through St John Youth.



Volunteers making a difference

Our volunteers bring their time, skills and care to communities across South Australia.

Three short profiles show the different pathways into volunteering with St John, from Youth membership to clinical service and community participation.

Together, these stories reflect the opportunity to learn, contribute, build confidence and serve alongside others.



Bianca Spinello

Growing into leadership

Bianca Spinello's St John journey has been one of learning, growth and increasing responsibility.

From her early days as a Youth member, Bianca has developed into a young leader who supports others and helps new members feel welcome. She has taken on greater responsibility at training nights, progressed to the rank of Corporal and led teams in First Aid and Drill Competitions.

Her journey reflects an important part of St John Youth: giving young people opportunities to build confidence, take responsibility and discover their capacity to lead and help others.



Grant Buik

A lifetime of service, renewed

Grant Buik's connection with St John stretches back to the 1980s, including volunteering in South Australia and the Northern Territory.

Years later, after seeing a St John presentation at his local club, Grant returned to volunteering as a Community Transport Driver. He now volunteers at least one full day each week and regularly helps with additional shifts when needed.

His experience has also helped inform induction material for new Community Services volunteers. Grant's story shows that there is no single time in life to volunteer, and experience built over many years can continue to make a difference.



Joyce Mugabushaka

Growing confidence through service

For Joyce Mugabushaka, volunteering with St John has brought opportunities to support people when practical care and human connection matter.

At one event, Joyce treated a child whose parent did not speak English. "Between hand gestures and working together, we managed to communicate and support them. They were incredibly grateful."

Joyce also takes pride in helping others develop: "Seeing people still interested, still learning, still growing, it's really rewarding knowing I've contributed to that."

Her experience shows how volunteering can build skills and confidence while making a difference for others.

743
volunteers

185
new volunteers

$3.18m
value of volunteer contribution

63
volunteers with
20+ years' service

79 YEARS
longest recorded service

STATEWIDE
metropolitan and
regional service



OUR STAFF

Staff who enable impact

Behind every service is a team of people who turn purpose into consistent, safe and sustainable delivery. Together, our staff and volunteers provide the capability, quality and continuity that make our community impact possible.

Across program delivery, social enterprise and organisational support, our staff teach life-saving skills, coordinate services, care for patients and clients, equip the community, support volunteers and maintain the systems that keep St John working.

Their work is often visible through training, products, patient transport, Community Services and event health. It is also carried out behind the scenes through clinical governance, operations, customer service, fundraising, finance, technology, people support, assets and administration.



201
staff



PROGRAM DELIVERY
care, education and community services



SOCIAL ENTERPRISE
training, products and fundraising



ENABLE
volunteers and frontline teams



SUSTAIN
quality systems and organisational capability



CONNECT
customers, partners and communities

Our staff make safe, consistent and sustainable delivery possible every day.



PARTNERS AND SUPPORTERS

More impact, together

We can achieve more for South Australians by working together. Partnerships extend our reach, strengthen our capability and help make community impact possible. At their best, they are built around shared outcomes: more South Australians ready to help, cared for, connected and supported when it matters.

THE CONNECTED ORGANISATION

One St John. Many ways to make a difference.

Connected by one purpose. Each part of St John SA plays a distinct role. Together, our people, services and partnerships create greater reach, stronger pathways and more impact for South Australians.



LEARN
Education and training



PREPARE
Products and AEDs



CARE
Community Services and Patient Transport



RESPOND
Event Health and Emergency Response



GROW
Youth Development



ENABLE
People, partners and supporters

A practical example

A person may first encounter St John through first aid at school, later rely on an AED supplied to their workplace, receive care at a community event, need supported transport through the health system, volunteer in their community or help make someone else's future safer through a donation or partnership. The services may be different, but they are connected by one purpose: helping South Australians when it matters.

Learn. Prepare. Care. Respond. Grow. Enable.

HERE FOR SOUTH AUSTRALIA

When it matters, St John SA will be there.

The stories and numbers in this report show what that commitment meant across South Australia in 2025–26: more people with skills to help, care available when it was needed, stronger connections in our communities and thousands of hours given in service to others. We are proud of the difference made in 2025–26 and determined to build on it, so St John SA can make an even greater difference for South Australians in the years ahead.

Be part of what comes next.

Learn more.
Volunteer.
Partner with us.
Support our work.

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