

St John Ambulance Australia

Annual Report 2011

for 12 months ending 31 December 2011



Making first aid a part of every Australian's life

The Humanitarian Mission of the Order

To prevent and relieve sickness and injury and to act to enhance the health and wellbeing of people of all races and creeds.

Our Goals

We will:

1. Make first aid a part of everybody's life.
2. Be the leading provider of first aid services, training and products.
3. Provide first aid related services which build community and individual resilience.
4. Provide highly accessible and effective ambulance services where contracted by Government.

Our Strategies

We will follow the endorsed One St John Policies and Standards, and in particular:

1. Ensure our people are well trained and treated with professionalism and respect.
2. Ensure long term financial sustainability by growing revenue and managing costs.
3. Employ contemporary professional principles in governance and management.
4. Continue to strengthen the St John brand.
5. Deliver quality products and services to meet customer and stakeholder needs.
6. Support The Order of St John and collaborate with other St John entities.

Our Values

St John is a charity in the Australian community working For the Service of Humanity.

Our vision for the future, whether acting alone or in partnership with others, is the provision of charitable and humanitarian services to individuals, groups and organisations.

Our relief work for persons in sickness, distress, suffering or danger recognises no barrier of race, colour or creed.

Funds raised for the services St John provides are a means for achieving our overall humanitarian objectives.

Fundraising is not, nor will it be allowed to become, an end in itself. St John takes pride in its volunteer ethos, its ethical standards and its independence.

These together provide the firm foundation on which St John determines the best means of achieving the objectives to which it is dedicated.

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From the Chancellor

I am pleased to observe that in 2011 all States and Territories identified activities to be undertaken to work towards our principal national Goal of **making First Aid a part of every Australian's life**.

As in previous years, I do not propose to review progress on this and our other agreed Goals, as these are covered by the reports from individual State and Territory organisations and supplemented by reports provided by our Priory Officers later in this Annual Report. Likewise, work done by the Australian Office in providing services and support to the States and Territories is reported on thoroughly by our Australian CEO. I do, however, wish to comment on some aspects of our national and international work, and the way we have gone about it this year.

In Australia

One priority has been to develop strategic alliances as part of a program to advocate that all new drivers complete a first aid training program. It is pleasing to see that St John in the Northern Territory is well-advanced on a program to get first aid training embedded firmly in the requirements for new drivers.

We have identified a number of opportunities to engage with Australian government policies on health reform and emergency preparedness.

The Board has identified a need to convey the essential St John message that:

- individuals should be prepared by first aid training and kits for the flooding, bushfires and other disasters that inevitably occur in our vast country; and that
- communities prepared in this way will be more resilient in responding to the immediate effects of such events (and our 2012 Conference will build upon this theme).

St John volunteers and staff made significant contributions to the planning and delivery of the 2011 National Emergency Management Volunteers summit, and we were invited by the Attorney-General to participate in a forum on Disaster Resilience hosted by the Australian Strategic Policy Institute.

St John International

As Chancellor, I continued to serve as a member of the Steering Committee of Grand Council. In May 2011 I was invited to extend my term on the Steering Committee by a further year and our national Board endorsed this continuing role.

I attended meetings in London in February, May, July and November, with the main business to which I actively contributed included:

- development of the Order's Strategic Plan for 2012–2017;
- redesigning the role of the St John International Office and the Secretary-General;
- the mechanism for developing the St John Associations, drawing partly on the success achieved through the Grand Prior's Appeal in Africa; and
- a proposal to develop strategic regional groupings of specific Priories with particular Associations.

There is no doubt whatever that St John Ambulance Australia will be called upon to assist materially in these endeavours by contributing money and expertise. Closer to home, we have been asked specifically to assist with Association development in New Guinea and in the Solomon Islands.

It is good to be able to report that the 9th St John Priory, anticipated within the next few years, is likely to be St John Kenya.

We continue to support the eye hospital in Jerusalem, St John (NSW) by sponsoring one nurse and St John (WA) two, while our branches in the ACT, Tasmania, Queensland, NT and SA are committed to providing funds to jointly support another nurse.



Governance

During the year, the national Board agreed upon a licensing agreement between the Priory in Australia and each State and Territory organisation. While designed essentially to protect St John's intellectual property against external threats or actions, it also serves to clarify and formalise the relationship.

Work is well advanced on developing a new constitution for St John Ambulance Australia as a company limited by guarantee.

These steps, together with the completion of the Guidelines that support the 20 St John Policies and Standards, have helped ensure that the governance of St John in Australia is robust and well-understood.

The national Board has also had a vital and energetic debate, not yet completed, about the most appropriate national structure for the future.

These developments are given some urgency by the increasing attention being paid by the Federal Government to the performance and regulation of charities. St John made two submissions to government on 'better targeting of not-for-profit tax concessions' and the 'statutory definition of a charity'. We continue to be represented on the Charities Consultative Committee and other government forums.

I continue to emphasise, both inside and outside St John, that we must *always* be viewed as a charity operated in a businesslike way, and never as a business with some charitable intentions.

Youth

During 2011 there have been two outstanding acts of generosity delivered to help support and develop young people in our organisation.

The first, for which we sincerely thank the Peter Harper family, is the Harper Endowment scholarship, worth up to \$20,000 per year. The selection committee could not separate two fine candidates for the inaugural Scholarship, so recommended it be shared on this occasion. Ian Morrison from Melbourne will be investigating how St John could better deliver first aid training for senior residents in University residential colleges, while Nathan Beencke from Sydney will be investigating St John cadet divisions in schools.

The second came from the estate of the late Ms Norma Bell, who left a bequest of \$150,000 to St John Ambulance Australia Inc. for the purpose of assisting St John young people. We will decide during 2012 how that will be best done to meet her wishes.

People

During the member convention in Hobart I had the great pleasure of presenting the inaugural Chancellor's Gold Commendations to Kieran Brown, retiring Deputy Commissioner, particularly for his contributions to cadets and St John youth, and to our retiring Librarian Ian Howie-Willis, in recognition of his contributions to the Historical Society.

The Board of St John Ambulance Australia Inc. changed during the year as Paul Arbon replaced Peter Warfe as Director of Training, Alan Eade replaced Paul Arbon as Chief Commissioner, Peter Cudlipp retired as Chair Victoria and was succeeded by Cameron Oxley, and the Chair AYC Amy Winner was replaced on an interim basis by Mick Gieules. My sincere thanks go to the remaining as well as the retiring directors for their sterling service during their terms of office, and a warm welcome is extended to the incoming directors.

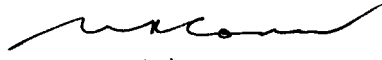
Our Deputy Priors changed during the year as well. HE Ken Michael AC retired as Governor of Western Australia and was replaced by HE Malcolm McCusker AC CVO QC, while HE David de Kretser AC completed his term as Governor of Victoria and was replaced by HE Alex Chernov AC QC. As well, HH Tom Pauling AC QC retired as Administrator of the Northern Territory and will be replaced in early 2012 by HH Sally Thomas AM. St John has been most grateful to the retiring Deputy Priors for their service to our Order, and we have warmly welcomed our new Deputy Priors to their positions.

As always, we are indebted to our Prior, Her Excellency Ms Quentin Bryce AC CVO and to our Patron, Mr Michael Bryce AM AE for their staunch support during the year.

I conclude my report with thanks to two groups of people, one very small and one very large, without whom we simply would not function.

The first group comprises our Australian CEO, Peter LeCornu, and his small but dedicated staff. As I said last year, sometimes we overlook, in our focus on the spectacular events and big duties, the very important part they play in administering our organisation.

Finally, to the volunteers who give enormous hours to our great organisation. You come into your own during the major disasters and events, but you are there, too, for the thousands of smaller community duties that need your skilled services. Thank you, again, for your unselfish devotion during the year to St John Ambulance Australia.



Neil Conn
Chancellor



Australian Office

(L–R): Chris Cowan (Administrative Support Officer), Clair Strickland (Youth Projects Officer), Peter Le Cornu OStJ (Chief Executive Officer), Amy Winner MStJ (Volunteers Development Coordinator), Amanda Power (Finance Manager), Kylie Seidel (Personal Assistant to CEO), Shay McAuley (Project Manager), Justine Black MStJ (Accounts/Office Manager), Fairlie Crozier (National Training Manager), Ellouise Boel (Training Projects Officer), Belinda Ding (National Youth Manager), Christine Barber (Project Manager) and Gabrielle Lhuede (National Publications Manager). Photo by Shane Bollard.

St John Activities Australia-wide

Australian Capital Territory

225 members

308 events where first aid provided

2597 patients treated

13 636 first aid service hours provided

385 community care service hours given

8147 first aid certificates issued

Despite 2011 being a very difficult year for the retail and training environments, St John ACT still managed to continue its community activities without any unnecessary hardships. A concerted effort over the past few years has provided the ACT with considerable internal resilience that continues to provide support for our community activities during difficult times.

The work over the past year culminated in the ACT implementing new, contemporary governance practices during 2011. The organisation is now well prepared to expand our charitable work.

St John ACT's community contributions are focused primarily on the provision of first aid at local events and through the training of people to better equip them to handle emergencies.

The ACT's Community Care program has two projects—the Ainslie Village Bus and Project Survival. These programs, respectively, exist for the disadvantaged members of our community, and persons at risk from substance abuse. The programs are entirely conducted by volunteers, and no charge is levied by St John. The Ainslie Village Bus assists disadvantaged residents in low-cost housing with transport once a week to a nearby shopping centre to purchase groceries or to attend medical and other appointments. An ACT governmental agency lends the bus to St John for this purpose.

Project Survival offers free instruction in basic first aid to persons with a history of substance abuse. The training focuses on providing the essential life-saving steps of CPR, which they could administer should their friends have a critical episode while imbibing or drug-taking. Both projects have been enthusiastically received by the clients themselves and the supervisors in the institutions that house the clients. The latter project has been so successful that it has been replicated by St John elsewhere in Australia.

Our First Aid Services (FAS) continued their valued support at community events throughout the ACT, our research showing that St John ACT was the largest provider of first aid in the capital.

In order to provide these valued services, St John ACT continued to conduct first aid training and equipment sales, despite a difficult year for the ACT retail industry. The revenues raised through these business lines directly support the community work of St John, which included the supply of over 50 life-saving defibrillators to ACT customers.

A new First Aid Service Capability Development Strategy was also developed in 2011, with broad member consultation undertaken to help shape the structure and direction of FAS into 2012. The strategy outlines a proposal to change the function and role of the traditional management structure, allowing greater decision making and leadership capacity from the members within the divisions. The new strategy also proposed a local clinical governance group aimed to improve the quality of first aid services delivered to the community.

A combination of a strong and active membership base and a clear direction forward, 2012 is set to be a strong year for the FAS team and the whole St John organisation in the ACT.

A new approach to ACT's First Aid Services

St John ACT's First Aid Services section has evolved during 2011 with a new stream-lined management structure and a focus on our people and our clinical capabilities.

A core group of experienced volunteers will head up a much smaller coordination team that will place a greater reliance on our divisions—our front line service delivery personnel. Support for the divisions will be the focus of the coordination team as we look to strengthen our current divisions and established new ones.

We have streamlined our induction processes to ensure our people receive the training and support they need, swiftly and flexibly. We have successfully obtained licenses to transport patients and carry certain medications. We have also established new processes for supplying our people with uniforms and equipment all geared towards recognising their contribution and rewarding them for the wonderful service they provide.

This evolution through 2011 is all about establishing a foundation for growth. We have achieved that and have set lofty targets to grow our First Aid community services.

Watch this space!



4638 members

8092 events where first aid provided

29 287 patients treated

410 816 first aid service hours provided

16 963 community care service hours given

81 181 first aid certificates issued

New South Wales

St John (NSW) welcomes new CEO

Mark Newton was appointed New South Wales' Chief Executive Officer in October 2011 following the retirement of Sean Gavin. St John will benefit from Mark's extensive experience in senior management in the not-for-profit fields of health and human services. Mark has a strong understanding of charities and NGOs and has already made clear a number of strategies for the organisation to ensure the growth of St John in NSW.

NSW volunteers help in Queensland

Twenty-five volunteers from NSW headed to Queensland to assist during and after the devastating floods that occurred at the beginning of the year. Volunteers worked 12 hour rotating shifts to provide first aid and health services to affected residents, other volunteers, military personnel and workers. The volunteers were thanked later in 2011 with a special citation medal from the Queensland Government.

First Aid Services volunteers also covered the regular schedule of major events during the year including the Sydney Royal Easter Show, ANZAC Day and New Year's Eve in addition to thousands of regional public and community events.

There were a number of notable life saves at the Sydney Half Marathon, City2Surf, Sydney Running Festival and Bathurst 1000. These instances remind the community that the attendance of our highly-trained volunteers at events does make a real and positive difference.

Community Services continues to grow

The Program to Aid Literacy (PALs) continued to grow in NSW, specifically in the South Western/Western Sydney regions. PALs was chosen by the University of Western Sydney, and recognised with a Partnership Award in late 2011, for the 'Classrooms without Borders' initiative which encourages future teachers to develop crucial skills in interacting with people from different social and cultural backgrounds.

St John continued to provide ophthalmic support to areas of North Western NSW through the St John Pius X Eye Clinic in Moree. The recent acquisition of a mobile eye screening camera now means that people in the region can have their eyes tested without the need for travel. The inaugural clinic using this mobile equipment took place in Toomelah on 16 December 2011 and was well received by the local aboriginal health service.

St John also continued to support the NSW Health Department with their school-based immunisation program with close to 90 volunteers making 332 school visits across the state.

New safety kits make their debut

The revenue from St John kit sales, servicing and first aid training directly contributes to the provision of valuable community services. A number of new safety kits, including ones for boating, camping and the car, were successfully launched in 2011 with the view to develop or improve on existing kits and training to ensure they are of the highest standard, accessible to all and relevant to the community.

Looking after our members and their families

As part of the Member Welfare Program, Member Welfare Kiosks are being installed in all NSW branches. The purpose of these kiosks is to provide St John volunteers, staff and their families with resources including books and fact sheets to assist with health or lifestyle issues they may be facing, such as financial hardship and depression.

First aid awareness

Following the launch of the Everything Else Can Wait campaign in 2010, St John continued to focus on first aid awareness, using more advocate stories in 2011 to show how ordinary people have used the first aid skills they learnt with St John to save someone's life.

St John (NSW) opens conference wing in Blue Mountains

In March 2011, the Chancellor of St John Ambulance Australia, Dr Neil Conn, opened the new conference wing at the Sir Hugh Poate Training Centre in Blaxland. The 600 square metre addition to the centre was made possible by a 2009 grant from the Department of Education, Employment and Workplace Relations.

The new addition comprises of two large training areas fitted out with new equipment and furniture. The centre is used as a home base for the Blue Mountains City Combined Division as well as a camp and training facility for more than 1000 volunteers each year.

The facility is also used to accommodate volunteers during major events such as the Sydney Olympic Games in 2000 and World Youth Day in 2008. There is also a large underground storage area to house the regional disaster trailers that are quickly accessible should an emergency occur in the area.

The Hon. Peter Collins AM QC, Chairman of St John (NSW) said during the opening of the new facility that the site would also be made available to other emergency services and community groups:

We will be able to expand our activities and also make the site available for use by local community groups as well as to use it as a coordination site for the emergency services if required.

St John Juniors, Cadets and adult members have all enjoyed the upgraded facilities that enable them to come together in learning, networking and sharing the passion and dedication they have for St John.



Northern Territory

666 members

698 events where first aid provided

2763 patients treated

25 886 first aid service hours provided

283 community care service hours given

12 506 first aid certificates issued

St John Ambulance Australia (NT) Inc. is a not-for-profit organisation operating under contract to NT Government to provide the Ambulance Service throughout the Northern Territory. The organisation comprises of essentially two separate entities: delivering contracted Ambulance and associated services, and operating the traditional St John volunteer first aid services, community care, first aid training, first aid kit sales and contract paramedical services, and a workshop servicing our fleet and undertaking vehicle fit-out activities.

The NT covers an area in excess of 2.16 million square km and the total population, around 232,000, tends to be concentrated around two major centres, Darwin (including Palmerston) and Alice Springs. The vision for the Service is to promote health and wellbeing to all Territorians and to form an integral part of the total health delivery continuum.

A priority for St John NT is to 'make first aid a part of every Territorian's life', a task we are undertaking with an initiative called 'First@Scene'. This is an online first aid course, specifically targeting youth and forming part of the learning experience for obtaining a driver's license. First@Scene will be launched early in 2012 and we aim to reach as many NT youth as possible. In addition to this, we have expanded our services through the volunteer school-based teaching program, which specifically aims to reach many of our indigenous children, who otherwise would not have access to such facilities. It is most pleasing to advise, that during 2011, we issued 10,800 accredited first aid training certificates and 1706 first aid certificates or statements of achievement via this school-based system, with over 100 of these to primary school children in Tennant Creek alone.

2011 was a year of milestones for the NT, with Nhulunbuy Division celebrating their 30th birthday in March. There was continued enthusiasm for the Endowment Trust, with a further fundraising dinner held in Alice Springs mid-year in support of our volunteers. In October, we celebrated 50 years of St John volunteers supporting the local community in Alice Springs, with a function hosted by the Mayor.



A further highlight for the year was the announcement of CEO, Ross Coburn as the inaugural Not-for-Profit Manager of the Year for the Territory. St John NT was also awarded the Volunteering SA/NT Award for Organisational Excellence. I am very proud to be Chair of such an outstanding organisation.

A major challenge this year has been the shift in the focus of volunteers. We have found that in the NT, volunteers generally no longer volunteer for life, they volunteer for a reason and we only have their support for a short period of time. As a result, our efforts have primarily focused on the training of our younger volunteers to ensure they grow within themselves and transition through to adult membership and participation.

Managing the amended Occupational Health and Safety regulations and the increased requirements to manage these changes has been a focus in 2011. In addition, the implementation of the Child Protection policies and the introduction Territory-wide of the Ochre card system, has meant a safer and more secure environment for our cadets and members.

Our Contracts Department have successfully taken over the management of the Sales Department, experiencing a significant growth in kits, components and other first aid equipment sales (up 25%). Our Workshop has also seen unprecedented growth in external customer work, which has grown close to 30% on the previous year. The move to a Degree-based Paramedic Qualification through Edith Cowan University in Perth was achieved in 2011. Our new recruits commence in January 2012 for what will be a challenging year in this area.

The Yirrkala school-based first aid training project

In a positive move for the Territory, St John NT saw the commencement of the Yirrkala school-based first aid training program in Nhulunbuy. The initiative ensures first aid training is communicated to students from Indigenous communities giving them the same opportunities as their peers in less isolated communities across the Territory. The program is in line with our desire to 'make first aid a part of every Territorians life' and to build the brand name of St John with the youth of the community.



The project provides students with materials which are considered appropriate to their learning styles. The Learning Sheets will be translated into the local language of the students and will feature illustrative photographs using the children themselves as photographic subjects. This new innovation requires ongoing consultation with Indigenous persons and relevant Indigenous support personnel and agencies. The target groups at Yirrkala are Years 7 to 12. We initially experienced very variable attendance patterns, however attendance at first aid sessions improved when two training sessions were combined. The students responded well to the activities which had been designed for them and were actively engaged in role play situations. The first year of the project proved to be very challenging, but 12 certificates were issued

to students who would not otherwise have been able to participate in such training. A special thank you to Kieran Brown and others for their assistance in getting the program started. We look forward to continued success in 2012.

1621 members

2633 events where first aid provided

12 521 patients treated

84 798 first aid service hours provided

66 097 community care service hours given

63 073 first aid certificates issued

Queensland

2011 was a year for the history books of St John in Queensland. With the toll from global financial factors continuing to impact on business and community, January 2011 saw a 1-in-35-year flood event strike South East Queensland in a devastating way.

Not to be outdone, February brought Cyclone Yasi to the embattled North of the State.

During these disasters, over 200 members provided round-the-clock first aid services, medical consults, non-urgent transport, first aid supplies and anything else they could offer in evacuation centres throughout the State. Additional logistics, including medical equipment, first aid consumables and personal requirements were provided across Queensland. This assistance continued for many months after the floods and continues today. Volunteers treated more than 3000 patients and offered medical advice and support to a further 3000 flood-affected members of our community.

Our thanks go out to all the amazing interstate volunteers who came up to help in this mammoth undertaking.

In the aftermath of the Brisbane floods a successful joint project between St John Ambulance (Qld) and the RACQ Foundation provided 69 new first aid kits to 34 community groups who lost everything in the January floods.

New look for St John House

As part of extensive renovations to St John House in Brisbane, the building has received a major face lift. The exterior of the building now has a fresh and modern facade that attracts attention and promotes a contemporary St John name to the community. In addition to the fantastic paint job, the lower levels of the building have been converted to brand new offices, opening up more space for training rooms.

Training achievement

The spirit of St John in Queensland is nowhere better reflected than in our performance in 2011. The massive toll on us and across the state would be a valid reason for not bettering last year's efforts and it is a testament of our hard work that we actually exceeded our 2010 training figures with 63,073 certificates issued—an increase of 3%.

While the impact of the floods was significant and an ongoing challenge, our regional offices have all produced amazing results. Toowoomba, in particular, has capitalised on local growth to out-perform expectations.

Community Services

During 2011, St John (Qld) Community Services members contributed over 66,000 volunteer hours to the aged and frail members of the community.

Community Services continues to grow throughout the State. Transport services in all areas are performing well, and are maintaining their diversity of clients, partners and client trips.

Volunteer teams at Caboolture and Logan hospitals continue to provide an excellent service and tremendous support to hospital staff and patients. The success of this venture has lead to a request to expand the service and replicate it in other locations.

The Silver Cord Service has gone from strength to strength, expanding its services into the Darling Downs, Ipswich and West Moreton areas.

New in 2011

In response to an urgent need to cater for large-scale community events and to meet the needs of industry and business, St John (Qld) launched a new initiative in September—Corporate Client Services (CCS).

The new CCS program works alongside our well-known First Aid Services members to provide a professional service of paid and highly qualified health care professionals (doctors, nurses, paramedics, and professionally trained first-responders) who are licensed to carry out emergency pre-hospital care as well as administer a wide range of emergency medications. To date, this new venture has secured a significant number of new corporate clients and businesses, including those from the mining and industry sectors.

2011 also saw the development of St John LifeLink, a medical alert system designed to give security and peace of mind to the elderly, sick or injured, and their carers. St John LifeLink provides a 24 hour, 7 day a week service that responds instantly to any call for help. The alert uses state-of-the-art sensor beams as well as personal help buttons and

enables clients to remain safely in their own homes. Significant effort has been invested in the development of this project to ensure all contingencies are covered and a successful launch is guaranteed. The project is due to launch in February 2012.

Moving forward

As I write this report, Queensland volunteers are currently deployed to three evacuation centres assisting with the care of flood-affected residents from the St George area. This latest mission and the numerous deployments and duties throughout the year are a potent reminder of the strength that St John has, the strength of our people working and caring for the community as a team.

I am extremely proud of the superb performance of St John (Qld) this past year and look forward to a bright and successful 2012.

Caring for a State in crisis

More than 260 St John (Qld) members willingly stood by those in need during the devastating floods that swept through the State in early January. When cyclone Yasi ravaged north Queensland in February, our members, many of whom were still assisting in flood recovery operations, once again took action to assist where needed.

First Aid Services members provided round-the-clock first aid treatment, medical consultations and anything else they could offer in evacuation centres throughout the State. These members, with the help from interstate counterparts, treated more than 3500 patients and offered medical advice to over 3000 other flood-affected Queenslanders.

Community Services members provided vital transport to those who required assistance, ensuring people were able to reach evacuation centres quickly and safely.

Members who contributed during the floods were presented with a Disaster Hero Award by the Premier of Queensland for their efforts. Congratulations and sincere thanks go to each and every member for undertaking such inspirational care to the community when it needed it most.



First Aid Services members liaise with Emergency Services in Incident Control Management room.

Recovery. Members walk the streets in affected areas offering help.



2243 members

6826 events where first aid provided

154 128 first aid service hours provided

39 312 community care service hours given

45 479 first aid certificates issued

South Australia

Our driving forces

St John South Australian members share a common vision: to enhance the health and well being of the South Australian community. We strive to contribute to an increasingly resilient South Australia; where first aid skills and resources are prevalent, and our aged or isolated members of society are engaged in community life.

This past year, our members have excelled in their contributions towards an increasingly resilient community through the provision of charitable and humanitarian services. This has seen the deployment of members to assist in the wake of devastating natural disasters, an expansion and a widening of community care services for the more isolated of members of society, a continued presence at South Australia's major events, and a focus on education to increase the breadth and depth of first aid skills within the community. Parallel to these services is our commitment to youth engagement with a program that nurtures self-esteem, confidence, leadership skills and community contribution.

In a year of increasing demand on our services within South Australia, our members have risen to the challenge of fulfilling our mission with vigour and enthusiasm.

Education

Intrinsic to our ability to educate first aid skills, are our training activities. With resilience at the fore we continued our charge to increase the breadth and depth of first aid skills within the community. Over 337 999 public and community first aid training hours have taken place to enhance skills within South Australia—more hands in the community able to help themselves and others in times of need.

During the year our taskforce of first aid volunteers undertook a comprehensive reaccreditation process to ensure the highest national training standards are upheld. The importance of these skills was emphasised in vivid terms in the wake of the devastating natural disasters experienced in neighbouring states. Our ability to respond with the deployment of experienced volunteer teams demonstrated our preparedness and capability to respond as St John SA volunteers stood shoulder to shoulder with emergency services and interstate counterparts.

These events cement our commitment to assisting communities in coping with and recovering from disaster, and reaffirm the necessity for our own state to be prepared.

State Emergency Management Plan

St John SA has a vital role to play within South Australia's State Emergency Management Plan. As part of the functional service group 'Ambulance and First Aid' we have the trained personnel, infrastructure and equipment required to provide patient care services at incident sites, as well as providing an overflow or surge capacity to SA Ambulance and the provision of non-urgent patient transport.

Event first aid

It is estimated that over 1 million patrons attend over 80 major events within South Australia each year, and the community has continued to look to St John SA to provide patient care services at events across the state. All major commitments were fulfilled by St John SA volunteers, greatly reducing the burden on our health system and upholding a reassuring presence at events.

Youth program

St John SA continues to deliver a broad spectrum of life-enhancing skills for youth members. The fun, safe and supportive opportunities allow young people to grow and develop while engaging meaningfully in the provision of patient care services to the community. With over 50% of First Aid Services members falling within the youth age bracket, this remains a high priority of St John.

Community Care

With an aging population our Community Care services saw an increase in demand. Social isolation continues to be an important issue with extensive ramifications on health and well being, impacting society as a whole. The program gained impetus with a widening of services into new geographic areas. During the year the work of members was recognised

with the highest score achievable awarded by Home and Community Care (HACC) in its audit. But we did not rest on our laurels—March saw the introduction of a new program, 'Circle of Friends', to further engage clients in community life.

Building a resilient organisation

The past year has seen the spotlight remain on the economy and for St John SA, further organisational strength. A review of market conditions, operations and processes has resulted in the implementation of new initiatives to grow the distribution of St John SA services, and alleviate inefficiencies. A focus is on creating a financially sustainable not-for-profit model that will fund operational activity from surplus funds. Initiatives have included improved systems and process, customer focus and communication. There has also been investment in people management and volunteer excellence. The engagement of young people will remain a priority with leadership pivotal to maintaining their involvement in the organisation.

Looking to the future, improving critical aspects of the property portfolio in relation to economic and physical suitability will continue to be given high priority, as will improving volunteer recruitment, and diversifying funding opportunities.

Invaluable contribution

Our services form an integral part of the South Australian community, setting the foundation for a strong, inclusive and healthy society. None of this work would be possible without the commitment of our wonderful volunteers and staff who are the driving force behind St John. Acknowledgment is made to our many partners and donors, national and local authorities, who continue to support the work of St John within South Australia.

St John SA in action—there when it counts

St John SA maintains a presence at thousands of sporting and community events across South Australia each year. Our volunteers donate their time to watching over the attending public, providing immediate on-scene treatment, and giving that essential piece-of-mind that St John is there to help.

Volunteer First Responder Phillip Drew was on duty at a regular soccer fixture which he had been covering for over 15 years, when an on field fight broke out between players. The altercation spilled over to include spectators, sparking violence and quickly escalating into a mass casualty incident.

Phillip immediately went to the aid of the injured. On assessing the situation he found he had four patients with significant injuries (one a suspected spinal injury) and others requiring treatment—all against a backdrop of a continually volatile situation.

On realising that serious injuries had occurred, many spectators left the scene leaving Phillip to try and settle those that were still spoiling for further action, while continuing to treat patients in the period before the arrival of emergency services. Phillip continued to work with the uniformed emergency service personnel and respective club health care professionals, to provide pre-hospital care.

Phillip's actions are reflective of a member who, when faced with a dynamic, violent and uncontrollable incident, proceeded to act in a manner that reflects St John training and the values of our organisation. Phillip clearly demonstrated our volunteers' dedication to the care of fellow South Australians.

311 members

935 events where first aid provided

2053 patients treated

23 148 first aid service hours provided

14 855 community care service hours given

21 418 first aid certificates issued

Tasmania

Once again Tasmania's year has been both challenging and rewarding with an enormous commitment and contribution from our Board, staff, trainers and volunteers who provide their skills, knowledge and abilities to make our organisation what it is.

Tasmania's hosting of the inaugural Member Convention in May was a great success due to the contribution of many people and the support from the Australian Office. As the Convention was on our turf we were in a position to fund St John Members to attend both days, and 49 members accepted our offer. In the past we have not been in a position to offer this level of support and Members were grateful for the opportunity to network with their peers and expand their knowledge. We were also fortunate to have two Tasmanian presenters.

The Board has continued to work in a very harmonious manner, enhanced by the welcome return of Dr Kelly Shaw who is back in Tasmania. We also welcomed Inspector Jon Cooper to the Board who has been involved with St John since he was 8 years old, in many and varied capacities. Regrettably, and after much valued service, we farewelled Michael Barratt, Board Member and Chair of Community Care, and Dr Gerard Gill our State Medical Officer. We thank them both for their valuable contribution for the many years of service to the organisation.

Governance

The Board has also engaged in a comprehensive review of how it operates. This has seen development of a new Strategic Plan 2011–2015, drafting of a new Corporate Governance Handbook, and identification of other strategic policies that need to align with and support our organisational outcomes. The ongoing review of our clinical governance and assurance arrangements has also been an important aspect of this work. Supporting this process has been the National CEO, Peter LeCornu, who has provided very valuable external review and guidance on key policy issues.

The Board aims to ensure that its activities and those of St John in Tasmania are conducted in line with industry best practice. Noting the organisational work-plan we have underway, we remain confident that we are well positioned to accept the challenges ahead.

Despite these successes, however, we are in great need of more volunteers, especially in the younger age brackets, to ensure that we can service as many events as possible and continue to raise the profile of St John. We have much work to do in the areas of leadership development and improving communications, as well as responding to the challenge of professionalising our volunteer services.

Operations

In January St John once again proved its worth as an emergency support organisation. Volunteers from across the nation assisted the people of Queensland during the back to back natural disasters of flood and cyclone. Tasmania supported these efforts with the deployment of experienced First Responders for a week comforting and supporting those impacted by these extreme weather events.

We also saw the opening of a new Operations centre in Devonport. While the previous rooms have served us well for the past five and a half years, the new centre provides a training and retail outlet with an expanded area involving larger training rooms, manikin cleaning area and a retail shop. Already we are seeing increased walk-in sales and delivery of more training workshops.

Our Patient Transport has expanded through the purchase of a Mercedes Benz, fully fitted-out to provide a service in the south of Tasmania. There was a steady workload during the year and a small surplus continues to be generated.

During the year we were concerned by and addressed deficit generated by supplies. Following a two month review and a change in strategies and systems, the future looks much more positive and over the past few months a surplus has been posted.

Community Care

St John Community Care continues to work tirelessly with volunteers providing help and support to the frail and aged in the community. This incredibly valuable service—offered at little cost to the clients—ensures older Tasmanians can stay safe and secure in their own homes. This year saw a further increased demand for our services especially in the transport area, and a challenge for 2012 will be recruiting more volunteers. Community Care undertook the Quality Futures and Measures Audit and received sign-off through the Department of Health and Human Services.

Training

Training has once again generated a record number of first aid certificates which works towards our goal of making first aid a part of everybody's life.

We experienced a trend where many learners are now wishing to spend less time in the classroom and away from the workplace. As a result we have seen an increase in our Fast Track courses where students complete pre-course work and attend face-to-face training and assessment with minimal class time. As well as delivering training at St John Training Centres, our dedicated trainers have travelled around the state conducting courses—from Dover to Smithton and Strahan to St Helens.

There is no doubt that our students had a good training experience with us, with client feedback a very positive rating of 98% satisfaction.

First Aid Services

The past twelve months has been a period of consolidation for First Aid Services in Tasmania with ever-growing demands for first aid coverage at events. First Aid Services has implemented a new volunteer leadership team with the appointment of Mr Craig Turner as the new Deputy State Commissioner, who will be supported by the appointment of a volunteer Service Manager in the north and south of the state. The volunteer leaders have been well supported by the dedicated salaried staff at the State Office. This period also saw the development of a comprehensive Strategic Plan and supporting performance measures to evaluate the quality of the services delivered and the development of our membership base.

Service recognition ceremonies were held around the state with nearly 400 combined years of service being recognised this year alone. However, as with other volunteer organisations, First Aid Services continues to face challenges of recruitment and retention both within adult and cadet membership.

We take this opportunity to thank our volunteers and staff. They are the lifeblood of our organisation and we applaud the efforts of our people across the state who contribute to St John Ambulance Tasmania.

Working and volunteering balances the books

Glenn Hoppitt is the Finance Manager of St John, Tasmania, and a volunteer in the Community Care program.

My participation in Community Care as a volunteer began six years ago after starting employment with St John and becoming aware of our involvement in the community and our charitable status.

On week-ends I found I had the time to be a companion to elderly people. I'd take them shopping, listen to their stories over coffee, and generally just spend time giving them someone to interact with.

My first client was Olive Marlow who requested assistance when her son went to work overseas. Although there have been several clients over my time in CC, 93-year-old Olive is the one I still see on a regular basis, even when her son returned home. Olive and her family have become a good friends.

Victoria

2011 was a successful year for St John Victoria in both a community and business context, despite challenging business and fund-raising conditions.

Demand for our range of first aid services continued to increase with our volunteers committing many hours protecting Victorians attending events and at emergencies such as the Victorian floods earlier in the year. St John Victoria also deployed first aid teams to Brisbane in support of Queensland flood recovery efforts.

Throughout the year our volunteers managed 31 368 patient presentations, 643 of whom were treated and transferred to hospital. The costs of providing such an extensive service are significant and the subsidy to support our first aid services increased to \$1.5M this year.

Once again we were able to grow volunteer engagement, further improve volunteer support resources, and increase our significant capital investment program in vital first aid and communications equipment and vehicles—by 16% to \$971K.

Our community care volunteers continued to provide comfort and support to senior Victorians through our Visiting Friends and Friends for Older People programs.

Our key goal is to make first aid a part of every Victorian's life and our commercial activities of first aid training, first aid kit and consumable sales underpin our capacity to deliver on that goal. Despite challenging business conditions our commercial activities performed ahead of expectations and our business team was able to maximise opportunities that mitigated what was a very modest fundraising result.

We invested significantly in our marketing, communications and development unit throughout the year in preparation for the repositioning of our brand in 2012 around our aspirational goal of building community resilience with at least one person educated, equipped and prepared to provide first aid in every home, workplace and public gathering.

Looking ahead to 2012 we continue to focus on increasing our contribution to the community. Economic signals including business confidence remain somewhat mixed and ongoing global financial challenges are likely to have an impact on our economy. As a result we expect our business customers to remain cautious around expenditures such as training. That said our business team remains well positioned to take advantage of growth opportunities that support our ambitious community outputs.

Thank you to our extraordinary volunteers and their ongoing inspiration to us all and to our outstanding executive, staff and Board for their contribution to another successful year of building stronger communities.

2711 members

3543 events where first aid provided

31 368 patients treated

171 268 first aid service hours provided

20 348 community care service hours provided

73 912 first aid certificates issued

James Xavier is a medical student at Deakin University and a St John Volunteer. Here is James' story:

I couldn't believe my eyes [at this year's Melbourne Marathon], there was Greg White standing in front of me—Greg, my 'miracle man'. He had just completed this year's half marathon.

I formed part of the St John first aid volunteer team that saved Greg's life one year ago to the day and, unbelievably, here Greg was having completed this race after undergoing bypass surgery 12 months earlier. The St John First Aid team were able to save Greg's life that day a year ago due to our expert first aid training, knowledge and the use of a defibrillator.

I was ecstatic to see him! He looked extremely fit and happy and, in fact, he had completed his half marathon in record time!

Inspiring stuff—the stuff that truly inspires me to be a St John volunteer.



James Xavier and his 'miracle man', Greg White. 9 October 2011: Melbourne Marathon 2011.

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Western Australia

Our purpose

St John Ambulance has been a significant part of the Western Australian community since the late 1800s. With 120 years of history in first aid training, 90 years of which includes operating the State's primary ambulance service, the organisation's key mission is to care for the health and well being of the 2.3 million people in our state. We meet our mission objectives through the provision of an integrated ambulance, industrial paramedic, first aid training and event first aid model.

Our strong charitable focus saw our organisation continue to deliver a range of community and humanitarian projects at home and abroad for the year. We once again were actively involved in the Australian College of Surgeons East Timor Eye Program where a St John Paramedic joined a team of ophthalmic surgeons and nurses, who travelled to Maubisse in Timor-Leste to help restore optical vision for dozens of people in the community who wouldn't ordinarily have access to such advanced medical assistance. Complementing this mission, we also carried out fund raising activities which funded two nurse positions at the St John Eye Hospital in Jerusalem.

Locally, the organisation continued serving the WA community through its charitable First Aid Focus schools program. During this year alone, 47 682 school students were trained in basic first aid skills—bringing the total number of students trained under the program to 173 921 since it began in 2009.

Our organisation continues to be the State's leading provider of first aid training, bringing the organisation closer to its objective of ensuring everyone knows first aid.

Our Event First Aid Services team also attended a range of events across the metropolitan area during the year.

Growing with our community

Increased health demands of the growing Western Australian community contributed to a 4.5 per cent increase in ambulance activity in 2011. To meet the increase in demand, we recruited an additional 178 operational employees including Paramedics, Patient Transport Officers and Communications Officers. As part of this recruitment drive, the organisation took in its largest ever intake of student ambulance officers with 50 new ambulance officers deployed in April 2011. Further to this, 41 new ambulance vehicles and 14 Patient Transport Vehicles were added to the fleet.

Regional communities received a boost with the introduction of a further nine Community Paramedics who play an invaluable role in supporting our regional operations and our ambulance volunteers.

The commencement of a significant capital works program also saw the construction of three new ambulance stations in the metropolitan area, and two new sub centres in regional WA. The State Operations Centre also underwent a major extension to accommodate the additional Communications Officers being recruited.

Improving for our community

SJAWA delivered many improvements in 2011: largely based around processes, systems and the structure of the organisation's business units. The establishment of three core working groups for Clinical Governance was introduced to encourage greater accuracy in reporting and better management of clinical governance processes. With increased on-road resources, several improvements were made to the ambulance service in order to meet response time targets.

The year also saw the introduction of our new electronic patient care record (ePCR) system as well as the State Operations Centre adopting a new call-taking system, Pro QA, to further improve the way calls are triaged, prioritised and dispatched.

5072 members

1244 events where first aid provided

5785 casualties treated

38 066 first aid service hours provided

145 054 first aid certificates issued

3169 ambulance volunteers

Extraordinary people, doing extraordinary things

Three volunteers and a community paramedic from St John Ambulance WA risked their lives to rescue five marathon runners who became trapped after a severe fire swept through a rocky gorge in the Kimberley in September 2011.

The remote location, an extremely rugged and steep terrain, coupled with aftermath conditions from the fire, made reaching the patients a significant challenge for the SJAWA crew.

The crew which included volunteers Bonny Rugendyke, Leigh Sonnemann and Angela Hayes set about on foot, climbing 150m up a cliff ledge of loose rocks to treat and retrieve three patients who had suffered serious burns to their bodies. The patients were treated and transported to Kununurra Hospital by road.

Community Paramedic Sarel de Koker, reached the other two patients who were trapped in a narrow ravine, with burns to 60–80% of their bodies. Mr de Koker treated the patients until two helicopters helped lift and transport the patients to Kununurra Hospital.

SJAWA Chief Executive Officer Tony Ahern said this was a true example of what the organisation does best—serving humanity:

I am very proud of the group involved in this rescue, working as a team to save lives. It takes special people to do the work we do.

In recognition of their efforts, Bonny, Leigh, Angela and Sarel were presented with Bravery Awards at SJAWA's annual Christmas Awards Function held in December. WA Governor and SJAWA patron, Malcolm McCusker presented their awards.



The Priory



The National Board of the Priory in Australia

[front] Dr Neil Conn, AO (Chancellor); [second row] Dr Michael Campion (Hospitaller), The Honourable Peter Collins, AM, QC (New South Wales), Mr Alan Eade, ASM, (Chief Commissioner); [third row] Mark Compton, AM (Receiver General), Professor Paul Arbon, AM (Director of Training), Col. John R Quantrill (Retd) (Chair, Australian Capital Territory), Cameron Oxley (Chair, Victoria), Mick Gieules (Acting-Chair, Youth), Amy Winner (Chair, Youth); [back row] Glen Brewer, (Chair, South Australia), Gerard King (Chair, Western Australia), Peter LeCornu, (Chief Executive Officer), Michael Mooney (Chair, Northern Territory), and Vlas Efstathis, OAM (Chair, Queensland).
Absent: Greg Melick, AM, RFD, CS (Chair, Tasmania) and Sally Hasler (Chair, Community Care).

Finance

I am delighted to present the financial report [and associated statements] for St John Ambulance Australia Incorporated for the year ending 31 December 2011. The total revenue for the entity during the year was \$7.73m. The sources of this revenue include funding for the Australian Office received from States and Territories, sales of first aid products to states and territories from the National Product Sourcing Unit (NPSU) and sale of first aid and related publications. St John Ambulance Australian Office also received a bequest of \$150k from the estate of Norma Bell, these funds have been transferred into a reserve and the proceeds of this reserve will be used to fund youth development projects. The net result for the entity for the year (including the \$150K bequest) was a surplus of \$122k.

Funding for the Australian Office was again provided by states and territories in accordance with the agreed formula after a detailed budget was approved by the national board. As this funding model has been in place for some time, a review of the funding model is being undertaken in 2012.

The NPSU continues to source kits and components from suppliers at the best possible price whilst maintaining high quality. The NPSU also manages invoicing and debt collection for national training customers. The NPSU had a very successful year and achieved excellent value on kits and components for states and territories.

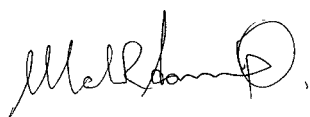
As at 31 December 2011, the total value of the managed investments held by the national entity stands at \$7.65m, a decrease of \$337k from last year. The decrease in the value of the management investments was due to a reduction in the market value as at 31 December 2011 reflecting the very difficult global and domestic investment climate and general economic conditions. (I am pleased to advise that as at February 2012, when a review of the portfolio and investment strategy was held with the Shadforth Financial Group, (the Priors investment advisors), the market value of the investments had increased to \$7.856K. Shadforth Financial Group have provided a detailed report to the Board and an annual review of the advisor's performance and the investment strategy will be undertaken shortly as planned.)

There are a range of reforms having an impact upon the not-for-profit sector and in May 2011 the government announced a new charity commission, the Australian Charities and Not-for-Profit Commission (ACNC) which will commence operations on 1 July 2012. The government announced it will be introducing a statutory definition of charity, as well as closely reviewing the tax concessions that are provided to charities. In the past 12 months St John has prepared submissions on the 'Definition of Charity', the 'Better targeting of not-for-profit tax concessions', and has been involved with discussions on other proposed reforms.

Throughout 2011 St John Ambulance was again represented at the Charities Consultative Committee as well as being part of a Chief Financial Officers group meeting with the then Assistant Treasurer The Hon. Bill Shorten which was organised by the Community Council of Australia.

In 2011 the Risk and Compliance Committee focused on the changes happening in the not-for-profit sector as well as continuing to focus on risk. At the August meeting of the committee, Stephanie Isaacson from the Office for the Not-For-Profit sector presented to the Committee and David Crosbie from the Community Council of Australia joined the group which held an interesting discussion on the proposed reforms. The Australian Office and Risk and Compliance Committee will continue their interest and involvement in the proposed not-for-profit reforms.

In closing I offer my sincere thanks to all of those who have worked so hard for St John and the community in a wide range of roles in this past year. I thank our Chancellor and my colleague directors for their indefatigable support during the year. Also my thanks go to our national CEO Peter LeCornu and Finance Manager Amanda Power and the team in the Australian Office for their guidance, hard work and great support. Finally to all of our dedicated and inspirational members, be you a volunteer or a member of the staff, thank you all for your great contribution to making Australia a better, safer and more resilient place by promoting and carrying out the work of our great Order.



Mark R Compton AM KStJ
Receiver General



Training



The Council of Australian Governments released the National Strategy for Disaster Resilience in January 2011. The strategy provides a response to the increasing impact of disaster and emergency across the nation and emphasises the role of communities and individuals in building a more resilient nation. Recent disaster events including the Black Saturday fires in Victoria, floods in Queensland and Victoria and cyclone Yasi have highlighted the extent to which Australian communities can be impacted. At the individual level, disaster resilience includes knowledge and skills that can save lives and reduce the long-term effects of injury or illnesses caused by these catastrophic events. Training in first aid is an essential part of resilience building and the work of St John trainers is critical to this effort. St John remains the leading organisation in delivering first aid skills to the community. St John issued 451 132 first aid certificates in Australia in 2011. Of course, these skills are also used by trained first aiders in everyday incidents at work, in homes and in the community; making Australia a safer place.

Volunteer training programs

In 2011 our volunteer training programs were reviewed and updated. This work ensures that our training is based on the best science and medical standards and meets the need of our dedicated volunteers across the country. A reference group was established, with representation from each state and territory, to provide advice and feedback on the proposed resources. The process has resulted in three new high quality publications for our volunteers: First Aider Accreditation, First Responder Accreditation and the 2012 Reaccreditation workbook, which aims to bring all current First Responders up to the same skill level. These workbooks will be implemented in 2012.

Workplace Infection Control

Workplace illnesses such as colds and flu, costs businesses annually around \$7 billion. Targeting managers, human resources and occupational health and safety officers, St John identified a need for a training course suitable for the workplace and so focused on reducing the spread of infection. The course also provides advice on business continuity planning for times of community-wide pandemic.

451 132 students trained

1.99% of the population

1174 trainers provided training

The pilot course and supporting resources focused on selling workplace infection control training, products and services to existing customers, and was successfully rolled out to states/territories on 1 July 2011. The focus for the pilot has been to create a test market and measure the acceptance of St John as an expert provider in the field of infection control. The course will be further developed in 2012 and complemented by a one hour on-line workplace infection control course. The program is supported by a St John infection control website: www.infectioncontrol.stjohn.org.au

Changes to the VET sector

The year's change to the regulation of Vocational Education and Training (VET) aims to create national consistency and improve the monitoring of training providers and the quality of trainers and courses. The National Vocational Education and Training Regulations Act (2011) came in to effect on 1 July, 2011. All State and Territory governments, except Western Australia and Victoria, have signed on to the new legislation and will refer their powers to the Australian Skills Quality Authority (ASQA) by early 2012. The One St John Training Standards and the National Training Centre Guidelines have been updated to reflect these changes and ensure that St John is providing high quality, nationally-recognised training at all times.

Apply First Aid

Apply First Aid is our most popular course attracting the largest number of customers nationwide. In order to meet market needs, the Australian Office developed resources to support the delivery of two new modes of delivery for Apply First Aid. Apply First Aid Plus is offered as a two day course and includes asthma, anaphylaxis and AED management. Resources were also developed to support a one day Apply First Aid course. These new courses offer greater flexibility to students.

Anaphylaxis e-learning

E-learning is an effective modality for training delivery and St John has continued to develop e-learning products to meet the needs of our clients. St John Ambulance Australia developed a prototype for an on-line anaphylaxis course to support St John in Victoria in their successful bid to provide training to teachers within the Department of Education. The e-learning component will be used across Victoria and will set a new standard for training delivery.



Paul Arbon, AM, KStJ
Director of Training

Family resuscitation course saves dad's life

In mid-2009, the Ambrosi family participated in a St John Ambulance First Aid training course, not knowing that two years later, they would use their first aid skills to save the life of husband and father, Geoff Ambrosi.

It was late-afternoon on Saturday 14 May when Geoff and his son Alex were in the park across the road from their house in Bayswater, Western Australia, when Geoff suffered a sudden cardiac arrest and collapsed. Alex drew on his first aid training and knew not to leave his dad's side. Alex called out to his mother, Julie who was inside the house at the time and Julie rushed out and began doing CPR on her husband while Alex rang for an ambulance. Alex spoke to the St John Ambulance communications officer, even referencing his DRSABCD first aid response, and relayed advice to Julie while she continued performing CPR until the ambulance arrived. The first few minutes after a sudden cardiac arrest are crucial and thanks to their quick thinking and first aid know-how, Alex and Julie helped save Geoff's life.



First Aid Services



It is with great pleasure that I bring you my first annual report as Chief Commissioner. From national, state and territory points of view, 2011 has been an exceptionally busy year for First Aid Services (FAS).

I would like to begin by acknowledging the exceptional work of Professor Paul Arbon, Chief Commissioner from June 2002 to June 2011. During his tenure Paul guided FAS through a (sometimes very difficult) period of evolution. Key aspects of this evolution included adopting a more contemporary mindset, creating a better connection to the emergency management sector, designing a more modern look and feel, developing of a range of touchstone documents to underpin how we deliver services, and ensuring a greater integration between FAS and the whole of St John. I am sure you will all join me in thanking Paul for nine years of wisdom and dedication.

2011 began with a series of severe weather events that attracted the attention of the nation and the world. In particular, the physical and psychosocial impacts of the Queensland floods and tropical cyclone Yasi were immense and will last for many years to come. In addition to the strong response to these events by Queensland members, over 80 members crossed state borders to assist. The contribution of all members who provided service and supported those at the coalface should not be underestimated. The Australian Office was proud to support these efforts through the St John National Emergency Coordination Arrangements (NECA). It is pleasing that so many St John members were awarded the Queensland Flood and Cyclone Citation and that some will receive the National Emergency Medal for their efforts.

In what has now become somewhat of a tradition, unfavourable weather conditions caused the National Cadet Camp, held on the Sunshine Coast during the floods, to be wound down early. It is a credit to our Cadets, their leaders and others that they were able to make significant changes to programs and travel arrangements in response to the impacts of the weather, including localised flooding.

Although somewhat overshadowed by the events in Queensland, 2011 saw a range of natural disasters around the country. St John members worked hard to serve their communities during this difficult times and I commend them, their families and supporters.

In what is developing into a trend, we once again saw a number of cardiac arrests occur during the spring running festivals. It is wonderful to report that due to the timely and skilled intervention by our members, lives were saved. This also resulted in some very positive publicity for the organisation.

Immense work has been undertaken this year to improve our training materials, particularly in relation to First Aider and First Responder accreditation and reaccreditation. The new workbooks, available from January 2012, provide more depth, and a better structured learning journey. They will be augmented by an enhanced range of online learning support materials, which I hope will improve even further during 2012. Thank you in particular to Dr Jason Bendall (Chief Professional Officer), members of the state, territory and national Health Professionals Groups, Ellouise Boel (National RTO Coordinator), Fairlie Crozier (National Training Manager), Gabrielle Lhuede (National Publications Manager) and the project reference group comprised of state, territory and national members.

The National Member Convention included a number of events of particular interest to members involved in First Aid Services. These included the 2011 Queensland Floods and Cyclone presentation by Darryl Clare, Glen Morrison and Stephen Carter, and the Emergo Train exercise developed by Carl Graham and Stephen Carter. This exercise focussed on an emergency occurring during a music festival and involved a range of volunteers and salaried staff.

St John played a key role in the planning and delivery of the National Emergency Management Volunteer Summit held in Canberra in May. This very significant event saw around 400 volunteers and their managers from around Australia, including almost 30 St John members, spend two days considering how to maintain a focussed, vibrant and valued emergency management volunteering sector. Stephen Carter (National First Aid Services Manager) and Amy Winner (Chair, Australian Youth Council) contributed

9843 volunteers
including **628** Juniors
and **3102** Cadets

921 746 hours of
service

24 279 events
attended

86 374 patients treated

1412 Preliminary First
Aiders

2866 First Aiders

2885 First Responders

327 Advanced
Responders

763 Health Care
Professionals

significantly as members of the steering committee and by performing high profile roles during the summit. Helen Banu-Lawrence (Chief Cadet Officer) kindly contributed as a panellist and I had the pleasure of facilitating two of the breakout sessions.

2011 was an important transition year for the St John National Staff Group. Thanks go to the outgoing team members for their immense efforts over the 2008–2011 period: Professor Paul Arbon (Chief Commissioner), Kieran Brown (Deputy Chief Commissioner), Jamie Ranse (Chief Nursing Officer), Kim Sullivan (Chief Superintendent) and Kathryn Zeitz (National Staff Officer).

The national responsibility for First Aid Services now rests with the 2011–2014 team, who I warmly welcome: Brett Aimers (Chief Nurse), Dr Peter Aitken (Chief Medical Officer), Helen Banu Lawrence (Chief Cadet Officer), Dr Jason Bendall (Chief Professional Officer), David Templeman (National Staff Officer), Jeffrey Williams (Chief Superintendent). Finally, a sincere thank you to Stephen Carter (National First Aid Services Manager) who continues to provide the FAS team with leadership and support.



Alan Eade
Chief Commissioner

11 September this year marked ten years since the attacks on the World Trade Centre in New York and the United States Embassy held a commemoration ceremony in Canberra.

St John was honoured to have Adrian Bury, a 14-year-old Cadet from ACT, join The Hon. Julia Gillard MP (Prime Minister), The Hon. Jeffrey L Bleich (Ambassador of the United States of America to Australia) and Mark Crossweller (Commissioner, ACT Emergency Services Agency) onstage as part of the official party. Adrian did St John proud in his recital of Seamus Heaney's poem 'Doubletake'.



Community Care



I acknowledge the hard work of our dedicated Community Care volunteers whose efforts have again resulted in many achievements for 2011.

Almost 2000 Community Care volunteers around Australia deliver services every year to care for vulnerable people in our community, provide companionship and support in times of need, and enhance economic and social participation through training and assistance with learning.

National Community Care Standards

In 2011, the National Community Care Group developed National Community Care Standards for inclusion in the One St John Policies and Standards document. The standards establish a set of national minimum requirements that apply to all State and Territory Community Care programs and will assist in delivering a high level of service delivery for Community Care clients and a valuable experience for volunteers. These standards create consistency in areas such as training, elder abuse and children protection.

Elder Abuse Prevention

The prevention of elder abuse is of growing concern in Australian communities. Many of our Community Care volunteers work with the elderly who may be unable to look after themselves. The National Community Care Group identified a need to develop national training materials to train Community Care volunteers in improving awareness of elder abuse, and identifying and responding to situations of potential elder abuse.

Training materials were developed and reviewed by the National Community Care group and are now available on the St John member website for all states and territories to use.

Project Survival

Project Survival is a program where volunteers deliver training in basic life support and CPR to vulnerable members of the community. These skills can be life-changing and sometimes, life-saving.

After the program's success in the ACT, resources were developed to assist States and Territories implement their own program. The program implementation guide was developed by the Australian Office with the support of ACT Community Care and feedback from the National Community Care Group.

Project Survival provides a significant opportunity for St John to deliver a service to the community which builds community resilience and makes first aid a part of everyone's life. The program also promotes the good will of St John and further advertises our brand as a leading first aid organisation. Project Survival offers a flexible volunteering option for members of the community and as a result attracts volunteers from all age groups and backgrounds particularly young people. In 2012, the National Community Care Group will approve 'train the trainer' resources for this program.

Member awareness survey

Each year the National Community Care Group conducts an internal survey of St John members to provide information on the level of awareness of Community Care. This informs our strategies to continue to raise our internal profile and improve collaboration. In 2011, the survey was revised to provide more targeted information. Based on the 2011 survey results, a number of recommendations and areas for improvement were identified. These included closer collaboration with first aid services to build awareness and encourage cross-branch volunteering opportunities. These will be implemented in 2012.

Home and Community Care Working Group

As a result of the National Health and Hospitals Network Agreement, the Commonwealth Government will take full funding, policy, management and delivery responsibility for a national aged care system from July 2011. In light of this transition, the National Community Care Group, during its May meeting, agreed to establish a Home and Community Care (HACC) working group. The HACC program is a source of Community Care funding for five States and Territories, so having an understanding of these changes is vital to the continued success of Community Care programs.

The HACC Working Group discussed the key changes and challenges for those States and Territories managing HACC programs. The Group will continue to meet in 2012 to share information throughout the transition process, and identify opportunities for collaboration

1965 volunteer members

158 243 hours of service

Community Care programs

Elderly, disabled and disadvantaged

Ainslie Village (ACT)
Silver Cord Service (Qld)
Community Care (SA)
Circle of Friends (SA)
Community Care (Tas.)
Friends for Older People (Vic.)
Visiting Friends (Vic.)

Transport

Transport Access (Qld)
Community Care Transport (Tas.)

Young people

Project Survival (ACT)
Project Survival (NT)
Project Survival (SA)
YCare (NT)
Program to Aid Literacy (NSW)
Immunisation Support Program (NSW)

Hospital patients

Health Care (Qld)

Thank you to the National Community Care Group for their continued hard work and delivery of such high quality and highly valued programs in the community. Thank you also to the National Board and Australian Office, especially Fairlie Crozier, our National Community Care Manager for her valuable assistance.



Sally Hasler CStJ
National Chair

St John Community Services help out in national response

In January 2011, St John Queensland Community Services volunteers were part of a national response to the devastating Queensland floods. Community Services volunteers and staff were called in to transport First Aid Services members, staff and equipment to the various evacuation centres around Brisbane and Ipswich. Many St John members came to Queensland from interstate, and Community Services volunteers were there to meet them.

Community Services provided mini buses, smaller vehicles, drivers and communication teams. The team also used the Community Services 22-seat coaster to provide much needed transport for larger groups of people.

The event provided a great opportunity for Community Services and First Aid Services to work side by side, supporting each other and the community during times of emergency.

Community Services also assisted in regional areas when Bundaberg and Maryborough were affected by severe flooding. They assisted through their partnerships with other organisations by donating taxi vouchers and meal vouchers to the flood evacuation relief centres.

The Silver Cord program especially highlighted the way in which Community Services volunteers can assist in an emergency. The security process was activated when an elderly client was not answering her regular security call. The client's home was flooded and she was unable to get to her phone. Police ferried ambulance workers by boat to where she was found to be safe and well despite the flood around her.

Judith Allen MStJ
Executive Officer
Community Services (Qld)

Ophthalmic



I am delighted to again present the Ophthalmic report for St John Ambulance Australia. In 2011 St John celebrated the inaugural St John Ophthalmic Week where divisions and offices across Australia learnt more about eye health, the inspiring work of the St John Eye Hospital in Jerusalem, the huge contribution that is made in Oecussi, East Timor, and the continuing partnership between St John and the Royal Australasian College of Surgeons in the Oecussi Enclave. In Australia, St John in NSW continue to support the Pius X St John Eye Clinic in Moree, and commenced an indigenous eye screening project in Toomelah, north-western NSW.

The year also saw the resignation of the Order Hospitaller and Chairman of the Board of St John Eye Hospital of Jerusalem, Dr John Talbot. Dr Talbot's efforts on behalf of the Hospital and his service to St John have been inspiring. His many friends in Australia greatly appreciate his efforts on all our behalf. We welcome Philip Hardaker to the position of Chairman and Order Hospitaller. Over the past five years, Phillip has been the Hospital's Trustee with responsibility for all financial matters. He has had considerable previous experience within the Middle East in his professional role and this will continue to be invaluable in his continued service to the Hospital in his new roles.

St John Eye Hospital, Jerusalem

The Hospital continued to be the main ophthalmic carer for Palestinian people in Jerusalem and the Occupied Palestinian Territory (OPT), with 80% of patients treated at the St John Orthoptic Department in Jerusalem, under 18 years of age, and suffering from congenital eye conditions.

St John Ambulance Australia continued to support four Palestinian Ophthalmic Nurses who provided outreach services from the St John Eye Hospital in Jerusalem. Regular updates were received from the Hospital about the valuable work that is being done by the nurses and the Hospital.

In June the Hospital took possession of a plot of land in the University District of Gaza City upon which a much needed replacement Day Hospital and Clinic will be built. The land was signed over by the Palestinian Land Authority. A significant sum of money will be needed to plan for and build the new facility which is so desperately needed. Australia will be asked to provide funds for this important activity in the near future.

The continued wonderful support of the St John Eye Hospital in Jerusalem by the St John family in Australia and by generous individuals continues to be greatly appreciated by the Hospital, by St John Ambulance Australia and by me.

East Timor–Oecussi Eye Program

In 2011, St John again successfully partnered with the Royal Australasian College of Surgeons to support the East Timor Eye Program and deliver eye care services to the people of Oecussi. St John also sent a team of volunteers to Oecussi to improve the eye health of the people of Oecussi and to build community capacity through training in first aid and English skills. One of the volunteers found a highlight of the trip was establishing contact and delivering classes for the two orphanages and the police force. The cost of this program to St John has been in the order of \$40,000 per year. Much needed financial support will be required to permit the continuation of this important initiative beyond 2012.

The inaugural St John Ophthalmic Week

Across Australia, during the week 10–16 October, St John celebrated its first ever St John Ophthalmic Week. The week's activities aimed to increase the awareness of the St John and the broader community, of the truly unique work of the St John Eye Hospital in Jerusalem, and the equally outstanding achievements of St John's initiatives in Oecussi, East Timor and the St John Pius X clinic in Moree.

With resource materials provided by the Australian Office, State and Territory offices held morning teas, dinners, information sessions, displays and raffles, all of which raised much-needed funds to support the Eye Hospital in Jerusalem.



In response to a dinner with the Jerrabomberra Rotary Club (ACT) where I made a presentation to the club on the work that St John does in Ophthalmic initiatives in Australia and internationally, the President of Jerrabomberra Rotary wrote:

Thank you for attending our meeting and providing one of the most spell-binding presentations our club has had the privilege of hearing. The work that St John has achieved in Jerusalem is simply amazing. The interaction of different religious beliefs and ethnic backgrounds in achieving the fantastic outcomes restores faith in humankind.

I deeply appreciate the untiring efforts and patient support of Australian Office staff Amanda Power, Fairlie Crozier and the CEO, Peter LeCornu in the work of the Hospitaller over this past year.

Dr Michael Campion
Hospitaller

Donations received

From St John Ambulance Australia

St John Ambulance (QLD)	5000.00
St John Ambulance (SA)	5000.00
St John Ambulance (NT)	5000.00
St John Ambulance (ACT)	5000.00
Total	\$20 000.00

Other Donations

Moore Family Trust	15000.00
Dr JJVT Apel	100.00
Dr RKS Griffiths	500.00
Dr J McConnell	1000.00
Dr R McGuinness	100.00
Dr S McGovern	500.00
Dr J O'Shea	50.00
Dr C Sheppard	1000.00
Dr A Tandon	500.00
Other donations	5569.93
Total	\$24 319.93

Total donations \$44 319.93

The balance of funds available for Ophthalmic Branch programs as at 31 December 2011 was \$25 501.41.



Australian Youth Council

The Australian Youth Council (AYC) provides guidance to St John on issues affecting the organisation and its future development, especially concerning the opinions and interests of young people. Our aims include:

- making St John Ambulance the volunteering organisation of choice for young people in Australia
- providing opportunities for young people to actively participate in the governance of the organisation
- providing guidance to the organisation that will contribute to its further development
- developing young leaders within the organisation—building experience through participation.

In support of our aims, the AYC is proud to present the results of the 2011 Key Themes and Messages (KTM's).

Working together

Anecdotal evidence within St John suggests that few volunteers attempt to volunteer with a service other than the one they commenced with. Additionally, research has found that youth volunteerism within Community Care is significantly under-represented.

In 2010, the National Community Care Chair identified youth engagement as a priority area for the Community Care Service and identified this area as an opportunity for Community Care to partner with the AYC. Accordingly, the AYC conducted research into the barriers to youth participation and cross service engagement, and how such barriers can be overcome.

The research found five main barriers to youth involvement with Community Care:

1. Minimum participation age
2. Limited attractiveness to young people
3. Training requirements
4. Cross-service volunteering is seen as traitorous
5. Limited awareness of Community Care programs.

The report explored these issues, providing recommendations for tackling barriers. The report again highlighted importance of working together to boost service capacity and capability, provide diversity in volunteering experience and flexible volunteering options to engage younger members.

Young Leaders

In 2011, the AYC identified the importance of finding ways to assist Young Leaders to grow and develop in their St John Leadership roles. Within this KTM, the AYC explored the viability of a mentoring program for young members, irrespective of the service area they belonged to.

The research found that members consider mentoring a valuable endeavour where certain factors exist. There are also formal and informal mentoring programs currently employed at a State/Territory level, as well as national mentoring programs.

The AYC concluded that a resource aimed at providing information on mentoring would be more valuable and a better use of resources than creating a new mentoring program targeted at young members only.

'Our Image'

In 2010 the AYC identified a need to raise the profile of the Organisation, both internally and externally, especially the youth profile. In continuing with the 'Building Our Profile' research of 2010, the AYC aimed to further develop some of the ideas raised therein.

At Youth Stakeholders 2011, the AYC and National Cadet Officers Group (NCOG) engaged in a consultative activity and were asked to identify areas of opportunity with respect to building organisational profile. Example findings included:

- a national marketing campaign
- attractive publications
- targeted education
- consistent branding
- self-promotion
- perseverance and patience (with a long term agenda)
- better celebrating achievements.

The ideas and strategies for building our profile can be further explored in the 'Our Image' report.

Communication

More and more, young people are engaging in digital media to communicate with others and to access information. For this reason, the AYC believed it would be valuable to identify how young members currently communicated in order to gauge the best methods of communicating with this population.

This KTM changed slightly over the year after the AYC Communications Coordinator discovered the National Marketing Group were undertaking research of a similar scope. To avoid unnecessary duplication, the AYC therefore chose to focus the research internally, reviewing the way the AYC use digital media to communicate and gain information.

The results highlighted the key methods AYC currently utilises to communicate and gain information, as well as their preferences. This information will enable us to successfully target the way the AYC communicate and type of information sent in the future.

All KTMs reports can be found on the national website.

The AYC thanks all of the inspired and dedicated young people that commit their time to making our organisation the volunteer organisation of choice for young people. We also thank the National Youth Team, Belinda Ding and Clair Strickland, who provide continuing support no matter how crazy the ideas. The AYC is looking forward to continuing its work in 2012 and in aiming to be a part of the solution to the issues young people and the broader membership face.



Amy Winner
Chair, Australian Youth Council

Flashmob 2011 raises CPR awareness

At 2.00 pm on 24 September 2011 St John Ambulance Australia performed a flashmob at Sydney's Central Railway Station to raise awareness of the importance of learning life-saving first aid and CPR.

One hundred members performed on the day and 17 assisted in behind-the-scenes work. It was noted that volunteers came from seven jurisdictions, the majority from NSW, with ages ranging from 11 to 70 years. Additionally, several Priority Officers including the National CEO, and Chief Commissioner attended on the day, either to perform or observe.

The flashmob was a great success: in the first 12 hours of it being uploaded to YouTube and distributed via email lists and Facebook, the video was viewed 954 times, to almost 1500 views the following day. On the day of writing this report, 5498 people have viewed the video on YouTube. The video received the number one spot in YouTube for videos in the category 'Nonprofits & Activism', and was the second most-viewed video under the search term 'flashmob' in Twitter within the first 24 hours.

The AYC thanks St John Ambulance (NSW), Shaykles Productions (filming and post production work), Paul Cordiero (Choreography), Peter Humble (filming and direction), Laerdal (supply of CPR 123 Mannequins), Ministry of Sound and ETCETC (music), RailCorp and the many performers and helpers involved.



Historical Society



The Historical Society not only celebrated its tenth anniversary in 2011, it underwent a major change in leadership. The President (Dr Harry Oxe), Secretary (Dr Ian Howie-Willis) and Treasurer (Mr James Byrne) all retired and were replaced by a new executive. The new leadership team consists of Dr Allan Mawdsley (President), Mr James Cheshire (Secretary), Dr Edith Khangure (Deputy Secretary) and Mr Gary Harris (Treasurer).

Another change was the appointment of Professor John Pearn as the Priory Librarian Designate. Professor Pearn, who is a distinguished, professionally-trained historian and the author of many historical books as well as an eminent medical scientist, will succeed the present Priory Librarian (Dr Howie-Willis) in May 2012. Professor Pearn is a previous Director of Training for St John Ambulance Australia as well as a former Surgeon-General of the Australian Defence Force.

Apart from these changes, the Historical Society enjoyed another productive year. It conducted its tenth Annual General Meeting in Hobart in May, in conjunction with the new-style Members Convention of St John Ambulance Australia. The day before the AGM the Society staged its thirteenth successive annual history seminar, at which eight presentations were delivered. The keynote speaker was Mr Keiran Brown of Tasmania, whose paper was titled 'The Knights of St John on Malta: A discovery tour'. Mr Brown, who had recently toured the spectacular sites of the ancient Order of St John on Malta, used his presentation to outline the development of an innovative new work module for Cadets undertaking studies for the 'Knowledge of the Order' proficiency badge. The papers from the seminar and the reports presented to the AGM will be published in Volume 11 of *St John History*, the Society's annual journal, which is due for release in May 2012.

During 2011 the Historical Society continued publishing its quarterly newsletter, *Pro Utilitate*, which has become an important means for sharing information on history-heritage topics not only in Australia but overseas as well. The Society also published Volume 10 of its annual journal, *St John History*, which was another fine production in a continuing series.

At the time of writing, the Historical Society's executive is busy making arrangements for what will be the Society's most ambitious project to date—an international St John history seminar to be held in conjunction with the meeting of the Grand Council of the Order in Sydney in May 2012. Planning for the international seminar began early in 2011; and it was soon decided that the seminar should consist of two parts: an 'overseas' section at which representatives of the other seven Priories would make presentations on aspects of their Priories' history, and a 'domestic' section in which local Australian presenters would speak on their chosen topics. The unifying theme for the seminar will be 'Family History: The Worldwide St John Heritage'. The planning coordinator is the Society's Secretary, James Cheshire, who will liaise closely with the Priory Secretary, Peter Le Cornu.

At the local level in the States/Territories, the Historical Society's aim of 'preserving and promoting the St John heritage' continues. These take various forms according to local need, but where they are active they do much to help their local St John councils and boards give due emphasis to the history of the Order generally, and of St John Ambulance Australia more especially.

A handwritten signature in black ink that reads 'Ian Howie-Willis'. The signature is written in a cursive, flowing style.

Ian Howie-Willis
Priory Librarian and Historical Society Editor

Among the many items in the Chancellor's Priory Heritage Collection in Canberra is the plain enamelled Maltese Cross badge with a scroll bearing the single name 'Australia'.

These badges were presented to eleven Australians who travelled to London in 1931 for the Order's centenary celebrations. The members of the contingents of overseas St John branches who took part were each presented with commemorative badges to indicate which country they were representing. Who received the badge, which is displayed in the Australian office historical collection, is unknown, although two Historical Society members, Vince Little of Queensland and Betty Stirton of New South Wales, discovered the names of the eleven members of the Australian delegation. Of this group, eight were from New South Wales: Miss Isla Blomfield, Miss Ella England, Miss A Hayes, Mr Thomas Henderson, Dr E Herrick Knowles, Sir Hugh Poynter, Miss Flora Read and Miss Annie Riens. The other three members were Dr AE Cullen, Mr TA Hardwick and Mr G Stone, but what States they represented is, at present, unknown. Does anyone know where they were from? Meanwhile, as the Order's bicentenary is now only 20 years away, perhaps some present readers will make the pilgrimage to London for the celebrations in 2031.



Australian Office



I am pleased to present my third annual report to all members of St John. An important role of the Australian Office is to provide support, services, publications and resources to the St John States and Territories so that they are able to carry out their important work within the community.

Best practice

The Australian Office continued to support a wide range of committees, working groups and networks, which facilitate communication across St John in Australia, as well as identifying and sharing best practice. All guidelines identified in the One St John Policies and Standards have now been completed, with substantial input from all States and Territories.

The Australian office contributed to Tasmania hosting the first St John national member convention in May 2011. The convention was well attended, with a wide range of sessions providing a diverse program to cater for the interests of St John members. One highlight was the multi-agency emergency exercise which provided an opportunity to members to enhance their skills in organising a response to an emergency.

Assistance with developing volunteer recruitment plans was provided in response to requests from several States. Audits were conducted against the Volunteering Australia standards, assisting with identifying areas for improvement within State and Territory volunteer management programs.

The Australian Office continues to maintain the Project HeartStart network of public access defibrillators across the country and to encourage organisations to purchase defibrillators. Additional lives have been saved because of the ready availability of defibrillators in public locations. A priority for 2011 was to encourage defibrillators to be installed in gyms.

Publications and resources

The aim of the National Publications program is to provide States and Territories with up-to-date and relevant first aid training resources published to meet member and public training requirements. This includes supporting our Junior members, which saw the successful launch of a new edition of the *Junior Handbook* at the national Cadet camp in January. Four new Cadet Proficiency workbooks were also launched online: Public Relations, Personal Safety, Health and Well being, and Office Skills.

With the provision of editing and design services in-house, existing publications were revised as required, re-designed, printed and distributed to States and Territories at lower unit costs. These included: *First Aid Quick*, *Basic Life Support*, *Emergency First Aid*, *Occupational First Aid* and *Remote Area First Aid: Your Field Guide*. Member training resources for 2012 were supported with revised editions of *Apply First Aid Learner's Guide*, *St John Re-Accreditation* and *Preliminary First Aid Re-Accreditation*, and the new resources, *First Aider Accreditation* and *First Responder Accreditation*. The 10th volume of the *St John History* journal was also published and distributed to members of the Historical Society. A new edition of *Automated External Defibrillation* and a new defibrillation poster were published to continue to support Project HeartStart activities and defibrillation training.

The Australian office continues to utilise electronic technology to make first aid a part of every Australian's life. The St John first aid iPhone applications were updated several times. *Occupational First Aid* was published as an e-book, allowing access to this important reference material on computers. The online first aid Fact Sheets were redesigned with the assistance of the NSW office, and have since been revised as necessary; hits, downloads and copyright requests to use the Fact Sheets has since increased significantly. An e-learning course in anaphylaxis was developed late in the year and will be implemented in 2012.

Services

The Australian office delivered a range of training programs as requested by States and Territories, including management and training and assessment. Facilitator and assessor guides were updated and new resources produced for the St John Management Development Programs in line with the requirements of changes in the business training package. Training and assessment resources were also updated for a wide range of courses.

The National Product Sourcing Unit (NPSU) facilitated a 16% growth in dollar terms in sourcing first aid components and kits from overseas. The NPSU has developed kits to meet the needs of the national first aid code of practice, to be introduced from 1 January 2012. During the year, NPSU evaluated over 70 products for use by St John States and Territories.

In early 2011, a National Product Manager was appointed to develop new products and review how St John products and training are presented to the public. Resources to support a Workplace Infection Control program were developed and piloted, including two training courses, specialised kits, website, and sales and marketing information. A project to redesign the look of St John branded products was started with a new design agreed in December for implementation in 2012. Other work completed included development of quarterly customer newsletter articles (in collaboration with the National Publications Manager), a customer engagement insert and contributing to retail product development.

There has been significant growth in the publications, corporate merchandise and badges, medals and Order insignia purchased by States and Territories during the year. A range of new items, including St John branded USB drives, have been sourced and have provided popular. A St John national online shop, for use by St John States and Territories, was developed, including online catalogues and online purchasing.

The Australian Office played a vital role in supporting the St John Queensland response to the devastating floods in Queensland in January 2011. The Australian Office coordinated nearly 80 interstate St John personnel from other States and Territories to be deployed in Queensland. The Australian Office role included arranging free transport from Virgin Australia.

In conclusion, I thank Dr Neil Conn, the National Board of Directors and the State and Territory Chief Executive Officers for their support. Thank you also to my dedicated and loyal team in Canberra, Sydney and Melbourne, who continue to deliver quality, timely and an essential range of services to the States/Territories, Priory Officers, committees and, of course, the community at large. I look forward to working with you all in 2012.



Peter LeCornu
Chief Executive Officer, OStJ

iphone applications saves lives

The St John first aid iPhone applications have been downloaded more than 50 000 times, ensuring many Australians have up to date first aid information available on their phone.

Comedian Jason Pestell saved the life of a man in Collingwood, Victoria, using the St John First Aid iPhone application—this received extensive media coverage. The St John iPhone applications are repeatedly highly recommended whenever a review is undertaken of medical applications. The first aid application remains the top selling medical iPhone application in Australia. During the year, the applications were updated, with new resuscitation protocols and information about managing bites and stings added to this invaluable resource. The iPhone applications were a finalist in the national safer workplace awards, having won the ACT award in 2010.

Appendices

Appendix 1. The Most Venerable Order of the Hospital of St John of Jerusalem

Sovereign Head

Her Majesty The Queen

Grand Prior

His Royal Highness, The Duke of Gloucester, KG, GCVO

Lord Prior

Professor Anthony R Mellows, OBE, TD

Order Secretariat

St John House
3 Charterhouse Mews
London EC1M 6BB

Secretary General

Rear Admiral Andrew Gough, CB

Appendix 2. Priory in Australia

Prior

The Governor General, Her Excellency, Ms Quentin Bryce, AC, CVO

Deputy Priors

Her Excellency Professor Marie Roslyn Bashir, AC, CVO
New South Wales

His Excellency Professor David de Krester, AC (to May)

His Excellency Mr Alex Chernov, AC, QC (from June)
Victoria

Her Excellency Ms Penelope Wensley, AC
Queensland

His Excellency Rear Admiral K J Scarce, AC, CSC, RANR
South Australia

His Honour Mr Tom Pauling, AO, QC (to October)
The Honourable Ms Sally Gordon Thomas AM (from November)
Northern Territory

His Excellency Mr Peter Underwood, AC
Tasmania

His Excellency Dr Ken Michael, AC (to July)

His Excellency Mr Malcolm McCusker, AC, CVO, QC (from July)
Western Australia

Patron

His Excellency Mr Michael Bryce, AM, AE

Sub-Prelate

The Most Reverend R Herft
Western Australia

The Right Reverend R Hurford, OAM
New South Wales

Priory Officers

Dr Neil Conn, AO
Chancellor

M R Compton, AM
Receiver General

Professor P Warfe, CSC (to June)
Professor P Arbon, AM (from June)
Director of Training

Professor P Arbon, AM (to June)
Mr A Eade, ASM (from June)
Chief Commissioner

Dr Michael Campion
Hospitaller

S Hasler
Chair of Community Care

Dr D Sturkey, CVO, AM (to June)
Dr Franklin H G Bridgewater, OAM (from June)
Director of Ceremonies

Dr I J Howie-Willis, OAM
Librarian

Board of Directors

The Board of Directors consists of the Priory Officers (apart from the Director of Ceremonies and the Librarian) and the Chair of each State/Territory Council and the Australian Youth Council.

State/Territory Council Chairs

The Honourable Peter Collins, AM, QC
New South Wales

P Cudlipp (to May)
C Oxley (from May)
Victoria

Dr V Efstathis, OAM, RFD
Queensland

G A King
Western Australia

G Brewer
South Australia

G Melick, AO, RFD, SC
Tasmania

M J Mooney, AM
Northern Territory

Colonel John Quantrill (Retd)
Australian Capital Territory

Australian Youth Council

A Winner

Priory Secretary and Chief Executive Officer

P LeCornu

Priory Auditors

Manser Tierney & Johnston, Sydney

Priory Solicitor

Colquhoun Murphy, ACT

Appendix 3. Admissions and Promotions

to The Most Venerable Order of the Hospital of St John of Jerusalem

The Priory in Australia

Her Excellency the Governor General, on behalf of Her Majesty the Queen, the Sovereign Head of the Order has been pleased to sanction the following Admissions and Promotions in the Most Venerable Order of the Hospital of St John of Jerusalem.

Priory List

Promotion to Commander

Glen Brewer
Alan Eade
Greg Melick

Admission as Commander

Peter Collins

Admission as Member

Justine Black
Michael Compton
Amy Winner

New South Wales

Promotion to Knight of Grace

Bruce Kinghorn

Promotion to Commander

Pauline Clare
Kenneth Martin
Margaret Vincent

Promotion to Officer

Barbara Binnie
David Corrie
David Czerkies
John Dalby
David Downie
Edward Furnell
David Hagney
Rosemary Hegner
William Wesslink

Admission as Member

Gregory Biddle
Christine Bullock
Kerry Burchett
Sophie Carr
Guy Chapman
William Coppin
Paul Cripps
Mark Edwards
James Frost
Robert Ghanem

Ian Harkness
Delores Heares
Ingolf Hickling
Rhonda Hutchings
Rayleen Johnson
Karen Lak
Elizabeth Newstead
Pela O'Reilly
Maureen Phillips
Sally Quinn
Wayne Senior
Douglas Styles
Maureen Templar
Lee Tunks
Glenn Whittaker
Melissa Williamson

Victoria

Promotion to Commander

Iain Nicolson
Anthony Oxford

Promotion to Officer

Lennis Burke
Peter Mill
Noel Pianto
Anthony Smith

Admission as Officer

Mark Burton
Richard Dival

Admission as Member

Peggy Byrd
Adrian Etherton
Ronald Jacobs
Jean McQuade
Kevin Moloney
Leah Moore
Charles Spiteri

Queensland

Promotion to Commander

Faye Gledhill

Promotion as Officer

Gerard Meijer
Darryl Rice

Admission to Officer

Caroline Acton
Peter Leggat
Harry Reuss

Admission as Member

Trevor Hall
Colin Harris

Western Australia**Promotion to Knight of Grace**

George Ferguson
John Ree

Promotion to Commander

Edith Khangure

Promotion to Officer

Oreste Di Scerni
Elisabeth Drage
Ewen Hill

Admission as Member

George Anderson
Joshua Bamford
Susan Beech
Sergio Bottacin
Isabel Bradbury
Maxine Brass
Kathleen Broadbent
Kevin Broadbent
John Craze
Diane Doak
Glen Exelby
Sydney Garlick
Robert Gray
Jill Grist
Arthur Hall
Betty Hudson
Peter Jenkin
Kim Jones
Lara Karatzis
Gary Kenward
Daphne Lee
Anne Parson
David Plenty
Arthur Putland
Brendan Sloggett
Lynette Somers
Darren Spouse
Mathew Squires
Lorna Stewart
Sharon Teale
John Vaux
Sarah Vivian
Ronald Waller
Josephine Walters
Ian Wilson
Marylyn Wilson

South Australia**Promotion to Knight of Grace**

Raelene Denham

Admissions as Officer

Richard McNeil

Promotion to Officer

Lynette Richards

Admission as Member

Tricia Judd-Ireland
Scott Loechel
Melissa Oudshoorn

Tasmania**Promotion to Commander**

David Burns
Kathryn Burns
Margret Jacobson

Promotion to Officer

Ian Hart
Andrew Naylor

Admission as Officer

Steven Smith

Northern Territory**Promotion to Commander**

Brendan Quirke

Promotion to Officer

Roland Chin
Michael McKay
Patricia King

Admission as Member

Brian Ch'ng
Frank Dunstan
Mark Ferguson
Mark O'Shaughnessy
Donna Peters
Warren Purse
Tracy Watts

Australian Capital Territory

Nil

Appendix 4. Priory Votes of Thanks

New South Wales

Nil

Victoria

Kara Lorgelly

Queensland

Robert Fleming
Kim Flesser
Neil Roberts

South Australia

Robert Rehn
Arno Bay Progress Association
Clean Seas Aquaculture

Tasmania

Nil

Northern Territory

Andrew Bruyn
Coleman's Printing
Nicole Dunn-Ward Keller-Lawyers

Australian Capital Territory

Meyer Vanderberg

Appendix 5. Competitions and Awards

Australian Cadet Competition Results

Colonel Alexander Christie Trophy — Individual

Champion	VIC	Michelle Agnew
2nd	SA	Claire Sowerbutts
3rd	WA	Thomas Green

Colonel Douglas Donald Trophy — Cadet Leader

Champion	VIC	Jessica Taylor
2nd	QLD	Jade Walker
3rd	WA	Melissa Watson

Frances McKay Trophy — Team

Champion	VIC	Nadine Banna, Marcus Langhoff and Sarah Jubb
2nd	WA	Sarah Bennett, Heidi Blundy and Tabettha Leahy
3rd	QLD	Matthew Boon, Casey McDermott and Laura Salmon

Sir Kingsley Norris Trophy — State/Territory

Champion	VIC	Michelle Agnew, Nadine Banna, Sarah Jubb, Marcus Langhoff and Jessica Taylor
2nd	WA	Sarah Bennett, Heidi Blundy Thomas Green, Tabettha Leahy and Melissa Watson
3rd	QLD	Matthew Boon, Joshua Cryer, Casey McDermott, Laura Salmon and Jade Walker

Grand Prior Award recipients

New South Wales

Stephanie Azzopardi
 Larissa Benham
 Jonathan Cavero
 James Chandler
 Jessica Cleary
 Michael Compton
 Brodie Cotter
 Ruben-James Grageda
 Alice Gu
 Breanna Gunning
 Margaret Hardy
 Rachael Hardy
 Cheree Jeffress
 Annalise Klein
 Tanya Land
 Alvaro Montecinos
 Taylor Mortimer
 Megan Neaves
 Robert Scott
 Jocelyn Stanley
 Brett Sutherland
 Robert Taylor

Northern Territory

Nil

Queensland

Rebecca Lovett
 Kristy Winter

South Australia

Megan Edwards
 Sarah Guerin
 Ethan Klobucar
 Ellie Rusden
 Sam Tiller
 Hannah Russell
 Megan Yarrow
 Miriam Russell
 Cameron Yarrow

Tasmania

Tanner Barrett
 Tennielle Saltmarsh
 Laura Westwood

Victoria

Nicholas Callanan
 Jessica Cassar
 Kirsten Coleman
 Sarah Jubb
 Ashleigh Jurrjens
 Clare Key
 Jordan McMillan
 Jessica Morrison
 Joseph O'Brien

Western Australia

Thomas Green
 Lucian Mackie
 Nadia Ryan

Appendix 6. Obituary

New South Wales

R Mitchell DStJ
 A Phillips KStJ
 T Hamling CStJ
 B Simpson CStJ
 T Crawley OStJ
 H Ellis MStJ
 J Cole-Clark MStJ
 T McCoy MStJ
 Lady J Page MStJ
 G Piryak MStJ

Victoria

D Fraser KStJ
 The Right Honourable Sir Z Cowen KStJ
 D Humphrey CStJ
 L Newell CStJ
 J C Trethowan CStJ
 E Killeen MStJ
 S Mason MStJ
 D Owen MStJ

Queensland

Lady G Campbell DStJ
 P Nicoll KStJ
 B Dunstan CStJ
 C Vernon CStJ
 B Freeburn OStJ
 K Broad MStJ
 J E Burke MStJ
 A Kelly MStJ
 A Langford MStJ
 A Rankin MStJ

Western Australia

K Arnol CStJ
 J W Roberts CStJ
 J D Neale OStJ
 J K Hudson MStJ
 L Lansdown MStJ
 E P Lightbody MStJ
 F J Major MStJ
 E C Mitchinson MStJ
 G W Rudland MStJ
 K P Wake MStJ

South Australia

M Corkhill DStJ
 Sir D Dunstan KStJ
 H Berry OStJ
 H Tornaros OStJ
 G Gittos MStJ
 G Lumsden MStJ
 N Mackinnon MStJ
 L Weinert MStJ

Tasmania

R B Hetherington OStJ
 C Hardman MStJ

Northern Territory

Nil

Australian Capital Territory

C Campbell GCStJ
 F Hull OStJ

Appendix 7. Priory Chapter

The Priory Chapter consists of all members of the Priory of or above the grade of Commander, ordinarily resident within the Priory in Australia, together with a proportion of Representative Members not exceeding one-third of the permanent members of the Chapter within each State or Territory. The Representative Members shall be appointed by the Priory for a period of three years.

Priory

Dame of Grace

Her Excellency Ms Quentin Bryce, AC, CVO

Knight of Justice

His Excellency Michael Bryce, AM, AE

New South Wales

Bailiff Grand Cross

J D Spencer, AM

Knights and Dames of Justice

J F Davies, AM

V Grogan, AM

Knights and Dames of Grace

Her Excellency Professor Marie Roslyn Bashir, AC,
CVO – Deputy Prior

Professor F A Billson, AO

R Bray

M R Compton, AM

L Conn, AM

Dr N R Conn, AO

H J Delaney

Dr A C Grice, OAM

M M Hudson, JP

G P Hyles

Dr B E Kinghorn

D S Levy

T J Mayhew, JP

Br D McEwen

J I Messenger

R Mitchell, OAM

Dr C R Richards, MBE, OAM, ED

J Samuels

Sir Nicholas Shehadie, AC, OBE

S Sinclair

Rear Admiral P Sinclair, AC

B E Stirton, OAM

The Honourable Sir Laurence Street, AC, KCMG, QC

Commanders

R O Albert, AO, RFD, RD

J A Benstead, JP

L Berghofer

H M Booth

Commander W J Brash, OBE (Rtd)

A Brown

D W Buxton

K Callinan, JP

Dr M Campion

P W Chan

P Clare

S Coldrick

The Honourable P Collins, AM, QC

J W Davies, ISO, JP

J Davis

R B Davis

C J Dawson

J L Deane

B J Doyle, JP

R C Ferrier, OAM

W L Firth, OAM, JP

Dr G M Fisher

P W Fisher, JP

M B Fry

R W Gale

C Gerrard, AM

F E Gleave

Major General W Glenney, AO, RFD, ED (Rtd)

S M Haring

B D Hewlett

W T Hudson

G B Kiehne

K Martin

Lady Martin

Dr F MacNeil

K E Miller, JP

V J Miller

Dr J F Mitchell, JP

D J Nilsson, OAM

S C Nilsson, JP

Professor M F O'Rourke, AM, MD

Lady Pagan

R D Potts, JP

C Purdie

Lady Rowland

K P Schneider

A B Smith, JP

K H Smith, OAM, JP

G J Sneddon

R M Sneddon

L Spencer, AM

Dr E M Stack, CBE

R C Teusner

Sir Ian Turbott, AO, CMG, CVO

M Vincent

R N Walker, JP

J Ward

Sub-Prelate

The Right Reverend R Hurford

Chaplains

The Reverend Dr C G Aiken, OAM, RFD, JP

The Right Reverend K B Mason, AM

The Right Reverend K Short, AO

Victoria

Knights of Justice

The Right Reverend Dr P Hollingworth, AC, OBE

The Right Honourable Sir Ninian Stephen, KG, AK,

GCMG, GCVO, KBE, QC

Knights and Dames of Grace

Professor David M de Kretser, AC – Deputy Prior (to May)

His Excellency, Mr Alex Chernov, AO, QC – Deputy Prior (from May)

D A Bache

J N Blackstock

R J Bluck, AM, RFD

Dr E Brentnall, MBE, OAM

P J Burke

B Carey

I T Cheesewright

E Chernov

Lady Cowen

J F Crennan

B J Davis

F R Davidson

J de Kretser

W P Deakes

W J Foley

L Glover

The Honourable Sir James Gobbo, AC, CVO

M Goodall, OAM

S R Granger, BEM

A Hollingworth

J Landy, AC, MBE

L Landy

E A Mason

Dr J A Mawdsley

J Patterson

Major General F E Poke, AO, RFD, ED

M I Switzer

Commanders

Associate Professor F L Archer, OAM

Sister Y L Bird

G F Blackstock

Dr J W Byrne

E J Calvert-Jones, AO

B Cantlon, MBE

M B Carey

D Cawte

D F Cochrane

P Cudlipp

J Currie

C R Curwen, CVO, OBE

Dr A S Davis

N Dine, JP

A C Donald

T Duncan

J Dunlop

G Flatt

B E Granger

B E Gronow

J W Humphrey

J W Ireland

G R Jackson

Dr P C Leffler

W S Mackieson, JP

A Marshall

J Marshall

J McCaughey

J T McRae

S I Miller, AO, LVO, QPM

P Neylon

I Nicolson

A Oxford

J D Penaluna

M J Penaluna

M D Phelan

I V Rogers

Professor J V Rosenfeld, AM

M Sellar

G E Shaw

C H Smith

Lady Stephen

D Taylor

C Wassertheil

A G Williams

C E Williams

K Woods

Chaplain

The Most Reverend Dr P L Freier

The Very Reverend D J L Richardson

Queensland

Knight of Justice

The Honourable W G Hayden, AC

Knights and Dames of Grace

Her Excellency Ms Penelope Wensley, AC – Deputy Prior

B Arnison

Major General P Arnison, AC, CVO

A R Brigg

D T Buchanan, CBE

Lady G Campbell

A G R Chadwick, OAM

V L Crook OAM

B M Dawson, AM

A P Demaine

Dr V P Efstathis, OAM, RFD

Colonel M W Elliott, AO, ED

L Forde, AC

Dr G M Gray, MBE

D Hayden

M Hunt

Dr J F Leditschke, AM

V J Little

D McConnell
 P J McMurtrie
 S McCosker
 Colonel P Nicoll, AM, RFD, ED
 Professor J H Pearn, AO, RFD
 I Pickering
 D E Price
 Dr B S Purssey, ED
 Professor P G Warfe, CSC
 N Tranby, OAM
 S D Watson

Commanders

M T Boulter
 Dr P J Donnelly
 D P W Cunningham, JP
 B C Dunstan
 N D Fairhurst
 Brigadier T R Gibson, RL
 N C Gillard
 Dr W Glasson, AC
 F Gledhill
 G J Gleeson
 B J Henderson
 G Hood
 Dr R Howes
 Dr R J Jeffery
 R Lang
 L M Mackiewicz, OAM
 B P McCafferty
 Dr A C McDonell, BM
 R McEwan
 P W Meyers
 J L Mills
 C M Nielsen
 Dr C H Palmer
 Sister B Quintal, MBE
 Dr K J Solomon
 L A Steinhardt
 C H Vernon
 E Young

Sub Prelate

The Reverend Father H Reuss

Western Australia

Knights and Dames of Grace

His Excellency Mr Malcolm McCusker, AO, CVO,
 QC – Knight Commander (from August)
 Dr Ken Michael, AC – Knight Commander (to July)
 B A Andrews, ASM
 W J Barker, CD
 R Blizzard
 R G Donaldson, OAM
 G Ferguson
 D E Franklin, BEM
 J Johnston, OAM
 I L Kaye-Eddie, ASM
 Dr T Hamilton, AM
 G A King
 Dr A J King, AM

T McCusker
 J Michael
 M Muirhead, OAM
 Wing Commander Dr H F Oser, ASM
 J E Ree
 K J Young

Commanders

A J Ahern, ASM
 P G Bates
 M J Cockman, OAM
 Dr K Collins, AM
 G B Crandell
 J Di Masi
 L Fiori
 D J Gildersleeve
 B K Hampson
 O D Hedemann, OAM, RFD, JP
 M Isbister, ASM, OAM
 R N Jesson
 J C Jones
 Dr E Khangure
 Dr K R Littlewood
 B F McInerney, OAM, CD
 D C B Mouchemore, CD
 N E Olsen
 R Passmore, OAM
 Lieutenant Colonel Dr R L Pearce, AM, RFD, JP
 R Reid, AM
 C Schelfhout
 G A Shea, OBE
 J D Snowdon, OAM
 D J Stewart, OAM
 J L Williams
 J M Williams
 P S Wood, JP

Sub Prelate

The Most Reverend R Herft

South Australia

Bailiff Grand Cross

Professor V R Marshall, AC

Knights and Dames of Grace

His Excellency Rear Admiral K J Scarce, AO, CSC,
 RANR – Deputy Prior
 Dr B E J Ancell, AM
 Professor P Arbon, AM
 B J Bartlett, PSM
 Dr F H G Bridgewater
 G L Coombes
 Associate Professor J L Crompton, RFD
 L A Dansie
 Dr G A Davies, AM, RFD, ED
 Dr R M Edwards, OAM
 Dr B J Fotheringham, AM
 R J Greig
 D C Heard
 M Jackson Nelson, AC, CVO, MBE
 V W Kolloosche

Lady Neal, AM
 Sir Eric Neal, AC, CVO
 M A Nunn
 E Scarce
 Sir Keith Seaman, KCVO, OBE
 A J Watt, LVO, QPM

Commanders

A L Andersen
 B G Battersby
 R S Beahl
 P A Bird
 D J Bridges
 Dr R Britten-Jones, AO
 G Curtis
 K W Dansie
 D V V De Giglio, ASM
 R Denham
 E M Doman, OAM
 Lady Dunstan
 Dr J Flett, AM
 C Gerner
 P Gill
 M E Gove
 S R Hall
 P R Hawkins
 Dr F F Heddle, OAM
 N Hender, BEM
 Dr V Humeniuk
 P Lorimer, OAM, JP
 Dr S McGovern
 V Pavlik
 K Peach
 J A Rawes, OAM
 B J Rayson, JP
 L W Rogers
 H T R Rogerson
 R G Schilling, JP
 S P Sperou, JP
 D D Thomas, OAM, JP
 G A Woods
 C G Wright, JP
 Dr J F Young

Chaplains

The Right Reverend I G C George, AO
 The Right Reverend K Rayner, AO

Tasmania

Knights and Dames of Grace

His Excellency Peter Underwood, AC – Deputy Prior
 Justice William Cox, AC, RFD, ED
 M W Barrett, AM
 K Brown
 R T Butler, OAM
 R A Cooper, BEM
 J Cox
 R E Graham
 Lady Green
 The Honourable Sir Guy Green, AC, KBE, CVO
 K J Milbourne, OAM

V F Reeve
 F Underwood
 Colonel J D Stewart, MC

Commanders

E M Allen, BEM
 The Honourable Justice A M Blow, OAM
 D Burns
 K Burns
 R L Byrne, RFD
 J F Byrne
 R Cowie, OAM
 E C Edwards
 M Jacobson
 Professor D Lees
 S D Miller
 D Reynolds
 C Smith
 Dr J M B Wane
 J Weeks

Chaplain

Reverend C Dann

Northern Territory

Knights and Dames of Grace

The Honourable Ms Sally Gordon Thomas, AM –
 Deputy Prior – (from November)
 Mr Tom Pauling, AO, QC – Deputy Prior – (to October)
 J Anictomatis, AO
 J Anictomatis
 Dr V Asche, AM
 K J A Asche, AC, QC
 A F Bromwich, OBE, RFD
 A Butler
 Dr L J Crompton
 T Egan, AO
 N Evans
 D McNeill
 M J Mooney
 T Pauling
 S R Peers, OAM, JP
 P J Poole
 Chief Justice T J Riley, QC
 L I King

Commanders

S Baddeley
 D Baker, OAM
 M J Grayden
 NT Talbot
 B Quirke

Chaplain

The Right Reverend Bishop Gregory Thompson

Australian Capital Territory

Knights of Justice

His Excellency Michael Bryce, AM, AE, – Patron
Sir William Deane, AC, KBE
Major General Michael Jeffery, AC, CVO, MC (Retd)

Knights and Dames of Grace

Her Excellency Ms Quentin Bryce, AC, CVO
General Sir Phillip Bennett, AC, KBE, DSO – Patron
Lady Bennett
Lady Deane
Brigadier P J A Evans (Retd)
Air Vice-Marshal H D Hall, CB, CMG, CBE, AFC
M J Hazell, CVO
P G F Henderson, AC
Dr I J Howie-Willis, OAM
M Jeffery
Air Vice-Marshal M D Miller, AO
H G Roberts
Dr D G Rossi, AO
Sir David Smith, KCVO, AO
D Sturkey, CVO, AM

Commanders

M C B Bonsey, CVO
J Bollard
S Brady
Dr W A Langsford, OBE
R O'Brien

Appendix 8. National Committees and Office Holders

Priory Investigation Committee

Chair

The Chancellor, Dr Neil Conn, AO

Committee

Priory Officers who are members of the National Board and Priory Secretary

Risk and Compliance Committee

Chair

Receiver General, M R Compton, AM

Committee

Peter Stening, *New South Wales*
 Joy Murray, *Queensland*
 Andrew McLachlan, *South Australia*
 Roland Chin, *Northern Territory*
 Robert McManus, *Tasmania*
 Neil Weeks, *Australian Capital Territory*
 Robert Miller, *Victoria*
 Anthony Smith, *Western Australia* (to February)
 Clinton Bright, *Western Australia* (from February)
 C J Dawson
 J D Spencer, AM
 P LeCornu
 A Power
 J Brooks

Chief Executives Committee

Chair

P LeCornu, Australian Office

Committee

S Gavin, *New South Wales* (to October)
 M Newton, *New South Wales* (from October)
 S Horton, *Victoria*
 E Carey, *Queensland*
 S Mitten, *South Australia*
 R Cowie, OAM, *Tasmania*
 R Coburn, *Northern Territory*
 C Ward, *Australian Capital Territory*
 T Ahern, *Western Australia*

Australian Youth Council

Chair

A Winner (to October)
 M Gieules (from October—Acting Chair)

Policy Coordinator

J Boessler (to June)
 M Gieules (from June)

Training and Leadership Development Coordinator

D Adams

Communications Coordinator

S McAuley (to August)
 S Mitchell (from August)

Research Development Coordinator

M Northcott (to June)
 C McDermott (from June)

Youth Council Representative Members

New South Wales

M Gieules (to June)
 M Orton
 M Mehta

Queensland

A Lovett
 J Cryer

South Australia

L Cibich
 E Adams

Western Australia

S Hyland
 L Johnston

Tasmania

C Bradshaw

Northern Territory

A McKay
 H Skinner

Victorian

C Taylor

Australian Capital Territory

N Semmler

Medical Advisory Panel

Chair

Professor P Warfe (to June)
 Professor P Arbon, AM (from June)

Panel

A Eade, ASM (from June)
 Dr D Elliott
 Professor P Fricker (to May)
 Associate Professor P Middleton (to June)
 Lt Col G Newman-Martin
 Dr H Ozer, ASM
 Professor J Pearn, AM, RFD
 Professor P Leggatt (from June)
 Dr J Bendall (from June)

Medical Expert Panel

Dr J Acworth
 B Aimers
 P Aitken
 Professor F Billson
 A Eade, ASM
 J Faoagali
 Dr L Gershwin
 R Kimble
 Associate Professor F Leditschke
 P Leggat
 P Morley
 Professor J Rosenfeld
 P Sullivan
 Dr K Zeitz

National Commissioners Group

Chair

Chief Commissioner, Professor P Arbon, AM
 (to June 2011)
 A Eade, ASM (from June 2011)

Committee

Deputy Chief Commissioner
 K Brown (to June 2011)
 Vacant (from June 2011)

Chief Professional Officer

A Eade, ASM (to June 2011)
 Dr J Bendall (from June 2011)

Chief Superintendent

K Sullivan (to June 2011)
 J Williams (from June 2011)

Chief Cadet Officer

H Banu-Lawrence

State/Territory Representatives

J Bollard, *Australian Capital Territory* (to October 2011)
 S Lenson, *Australian Capital Territory* (from October 2011)
 W Glenny, AO, *New South Wales* (to June 2011)
 K Kelman, *New South Wales* (from June 2011)
 S Peers, OAM, *Northern Territory*
 N Gillard, *Queensland* (to June 2011)
 P McMurtrie, *Queensland* (from June 2011)
 R Greig, OAM, *South Australia*
 C Graham, *Tasmania*
 Dr I Nicolson, *Victoria* (to November 2011)
 A Foran, *Victoria* (from November 2011)
 A Wilson, *Western Australia*

National Community Care Group

Chair

S Hasler

State/Territory Community Care Branch

Committee Chairs

S Campbell-Lloyd, *New South Wales*
 J Dunlop, *Victoria* (to November)
 S D Watson, *Queensland*
 K Young, *Western Australia* (to May)
 B Weeks, *South Australia*
 M Barrett, *Tasmania* (from May)
 Dr D Sturkey, CVO, AM, *Australian Capital Territory*

State/Territory Community Care Managers

M Chalmers, *New South Wales* (to November)
 M Hopkins, *New South Wales* (from November)
 V Spurrell, *Victoria*
 J Allen, *Queensland*
 K Hawdon, *Western Australia* (to May)
 J Bell, *South Australia* (to April)
 E Knight-Hoggins, *South Australia* (from April)
 L Bester, *Tasmania*
 S Walker, *Australian Capital Territory*

National Ophthalmic Committee

Hospitalier

Dr M Campion

State/Territory Ophthalmic Program

Committee Chairs

J Davis, *New South Wales*
 J Dunlop, *Victoria*
 Dr B Glasson, *Queensland*
 I L Kaye-Eddie, ASM, *Western Australia*
 Dr N Verma, *Tasmania*
 Mr S Baddeley, *Northern Territory*
 S Walker, *Australian Capital Territory*

Research Ethics Committee

Chair

Professor P Warfe (to June)
 Professor P Arbon, AM (from June)

Committee

Mr C Chenoweth
 Mr G Jensen
 Mr T Rolfe
 Ms M Willis
 Professor P Leggat
 Assistant Professor J Ranse
 Mr H Wren
 Mr G Jensen
 Reverend C Dundon

First Aid Services National Staff Group

Chief Commissioner

Professor P Arbon, AM (to June 2011)
A Eade, ASM (from June 2011)

Deputy Chief Commissioner

K Brown (to June 2011)
Vacant (from June 2011)

Chief Professional Officer

A Eade, ASM (to June 2011)
Dr J Bendall (from June 2011)

Chief Superintendent

K Sullivan (to June 2011)
J Williams (from June 2011)

Chief Cadet Officer

H Banu-Lawrence

Chief Medical Officer

Vacant (to June 2011)
Dr P Aitken (from June 2011)

Chief Nursing Officer

J Ranse (to June 2011)
B Aimers (from June 2011)

Chief Paramedic

A Eade, ASM (to June 2011)
Dr J Bendall (from June 2011)

National Staff Officers

D Templeman
Dr K Zeitz (to June 2011)

Australian Office

Chief Executive Officer and Priory Secretary

P LeCornu

Finance Manager

A Power

National Training Manager

F Crozier

National First Aid Services Manager

S Carter

National Product Manager

D Street

National Publications Manager

G Lhuede

National Youth Manager

B Ding

General Manager, Strategic Sourcing and Compliance, National Product Sourcing Unit

D de Silva

Appendix 9. Auditor's Report and Financial Statements



ManserTierney&Johnston
Chartered Accountants

ST JOHN AMBULANCE AUSTRALIA INC

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF ST JOHN AMBULANCE AUSTRALIA INC

Report on the Financial Statements

We have audited the accompanying financial statements of St John Ambulance Australia Inc (the association), which comprises the statement of financial position as at 31 December 2011, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information and the statement by members of the committee.

Committee's Responsibility for the Financial Statements

The committee of the association is responsible for the preparation of the financial statements that gives a true and fair view in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) and the Associations Incorporation Act 1991 and for such internal control as the committee determines is necessary to enable the preparation of the financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial statements 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 statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial statements that gives a true and fair view 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 committee, as well as evaluating the overall presentation of the financial statements.

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

.../2

Taxation · Self Managed Superannuation · Audit & Assurance · Business Advice

Manser Tierney & Johnston ABN 33 361 646 430

1st Floor, 20 Railway Avenue Wahroonga 2076

PO Box 63 Wahroonga 2076

Tel. 02 9487 2333 Email. mtj@mansertj.com.au

Fax. 02 9487 2109 Web. www.mansertj.com.au

Liability limited by a scheme
approved under professional
standards legislation



ManserTierney&Johnston
Chartered Accountants

ST JOHN AMBULANCE AUSTRALIA INC
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
ST JOHN AMBULANCE AUSTRALIA INC

Auditor's Opinion

In our opinion, the financial statements of St John Ambulance Australia Inc are in accordance with the Associations Incorporation Act 1991, including:

- i) giving a true and fair view of the association's financial position as at 31 December 2011 and of its performance for the year ended on that date; and
- ii) complying with Australian Accounting Standards.

Signed at Wahroonga this 29 day of February 2012.

MANSER TIERNEY & JOHNSTON
Chartered Accountants

A handwritten signature in black ink, appearing to read 'P. Vilimaa', positioned above a dotted line.

PETER C. VILIMAA
Partner

Taxation · Self Managed Superannuation · Audit & Assurance · Business Advice

Manser Tierney & Johnston ABN 33 361 646 430

1st Floor, 20 Railway Avenue Wahroonga 2076
PO Box 63 Wahroonga 2076
Tel. 02 9487 2333 Email. mtj@mansertj.com.au
Fax. 02 9487 2109 Web. www.mansertj.com.au

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approved under professional
standards legislation

Committee's Report

Your Committee members submit the financial statements of St John Ambulance Australia Inc. for the financial year ended 31 December 2011.

Committee members

The names of Committee members throughout the year and at the date of this report are:

Dr N R Conn	
Mr M R Compton	
Ms S A Hasler	
Professor P A Arbon	
Professor P G Warfe	to 24.6.2011
Mr A Eade	from 24.6.2011
Dr M Campion	
Ms A Winner	to 31.10.2011
Dr V P Efstathis	
Mr M J Mooney	
Mr J R Quantrill	
Mr P J Cudlipp	to 29.03.2011
Mr G A King	
Mr G Brewer	
Mr G Melick	
Hon. P E J Collins	
Mr C Oxley	from 29.03.2011
Mr M Gieules	from 31.10.2011 to 10.03.2012
Mr A del Pino Martin	from 10.03.2012

Principal activities

The principal activities of the Association during the financial year were:

- The national administration and policy-making of St John Ambulance Australia and its charitable first aid and community service work.
- The printing and publication of texts and books for the teaching of first aid and ancillary subjects, and for the instruction of members of the organisation.
- The assembly and supply of first aid kits and associated items to members of St John Ambulance Australia, and through State and Territory organisations to the general public.

Significant changes

No significant changes in the nature of these activities occurred during the financial year.

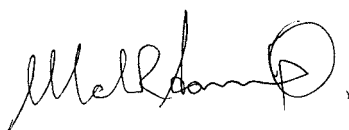
Operating result

The net surplus/(deficit) of the association for the financial year amounted to \$122 609.

Signed in accordance with a resolution of the members of the committee.



Dr Neil Conn
Chancellor



Mr Mark Compton
Receiver-General

Dated this nineteenth day of April 2012.

Statement by members of the Committee

In the opinion of the Committee the financial statements as set out on pages 58–73:

1. Presents a true and fair view of the financial position of St John Ambulance Australia Inc. as at 31 December 2011, and its performance for the year ended on that date in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) of the Australian Accounting Standards Board.
2. At the date of this statement, there are reasonable grounds to believe that St John Ambulance Australia Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:



Dr Neil Conn
Chancellor



Mr Mark Compton
Receiver-General

Dated this nineteenth day of April 2012.

Statement of comprehensive income

for the year ended 31 December 2011

The accompanying notes form part of these financial statements

	Note	2011 \$	2010 \$
Revenues from ordinary activities	2	7 735 687	8 366 740
Cost of sales of publications, first aid kits and components and uniforms	3a	(4 032 733)	(4 802 860)
Raw materials and consumables used		0	0
Employee benefits expense		(1 215 713)	(1 470 240)
Depreciation and amortisation expenses		(85 207)	(208 340)
Borrowing cost expense		0	0
Other expenses from ordinary activities		(1 516 977)	(480 469)
Net surplus (deficit) from ordinary activities after income tax expense	3	885 057	1 404 831
Other comprehensive income			
Net gain on revaluation of financial assets		(762 448)	64 004
Total other comprehensive income for the year		(762 448)	64 004
Total changes in accumulated surplus		122 609	1 468 835

Statement of financial position

as at 31 December 2011

The accompanying notes form part of these financial statements

	Note	2011	2010
		\$	\$
Current assets			
Cash assets	4	5 966 167	5 757 316
Receivables	5	1 219 348	836 690
Inventories	6	730 954	1 023 237
Other	7	57 947	64 184
Total current assets		7 974 416	7 681 427
Non- current assets			
Other financial assets	8	7 655 085	7 992 241
Property, plant & equipment	9	375 475	409 046
Total non-current assets		8 030 560	8 401 287
Total assets		16 004 976	16 082 714
Current liabilities			
Payables	10	360 566	580 313
Provisions	11	227 892	208 492
Other	12	36 772	36 772
Total current liabilities		625 230	825 577
Non-current liabilities			
Other	12	100	100
Total non-current liabilities		100	100
Total liabilities		625 330	825 677
Net assets		15 379 647	15 257 038
Accumulated surplus account			
Reserves	13	1 846 549	1 755 451
Retained surplus	14	13 533 098	13 501 587
Total accumulated surplus		15 379 647	15 257 038

Statement of cash flows

for the year ended 31 December 2011

The accompanying notes form part of these financial statements.

	Note	2011	2010
		\$	\$
Cash flow from operating activities			
Receipts from customers		6 506 230	8 136 307
Investment Income		276 617	420 948
Payments to suppliers and employees		(6 506 430)	(7 925 273)
Net cash provided by (used in) operating activities	20b.	276 417	631 982
Cash flow from investing activities			
Proceeds from sale of property, plant and equipment		24 000	35 556
Payment for property and plant		(80 880)	(68 801)
Purchase of Shares		(10 686)	
Net cash provided by (used in) investing activities		(67 566)	(33 245)
Cash flow from financing activities		0	0
Net increase (decrease) in cash held		208 851	598 737
Cash at beginning of the year		5 757 316	5 158 579
Cash at end of the year	20a.	5 966 167	5 757 316

Statement of changes in equity

for the year ended 31 December 2011

The accompanying notes form part of these financial statements.

	Note	2011	2010
		\$	\$
Equity			
Reserves	13		
Opening balance 1 January		1 755 451	1 794 170
Add: Movements to/(from) Reserves		91 098	(38 719)
Closing Balance 31 December		<u>1 846 549</u>	<u>1 755 451</u>
Retained Profits	14		
Retained profits at 1 January		13 501 587	11 994 033
Add: Operating Surplus/(Deficit) for the Year		122 609	1 468 835
		<u>13 624 196</u>	<u>13 462 868</u>
Add: Transfers (to)/ from Reserves		(91 098)	38 719
Retained profits at 31 December		<u>13 533 098</u>	<u>13 501 587</u>
Total equity		<u>15 379 647</u>	<u>15 257 038</u>

Notes to the financial statements

for the year ended 31 December 2011

The financial statements cover St John Ambulance Australia Inc. as an individual entity. St John Ambulance Australia Inc. is an association incorporated in the Australian Capital Territory under the *Associations Incorporation Act 1991*.

Note	Note	2011 \$	2010 \$
1. Summary of significant accounting policies			
Basis of preparation			
The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards, Australian Accounting Interpretations and the <i>Associations Incorporation Act 1991</i> .			
Australian Accounting Standards set out accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions to which they apply. Compliance with Australian Accounting Standards ensures that the financial statements and notes also comply with International Financial Reporting Standards. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless otherwise stated.			
The financial statements have been prepared on an accruals basis and are based on historical costs, modified where applicable, by the measurement at fair value of selected non-currents, financial assets and financial liabilities.			
The financial statements were authorised for issue on 19 April 2012 by the members of the association.			
a. Income Tax			
The Association is exempt from income tax under Subdivision 50-B of the <i>Income Tax Assessment Act 1997</i> .			
b. Inventories			
Inventories are measured at the lower of cost and net realisable value. Costs are assigned on a first-in first-out basis and include direct materials and direct labour.			
c. Property, plant and equipment			
Each class of property, plant and equipment is carried at cost or deemed cost less, where applicable, any accumulated depreciation.			
Plant and Equipment			
Plant and equipment is measured on the cost basis.			
The carrying amount of property, plant and equipment is reviewed annually by Directors to ensure it is not in excess of the recoverable amount from those assets.			
The recoverable amount is assessed on the basis of the expected net cash flows which will be received from the assets' employment and subsequent disposal. The expected net cash flows have not been discounted to present values in determining recoverable amounts.			
Depreciation			
The depreciable amount of all fixed assets is depreciated on a straight line basis over the useful lives of the assets to the Association commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.			
The depreciation rates used for each class of depreciable asset are:			
Class of asset	Depreciation rate		
Motor vehicles	10%–20%		
Buildings	2%		
Office equipment	13%–33.3%		
Furniture	10%–13%		
Other property, plant and equipment	10%–15%		

Note	Note	2011 \$	2010 \$
d. Leases			
Leases of fixed assets, where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership, are transferred to the Association, are classified as finance leases. Finance leases are capitalised, recording an asset and a liability equal to the present value of the minimum lease payments, including any guaranteed residual values. Leased assets are depreciated on a straight line basis over their estimated useful lives where it is likely that the entity will obtain ownership of the asset, or over the term of the lease. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.			
Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.			
e. Investments			
Financial instruments			
Investments are measured at market value. The decrease in market value of investments has been included as other comprehensive income..			
The carrying amount of investments is reviewed annually by Directors to ensure it is not in excess of the recoverable amount of these investments. The recoverable amount is assessed from the quoted unit prices in the managed funds.			
The expected net cash flows from investments have not been discounted to present values in determining recoverable amounts.			
The market value of the investments has increased significantly since 31 December 2011. A note has been made in Note 16 Subsequent events to declare the investment balance as per 7 February 2012.			
Fair Value			
Fair value is determined based on current bid prices for all quoted investments.			
Valuation techniques are applied to determine the fair value for all unlisted securities, including recent arm's length transactions, reference to similar instruments and option pricing models.			
f. Impairment of assets			
At the end of each reporting period, the association reviews the carrying value of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the statement of comprehensive income.			
Where it is not possible to estimate the recoverable amount of an individual asset, the association estimates the recoverable amount of the cash-generating unit to which the asset belongs.			
g. Employee entitlements			
Provision is made for the Association's liability for employee entitlements arising from services rendered by employees to balance date. Employee entitlements expected to be settled within one year together with entitlements arising from wages and salaries and annual leave which will be settled after one year, have been measured at their nominal amount. Long service leave has not been discounted as requested by AAS 30 as the amount is not material.			
Contributions are made by the Association to employee superannuation funds of choice and are charged as an expense when incurred.			
h. Cash and cash equivalents			
Cash and cash equivalents include cash on hand, deposits held at call with banks. other short-term highly liquid investments with original maturities of three months or less and bank overdrafts. Bank overdrafts are shown within short-term borrowings in current liabilities in the statement of financial position.			

Note	Note	2011 \$	2010 \$
i.	Revenue and other income		
	Revenue from the sale of goods is recognised upon the delivery of goods to customers. Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.		
	Dividend revenue is recognised when the Association has established that it has a right to receive a dividend.		
	All revenue is stated net of the amount of goods and services tax (GST).		
j.	Goods and Services Tax (GST)		
	Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the statement of financial position are shown inclusive of GST.		
	Cash flows are presented in the statement of cash flows on a gross basis, except for the GST components of investing and financing activities, which are disclosed as operating cash flows.		
k.	Comparative figures		
	Where required by Accounting Standards, comparative figures have been adjusted to conform with changes in presentation for the current financial year.		
	When the association applies an accounting policy retrospectively, makes a retrospective restatement or reclassifies items in its financial statements, a Statement of Financial Position as at the beginning of the earliest comparative period must be disclosed.		
l.	Trade and other payables		
	Trade and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the association during the reporting period which remains unpaid. The balance is recognised as a current liability with the amount being normally paid within 30 days of recognition of the liability.		
m.	Provisions		
	Provisions are recognised when the entity has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions recognised represent the best estimate of the amounts required to settle the obligation at reporting date.		
n.	Key estimates		
	(i) Impairment		
	The association assesses impairment at the end of each reporting period by evaluation of conditions and events specific to the association that may be indicative of impairment triggers. Recoverable amounts of relevant assets are reassessed using value-in-use calculations which incorporate various key assumptions.		

Note	Note	2011 \$	2010 \$
2 REVENUE			
Operating Activities:			
State & Territory Contributions		2 189 376	2 125 320
Sale of publications		1 071 575	915 014
Sale of First Aid kits, components and uniforms		3 412 676	4 605 138
Donations		193 476	25 976
Other		94 971	216 662
		<u>6 962 074</u>	<u>7 888 110</u>
Non-operating Activities:			
Interest receivable		277 678	210 854
Dividends received		15 073	25 913
Return on managed investments		466 106	356 944
Proceeds on disposal of property, plant and equipment		(5 244)	(126 481)
Sponsorship		20 000	11 400
Unrealised gain on investments		(762 448)	64 004
		<u>11 165</u>	<u>542 634</u>
Total revenue		<u>6 973 239</u>	<u>8 430 744</u>
3 SURPLUS FROM ORDINARY ACTIVITIES			
Surplus from ordinary activities has been determined after:			
a. Expenses			
Cost of publication sales		800 145	695 231
Cost of First Aid kits, components and uniforms		3 232 588	4 101 008
Depreciation of property, plant & equipment		85 207	208 340
Stock write offs		19 757	216 580
Bad and doubtful debts			(4 976)
Remuneration of the auditor			
– audit or review		13 260	22 926
– other services			
b. Revenue and net gains (losses)			
Net gain (loss) on disposal of property, plant and equipment		(5 244)	(126 481)
Net gain on revaluation of financial assets		(762 448)	64 004
c. Sales of first aid kits, components and uniforms to related entities			
St John Ambulance Australia (NSW)		908 891	1 951 609
St John Ambulance Australia (Vic.)		1 090 096	990 330
St John Ambulance Australia (Qld)		265 536	369 844
St John Ambulance Australia (WA)		619 695	641 039
St John Ambulance Australia (SA)		268 180	218 805
St John Ambulance Australia (Tas.)		96 633	106 606
St John Ambulance Australia (NT)		123 410	152 275
St John Ambulance Australia (ACT)		35 843	59 226
		<u>3 408 284</u>	<u>4 489 733</u>
d. Significant revenues and expenses			
The following revenue and expense items are relevant in explaining the financial performance.			
Contributions receivable from States and Territories		2 189 388	2 125 320
Publication sales revenue receivable from States and Territories		<u>1 032 721</u>	<u>902 041</u>

Note	Note	2011 \$	2010 \$
e. Surplus (deficit) by function			
Australian Office		89 495	422 449
National Business Centre			1 046 386
National Product Sourcing Unit		33 114	
		122 609	1 468 835
4 CASH ASSETS			
Cash on hand		1 300	1 297
Cash at bank		248 861	666 493
Cash on deposit		5 716 006	5 089 526
		5 966 167	5 757 316
5 RECEIVABLES			
Current			
Trade receivables		241 374	210 216
Provision for impairment of receivables			
		241 374	210 216
Other receivables			55 654
Related entities		977 974	570 820
		1 219 348	836 690
6 INVENTORIES			
Current			
Raw materials and component stores at cost		216 198	282 556
Publications at cost		482 118	730 901
Work in progress at cost — Publications		32 638	9 780
		730 954	1 023 237
7 OTHER ASSETS			
Prepayments		57 947	64 184
8 OTHER FINANCIAL ASSETS			
Managed investments — at market value		7 655 085	7 992 241
		7 655 085	7 992 241
9 PROPERTY, PLANT AND EQUIPMENT			
Plant and equipment			
Plant and equipment — at cost		603 158	1 008 980
Less accumulated depreciation		(227 683)	(599 934)
		375 475	409 046
Total plant and equipment		375 475	409 046
Total property, plant and equipment		375 475	409 046
Movement in carrying amounts			
Plant and equipment			
Balance at beginning of year		409 046	710 622
Additions		80 880	68 801
Disposals		(24 000)	(35 556)
Depreciation expense		(85 207)	(208 340)
Profit/(Loss) on disposals		(5 244)	(126 481)
Carrying amount at end of year		375 475	409 046

Note		Note	2011 \$	2010 \$
10	PAYABLES			
	Trade creditors		225 267	230 643
	Sundry creditors		17 895	
	Related entities		83 840	116 834
	Accrued expenses		33 564	232 835
			360 566	580 312
11	PROVISIONS AND EMPLOYEE ENTITLEMENTS			
	Current			
	Sponsorship		10 156	10 156
	Commonwealth Government (PAD program)		63 163	75 194
	Employee Entitlements (Long service Leave)		55 073	53 269
	Employee Entitlements (Annual leave)		99 500	69 874
			227 892	208 492
			Number	Number
	Number of employees at year end		15	13
12	RESTRICTED FUNDS			
	Current			
	Overseas Aid		23 854	23 854
	Cadet Teams Competing Overseas		12 918	12 918
			36 772	36 772
	Non-Current			
	Cohen Trust		100	100
			100	100
13	RESERVES			
	Ophthalmic Branch Reserve		25 501	61 559
	Publications Development Reserve		642 443	509 131
	Foundation Reserve		211 765	207 715
	Australian Office Reserve		540 000	540 000
	Australian Office Marketing Reserve		276 840	437 046
	Norma Bell Reserve		150 000	
			1 846 549	1 755 451
	Ophthalmic Branch Reserve — movements during the year			
	Opening balance		61 559	93 584
	Donations & interest received		29 294	18 105
	Expenditure incurred		(65 352)	(50 130)
	Closing balance		25 501	61 559
	The Ophthalmic Branch Reserve records the surplus of donations received over the costs associated with Ophthalmic Outreach Programs in Jerusalem and Australia.			
	Publications Development Reserve — movements during the year			
	Opening balance		509 131	519 653
	Annual program increments		133 312	
	Annual program decrements			(10 522)
	Closing balance		642 443	509 131
	The Publications Development Reserve records the annual surplus/deficit associated with this stand-alone business activity so as to provide a pool for the future development of new/revised First Aid training publications.			

Note	Note	2011 \$	2010 \$
Foundation Reserve — movements during the year			
Opening balance		207 715	229 105
Annual program increments		4 050	
Annual program decrements			(21 390)
Closing balance		211 765	207 715
The Foundation Reserve records the annual surplus/deficit associated with funds transferred from the St John Ambulance Foundation.			
Australian Office Reserve — movements during the year			
Opening balance		540 000	540 000
Annual program increments			
Annual program decrements			
Closing balance		540 000	540 000
The Australian Office Reserve records the funding available for projects approved by the Board.			
Australian Office Marketing Reserve — movements during the year			
Opening balance		437 046	411 828
Annual program increments			67 800
Annual program decrements		(160 206)	(42 582)
Closing balance		276 840	437 046
The Australian Office Marketing reserve records the funding available for market initiatives.			
Norma Bell Reserve — movements during the year			
Opening balance			
Annual program increments		150 000	
Annual program decrements			
Closing balance		150 000	
The Norma Bell Reserve records the funding available for youth assistance.			
14 RETAINED SURPLUS			
Accumulated surplus at the beginning of the financial year		13 501 588	11 994 034
Net surplus (deficit) attributable to the Association		122 609	1 468 835
Transfer (to) from Ophthalmic Reserve	13	36 057	32 025
Transfer (to) from Publications Development Reserve	13	(133 312)	10 522
Transfer (to) from St John Ambulance Foundation Reserve	13	(4 050)	21 390
Transfer (to) from Norma Bell Reserve		(150 000)	
Transfer (to) from Australian Office Marketing Reserve		160 206	(25 218)
Accumulated surplus at the end of the financial year		13 533 098	13 501 588
CAPITAL AND LEASING COMMITMENTS			
Finance Leasing and Hire			
Purchase commitments			
Payable			
– not longer than 1 year			
– longer than 1 year but not longer than 5 years			
– longer than 5 years			
Minimum lease payments			
Less future finance charges			
Total lease liability	15		

Note	Note	2011 \$	2010 \$
Operating Lease Commitments			
Non-cancellable operating leases contracted for but not capitalised in the financial statements:			
Payable			
– not longer than 1 year			
– longer than 1 year but not longer than 5 years			
– longer than 5 years			
Capital Expenditure Commitments contracted for:			
– plant and equipment purchases			
– capital expenditure projects			
Payable			
– not longer than 1 year			
– longer than 1 year but not longer than 2 years			
15	CONTINGENT LIABILITIES		
	The Directors are not aware of any contingent liabilities.		
16	SUBSEQUENT EVENTS		
16a	The initial lease term renewal for the National Office premises is due for review in November 2013. The lease contract includes an option for an additional 5 years with a review to market subject to negotiation.		
17	ECONOMIC DEPENDENCE		
	The Association is economically dependent on the operating entities of St John Ambulance in each State and Territory of Australia. Details of the funding contributions are contained in Note 18 and sales to those entities are detailed in Note 3c.		
18	RELATED ENTITIES		
	St John Ambulance Australia Inc. (the Association) is the incorporated operating body of the Priory in Australia of the Most Venerable Order of the Hospital of St John of Jerusalem (the Order). The Order is incorporated by Royal Charter.		
	Internationally, the Association is related to the Grand Council of the Order as the governing body of the Order. During the year the Association contributed amounts totaling \$116,931 towards the operating costs of the Grand Council and Steering Committee and incurred conference costs of \$45,278		
	Within Australia, the Association is related to operating and trustee entities in each State and Territory of Australia through the authority of the Association's constitution and the Royal Charter which is recognised in the constitutional documents of each State and Territory entity.		
	During the year, related entities made the following contributions to the Association towards the operating costs of the Association:		
	St John Ambulance Australia (NSW)	663 014	652 568
	St John Ambulance Australia (Vic.)	489 399	449 971
	St John Ambulance Australia (Qld)	374 715	361 182
	St John Ambulance Australia (WA)	293 783	286 004
	St John Ambulance Australia (SA)	186 454	208 398
	St John Ambulance Australia (Tas.)	74 256	69 941
	St John Ambulance Australia (NT)	54 352	46 456
	St John Ambulance Australia (ACT)	53 415	50 799
		2 189 388	2 125 320

Note	Note	2011 \$	2010 \$
Sales of publications (including levies) to related entities by the Association:			
St John Ambulance Australia (NSW)		355 863	340 810
St John Ambulance Australia (Vic.)		102 434	90 073
St John Ambulance Australia (Qld)		83 384	120 965
St John Ambulance Australia (WA)		270 242	80 553
St John Ambulance Australia (SA)		105 144	159 677
St John Ambulance Australia (Tas.)		35 981	28 304
St John Ambulance Australia (NT)		48 342	50 739
St John Ambulance Australia (ACT)		31 331	30 919
		1 032 721	902 041
During the year, related entities received the following distribution of surplus in relation to national contracts negotiated by the National Product Sourcing Unit:			
St John Ambulance Australia (NSW)			71 360
St John Ambulance Australia (Vic.)			61 855
St John Ambulance Australia (Qld)			35 748
St John Ambulance Australia (WA)			24 466
St John Ambulance Australia (SA)			28 121
St John Ambulance Australia (Tas.)			8 229
St John Ambulance Australia (NT)			11 707
St John Ambulance Australia (ACT)			2 547
			244 033
At balance date, the following amounts were owed by related entities:			
St John Ambulance Australia (NSW)		510 160	287 020
St John Ambulance Australia (Vic.)		132 889	98 851
St John Ambulance Australia (Qld)		46 799	38 868
St John Ambulance Australia (WA)		158 747	54 336
St John Ambulance Australia (SA)		34 992	48 154
St John Ambulance Australia (Tas.)		41 414	9 607
St John Ambulance Australia (NT)		32 028	39 541
St John Ambulance Australia (ACT)		20 945	2 678
		977 974	579 055

Sales of first aid kits, components and uniforms to related entities are detailed in Note 3c.

Directors of the Association received no remuneration in respect of their position.

19 SEGMENT REPORTING

The Association operates in a single geographical segment—Australia—through its State/Territory operational entities. The Association operates in the field of development and publication of first aid material and products and the promotion of humanitarian causes.

20 CASH FLOW INFORMATION

20a. Reconciliation of cash

Cash at end of the financial year as shown in the statements of cash flows is reconciled to the related items in the statement of financial position as follows:

Cash on hand	1 300	1 297
Cash at bank	248 861	666 493
Cash on deposit	5 716 006	5 089 526
	5 966 167	5 757 316

Note	Note	2011 \$	2010 \$
20b. Reconciliation of cash flow from operations with surplus from ordinary activities after tax			
Surplus (Deficit) from ordinary activities		122 609	1 468 835
Non-cash flows in surplus (deficit) from ordinary activities			
Depreciation		85 207	208 340
Loss on disposal of plant and equipment		5 244	126 481
Increase in market value of investments		762 448	(64 004)
Return on Investments		(414 606)	(281 202)
Changes in assets and liabilities			
Decrease (increase) in receivables		(382 658)	1 262 178
Decrease (increase) in other assets		6 237	13 186
Decrease (increase) in inventories		292 283	1 077 968
Decrease (increase) in amounts owing by related entities			
(Decrease) increase in payables		(219 746)	(59 091)
(Decrease) increase in provisions		19 399	(3 116 881)
(Decrease) increase in other payables		0	(3 827)
Cash flows from operations		276 417	631 982

21 ASSOCIATION DETAILS

The registered office of the Association is:

Unit 8/18 National Circuit

Barton ACT 2600

The principal place of business of the Association is:

Unit 8/18 National Circuit

Barton ACT 2600

22 FINANCIAL RISK MANAGEMENT

The Association's financial instruments consist mainly of deposits with banks and short-term and long-term investment, managed investments, accounts receivable and payable.

The totals for each category of financial instruments, measured in accordance with AASB 139 as detailed in the accounting policies to these financial statements, are as follows:

	Note	2011 \$	2010 \$
Financial assets			
Cash and cash equivalents	4	5 966 167	5 757 316
Managed investments	8	7 655 085	7 992 241
Total financial assets		13 621 252	13 749 557
Financial liabilities			
Trade and other payables	10	360 566	580 313
Total financial liabilities		360 566	580 313

Financial Risk Management Policies

The directors overall risk management strategy seeks to assist the association in in meeting its financial targets, whilst minimising potential adverse effects on financial performance. Risk management policies are approved and reviewed by the directors on a regular basis. These include credit risk policies and future cash flow requirements.

Specific financial risk exposures and management

The main risks the association is exposed to through its financial instruments are credit risk, liquidity risk and market risk relating to interest rate risk and equity price risk.

a. Credit risk

Exposure to credit risk relating to financial assets arises from the potential non-performance by counterparties of contract obligations that could lead to a financial loss for the association.

Credit Risk Exposures

The maximum exposure to credit risk by class of recognised financial assets at the end of the reporting period is equivalent to the carrying value and classification of those financial assets (net of any provisions) as presented in the statement of financial position.

Trade and other receivables that are neither past due or impaired are considered to be of high credit quality.

Credit risk related to balances with banks and other financial institutions is managed by the directors.

b. Liquidity risk

Liquidity risk arises from the possibility that the association might encounter difficulty in settling its debts or otherwise meeting its obligations in relation to financial liabilities.

The association manages this risk through the following mechanisms:

- preparing forward looking cash flow analysis in relation to its operational, investing and financing activities;
- maintaining a reputable credit profile;
- managing credit risk related to financial assets;
- only investing surplus cash with major financial institutions; and
- comparing the maturity profile of financial liabilities with the realisation profile of financial assets.

The following table (p. 75) reflect an undiscounted contractual maturity analysis for financial liabilities.

Cash flows realised from financial assets reflect management's expectation as to the timing of realisation. Actual timing may therefore differ from that disclosed. The timing of cash flows presented in the table to settle financial liabilities reflects the earliest contractual settlement dates.

FINANCIAL LIABILITY AND FINANCIAL ASSET MATURITY ANALYSIS

	Within 1 Year		1 to 5 Years		Over 5 Years		Total	
	2011	2010	2011	2010	2011	2010	2011	2010
	\$	\$	\$	\$	\$	\$	\$	\$
Financial liabilities — due for payment								
Trade and other payables	360 566	580 312	—	—	—	—	360 566	580 312
Total expected outflows	360 566	580 312	—	—	—	—	360 566	580 312
Financial assets — cash flows realisable								
Cash and cash equivalents	5 966 167	5 757 316	—	—	—	—	5 966 167	5 757 316
Managed Investments	7 655 085	7 992 241					7 655 085	7 992 241
Total anticipated inflows	13 621 252	13 749 557	—	—	—	—	5 966 167	5 757 316
Net (outflow)/inflow on financial instruments	13 260 686	13 169 245	—	—	—	—	5 605 601	5 177 004

c. Market risk

i. Interest rate risk

Exposure to interest rate risk arises on financial assets and financial liabilities recognised at the end of the reporting period whereby a future change in interest rates will affect future cash flows or the fair value of fixed rate financial instruments.

ii. Price risk

Price risks relates to the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices of securities held.

The association is exposed to securities price risk on investments held for trading or for medium to longer terms. Such risk is managed through diversification across industries and geographical locations.

Sensitivity analysis

The following table illustrates sensitivities to the association's exposures to changes in interest rates and market prices of securities held. The table indicates the impact on how profit and equity values reported at the end of the reporting period would have been affected by changes in the relevant risk variable that management considers to be reasonably possible. These sensitivities assume that the movement in a particular variables is independent of other variables.

	Profit	Equity
	\$	\$
Year ended 31 December 2011		
+/- 10% in managed investments	+/- 765 508	+/- 765 508
+/- 2% in interest rates	+/- 98 946	+/- 98 946
Year ended 31 December 2010		
+/- 10% in managed investments	+/- 763 612	763 612
+/- 2% in interest rates	+/- 99 645	99 645

No sensitivity analysis has been performed on foreign exchange risk as the company is not exposed to foreign current fluctuations.

Net fair values

Fair value estimation

The fair value of financial assets and financial liabilities must be estimated for recognition and measurement or for disclosure purposes.

23 CAPITAL MANAGEMENT

The directors control the capital of the association to ensure adequate cash flows and that returns from investments are maximised and ensure that the overall risk management strategy is in line with this objective.

Risk management policies are approved and reviewed by the directors on a regular basis. These include credit risk policies and future cash flow requirements.

The association's capital consists of financial liabilities, supported by financial assets.

Management effectively manages the association's capital by assessing the financial risks and responding to changes in these risks and in the market. These responses may include the consideration of debt levels.

There have been no changes to the strategy adopted by management to control the capital of the association since the previous year.