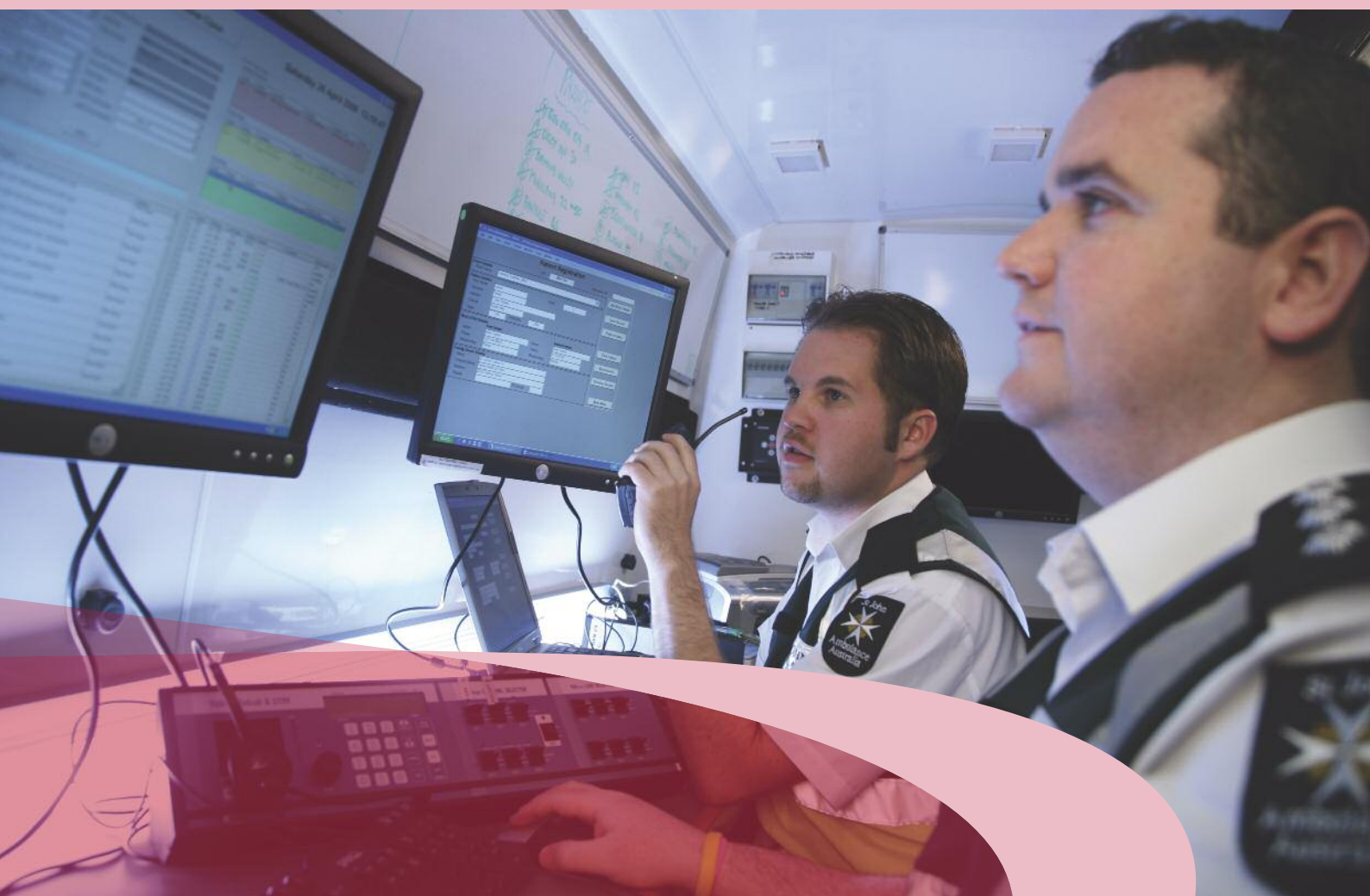


First in First Aid



ANNUAL REPORT 2008



Annual Report 2008

ST JOHN AMBULANCE AUSTRALIA FOR 12 MONTHS ENDED 31 DECEMBER 2008

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.

Fund raising is not, nor will be allowed to become, an end in itself. St John takes pride in its volunteer ethos, its ethical standards and in 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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National Board of Directors

(left to right)

Back

Peter Cudlipp (*Chair, Victoria*), Dr Vlas Efstathis, OAM (*Chair, Queensland*), Michael Mooney (*Chair, Northern Territory*), Col. John R Quantrill (*Retd*) (*Chair, Australian Capital Territory*), Professor Paul Arbon, AM (*Chief Commissioner*).

Middle

Sally Hasler (*Chair, Community Care*), The Honourable Peter Collins, AM, QC (*Chair, New South Wales*), Michael Barrett, AM (*Chair, Tasmania*), Dr Peter Warfe, CSC (*Director of Training*), Gerard King (*Chair, Western Australia*).

Front

Michael Compton (*Chair, Australian Youth Council*) Mark Compton (*Receiver General*), Margaret Morton (*National Chief Executive Officer*), Dr Neil Conn, AO (*Chancellor*), Garry Coombes (*Chair, South Australia*).

Absent for group photo



Dr Michael Campion
(*Hospitaller*)



Chancellor

From The Chancellor

During 2008, St John Ambulance Australia continued to make progress against its agreed Mission, Goals and eight Strategies, shown again this year on the inside front cover of the Annual Report.

The Order

We continue to build strong links within the international organisation of St John. I attended Grand Council in Washington, contributing further to the development of the International Order's Statement of Purpose. The Receiver-General and I travelled to London in November for the installation of the new Lord Prior, Professor Anthony Mellows. While there we discussed with the Lord Prior his priorities for the future of St John internationally, and particularly the role he sees for St John Australia. This will be pursued further during his familiarisation trip here in March 2009.

Volunteer support

During 2008 St John developed a Volunteer Charter based on Volunteering Australia's national standards, defining our commitment to St John volunteers and what the organisation looks for in return. My sincere thanks go to the group of managers and volunteers from all states and territories, as well as the national office who developed the Charter, along with a set of best practice guidelines on volunteer recruitment. All state and territory bodies have agreed to develop mentor training over the year ahead. And, we now have in place the Southern Cross Award to recognise outstanding contributions by our younger members.

Product excellence

I warmly congratulate all who contributed to our presence at World Youth Day and its myriad activities in 2008 and single out the NSW organisation for special praise. Among our products CPR123 comprising a take-home manikin and DVD, has been more widely adopted within St John across Australia, in the firm belief that this product will encourage people who have attended St John first aid courses to practise their CPR skills at home and spread this vital life saving skill amongst their families.

Management improvement

St John has expanded its management development training programs this year for the benefit of both staff and volunteers. This has included the development of specific programs on mentoring and giving and receiving feedback.

Funding support

I remain concerned that, outside the ambulance service bodies in Western Australia and the Northern Territory, St John Australia remains so dependent on kit sales and training courses to fund its charitable activities. Our new CEO Margaret Morton has been charged specifically with developing community awareness of the value of these activities and to seek supplementary funding sources amongst governments and large corporations throughout Australia.

Revenue generation

The St John National Business Centre continues to play an important role at the centre of our revenue generating efforts. While it is increasingly clear that its present premises at Smithfield have substantial inadequacies, the tightening economic circumstances have obliged us to put on hold plans to move to better facilities. At the national level we have, however, freed up substantial capital by selling our national headquarters site and moving to leased premises nearby. While this has caused some understandable sadness, there is no doubt that we are in a stronger financial position as a result and our national staff are operating in a more agreeable and efficient office environment.

External linkages

During 2008, we strengthened our relationship with St John Papua New Guinea (PNG), as a neighbouring Association. At their request John Spencer, GCStJ conducted a detailed audit and provided recommendations on improving management practices, and the National Board has approved funding to enable him to continue this work for a further period. I am pleased that we were able to welcome the St John PNG training managers to our training manager's workshop in November. During the year we also provided modest financial assistance through the Order, to St John Associations confronted with humanitarian emergencies in Kenya and Zimbabwe.

Internal communications

The Chief Executives Committee, comprising the CEOs of the eight State and Territory organisations and chaired by the national CEO, is playing an increasingly valuable role in the development and application of national policies. I thank them for this and look forward to an even greater contribution to the effective national management of our multi-faceted federation.



Overall, I believe that St John Ambulance Australia has had a good year in quite difficult economic circumstances, a view you will see reinforced in the more detailed reports that follow.

The financial performance of St John Ambulance throughout Australia is strong, with an income for the 2008 financial year of \$185m, including ambulance services (\$90m), First Aid Training (\$37m) and First Aid Kits (\$16m). St John Ambulance has a healthy balance sheet with net assets of more than \$130m. St John has over 15 000 volunteers and employs more than 1300 staff with a payroll estimated for 2009 of \$88m.

That outcome can only flow from the dedication and hard work of a lot of people, starting at the top with our Prior and the Deputy Priors. I would particularly like to thank Major-General Michael Jeffery, AC, CVO, MC who completed his term as Prior in September 2008, for his strong and unwavering support of St John Ambulance Australia. We welcome Her Excellency Ms Quentin Bryce, AC as Prior, and Mr Michael Bryce, AM, AE who has accepted the position of Patron. We welcome too, Her Excellency Ms Penelope Wensley, AO as Deputy Prior in Queensland and His Excellency The Honourable Peter Underwood, AO as Deputy Prior in Tasmania.

I am indebted, as always, to the chairmen of our state and territory Boards who share their knowledge and experience with me on the National Board. Special thanks are due to Garry Coombes and Peter Evans who completed their terms as chairmen in South Australia and ACT respectively and welcome their replacements in Glen Brewer and John Quantrill. Among our Priory Officers who bring particular expertise and energy to us all, we farewelled with thanks Coralie Gerrard, AM and Bill Glasson, AO who completed their terms as National Chair of Community Care and Hospitaller, respectively, and welcomed Sally Hasler and Michael Campion as their replacements on the National Board.

I must also acknowledge the hard work and dedication of our national staff, and in particular thank Len Fiori who resigned from his position as National Chief Executive Officer in October. Len made a significant contribution over eight years to St John nationally, including strengthening the role of the Chief Executives Committee and the National Board. We welcomed Margaret Morton as our new National Chief Executive Officer in November.

Finally, but most importantly, I thank our dedicated volunteers without whom we would be nothing. During the hard year or two that undoubtedly are in front of us, we are going to be more dependent than ever on them to keep our One St John moving ahead. Together, we will succeed.

Dr Neil Conn, AO, KStJ
Chancellor



From The Receiver General

I am pleased to present the financial report [and associated statements] for St John Ambulance Australia Incorporated for the year ending 31 December 2008.

Finance

The year in review reflects the continuing strong activity in terms of the work of the National Office and the National Business Centre (NBC). However, we also must acknowledge that we live in tough economic times and the performance of our investments in the latter part of 2008 suffered because of this, as did our business activity through the NBC. Nonetheless, the early part of 2008 showed good performance which has buffered us slightly against the turbulent economic times. In 2009 we may continue to see financial headwinds for the whole economy, including St John.

The NBC had a good start to 2008 with the sale of defibrillators, kits and components exceeding budgetary expectations. However, the overall downturn in economic conditions had a negative impact upon the NBC during the latter part of the year. The NBC reported a sales revenue of \$16.85m for the year, a slight increase from last year's revenue of \$16.44m. The NBC had a net surplus of \$255k after salaries, property costs, marketing expenses and other overheads. The relocation of the NBC to larger premises has been placed on hold due to the economic downturn and will be re-examined at a later date.

Funding for the National Office was again provided by states and territories in accordance with an agreed formula. The National Office has ended the year with a funding surplus which will be used to fund activities in line with our charitable objectives. These activities will be agreed by the board during 2009.

A major event for St John in 2008 was the sale of the national headquarters premises on Canberra Avenue. The total net income received from the sale was \$5.17m; of these funds \$4.4m was transferred into an investment portfolio managed by the Priory's fund manager Shadforth Guest McLeod. The balance of the funds received was used to pay for the fit-out and relocation costs for the move to new offices located within an office complex associated with the Hotel Realm in Barton.

As mentioned earlier in this report, the Priory's investments have been affected by the much publicised global financial crisis. As at 31st December 2008 the total value of the managed investments held by the national entity stood at \$6.89m. The main investment account stands at \$2.85m, a decrease of \$923k from 2008. The investment account from the proceeds of the building stands at \$4.04m, a decrease for the year of \$353k. A review of the portfolio and investment strategy was undertaken with Shadforth Guest McLeod and the Risk and Compliance Committee and action was taken to manage further downside risk. This has meant deviating from our traditional asset mix in the portfolio and moving to a much larger holding of cash

assets. However, in the economic circumstances, this is more likely to give us better protection and ensure we are ready and able to invest in equities and other asset classes once the market begins to improve.

The Risk and Compliance Committee (RCC) continued to be active during the year in review. In 2008 the committee focused on Risk Management, taxation issues and the global economic climate. The Australian Taxation Office is conducting a review of the tax status of charities and the Australian regulatory framework, St John Ambulance is represented in the Charities Consultative Committee and is staying abreast of changes in taxation issues. In August the RCC received a presentation from Chris Richardson of Access Economics which focused on Australia's ageing population, rising health expenditure and the impact on the demand and supply of volunteers.

I express my sincere thanks to my board colleagues and especially our Chancellor Dr Neil Conn, for their individual and collective support, encouragement and guidance. I would like to thank Mr David Leek (CEO) and the staff at the NBC for their continuing strong commitment to and hard work for St John.

My thanks also go to our newly appointed CEO/Priory Secretary Margaret Morton for her commitment and assistance since her appointment; Ms Amanda Power for her very professional work as Finance Manager; Mr Peter LeCornu as Deputy CEO and all of the great team at the National Office. Their hard work and support means much to us all and means much to St John.

Finally, to all the members and supporters of St John, whatever your role, thank you so much for the indefatigable leadership and community commitment you give day in day out in the service of humanity. Lives are saved; lives are changed for the better and our society is stronger for what you give in such a selfless and skilful way. You are all the very best of the best.

Mark R Compton, KStJ
Receiver General



From The Director of Training

The number of people being trained in first aid across Australia has continued to grow throughout 2008. Over 400 000 people received certificates for successfully completing first aid training which represents an overall increase of 4.67% on 2007 numbers. Significantly this shows St John Ambulance continues as the leader in first aid training in Australia. Ending a year where there is significant economic uncertainty, St John is well positioned in the market place to weather the storm.

Training

Annual Audit

During the latter part of 2008, each State and the ACT underwent their annual audit conducted by Stephen van Gerwen (National Training Manager) against the criteria of the Australian Quality Training Framework. It was evident from the audit results that previously identified opportunities for improvement had been implemented.

I congratulate the Training Managers and their teams for the dedication shown in improving their systems and taking the opportunity to do business better.

Volunteer Training

The Advanced Responder Program was initiated in New South Wales in preparation for World Youth Day. In excess of 50 Advanced Responders were trained under the new program to meet the potential demands of the biggest St John duty in 2008. Professional Officers were used to train the St John members allowing them to impart their knowledge and experiences to the newly crowned Advanced Responders. It is anticipated that several states and territories will adopt the program to heighten the skill levels of members in their jurisdictions. Work is well underway to evaluate the current resources and make changes in line with feedback from previous participants, Training Managers and members of the National Operations Training Group.

Members who completed the Skills Maintenance Program during 2006 and 2007 and the First Responder Re-accreditation Program in 2008 have received the Certificate III in Health Care under the First Responder Program. I would like to congratulate the members who have completed the First Responder Accreditation and look forward to them tackling the Advanced Responder Program.

Flexible Learning

Participants have continued to support the flexible learning option for the Senior First Aid course. Work commenced throughout 2008 to provide flexible learning options for other St John courses. Initially the Advanced First Aid Course will be adapted to allow participants to complete a workbook which will reduce the course from three to two days. It is envisaged that this will have a flow on affect for the Occupational First Aid course, reducing the course from a four to a three day classroom program. The development of these options will provide our participants with more choices allowing for busy lifestyles.

The flexible Advanced First Aid course will have a significant benefit for members of Operations Branch. Members who complete the First Responder Program are required to complete the Advanced First Aid course. At present this needs to be completed over one and half weekends which impacts on their ability to participate in duties over the three days. The flexible option will allow them to complete their course in one weekend, resulting in less inconvenience and time away from duties.

Public Access Defibrillation Project

St John Ambulance Australia (SJAA) has deployed 302 Automated External Defibrillator's (AEDs) into key locations across Australia under Project HeartStart Australia, a *community based public access defibrillation (PAD) project*. The project has trained over 3000 people in basic life support and defibrillation skills. Venues for their placement include airports, railway stations, fitness centres, entertainment centres, council facilities, various recreational clubs, schools, pools, police departments, commonwealth departments, and shopping centres, snow resorts, sporting bodies, tourist attractions and casinos.

SJAA continues to work closely with the health care sector and the manufacturers of these vital devices and is committed to furthering the implementation of PAD strategies. Unfortunately though, Commonwealth Government, Department of Health and Ageing funding has now been expended. The community needs to look ahead on a wider spectrum, it is necessary that the community, business and government sectors embrace this initiative. The Project results, validate the importance of the chain of survival in improving survival from out of hospital sudden cardiac arrest (SCA). The eleven lives saved to date support the importance of program planning, rescuer training, linking with the local emergency medical services and a system of device maintenance and quality improvement monitoring. It is hoped that AEDs will become as easily available, as fire extinguishers.

International Relationships

St John Ambulance Australia Training has joined with their colleagues in New Zealand, Canada and Great Britain to agree upon terms of reference for the sharing of ideas and training resources. This is an exceptional opportunity for the priorities from these countries to be drawn together in a collaborative relationship to develop their training skills and courses. Although in its infancy, there is significant enthusiasm for this to be successful.

International relationships have continued to be strengthened with Papua New Guinea. Rosalind Kila, Education Manager from Papua New Guinea, joined with the Training Managers for their Professional Development and Assessment Validation Workshop in Melbourne during November. Rosalind was able to take many ideas home with her, and it is hoped she can join in further with the Training Managers during 2009.

New Courses

St John Ambulance Australia added two new courses to their repertoire during 2008. The Course in Analgesic Administration (Nitrous Oxide) and Course in Analgesic Administration (Methoxyflurane) were successfully added to the scope of registration after 18 months of hard work headed by Peter LeCornu. The addition of these courses is significant for St John members, particularly in light of the legislative changes to drug administration in Queensland. Under changes lobbied successfully by St John Ambulance Queensland, members are now permitted to administer nitrous oxide and methoxyflurane to casualties in pain once they have successfully completed of the above courses. Congratulations to St John Ambulance Queensland for their hard work and persistence in successfully lobbying the Queensland Government.

Chancellor's Leadership Development Program

The Priory Conference in Adelaide saw the culmination of the work undertaken by participants in the Chancellor's Leadership Development Program. All participants made outstanding presentations bringing their year of hard work to a successful end. I would like to congratulate all the participants on their outstanding efforts.

Change of National Training Manager

During the year Stephen van Gerwen joined the National Office as the National Training Manager, replacing Peter LeCornu who took on the role of Deputy Chief Executive Officer—National Office.

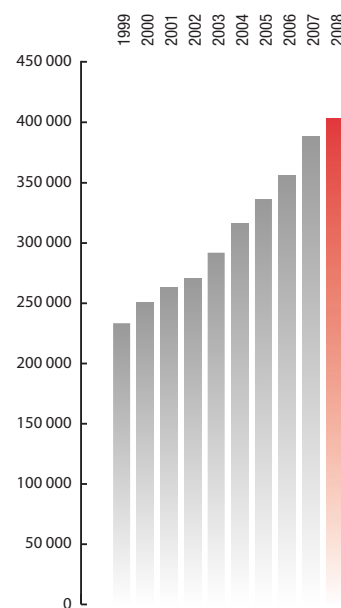
I would like to thank Peter and Stephen for their hard work and dedication throughout the year. Peter worked tirelessly while in the role, bringing St John training into a new era. His endless enthusiasm was contagious, inspiring a new level of professionalism and loyalty. His valuable work within St John will continue in his role as Deputy Chief Executive Officer and I wish him well in his new position.



Dr Peter Warfe, CSC, KStJ
Director of Training



Students trained in first aid 1999—2008



Training

2008—National statistics at a glance

State/ Territory	Certificates issued
NSW	81 228
VIC	58 630
QLD	56 678
WA	118 554
SA	52 431
TAS	19 203
NT	9635
ACT	9280

Total	405 639
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From the Commissioner

The Operations Branch of St John Ambulance Australia continues to provide important services to the Australian community in the areas of event and emergency first aid services. We are highly committed to member development, including the development of young people through our Cadet program. These services contribute in a significant way to the resilience of the Australian community—the ability of individuals and groups of people to withstand turbulent times.

Resilient Communities

As part of its commitment to community resilience, the St John National Office initiated and co-hosted the 2008 National Community Resilience Roundtable in partnership with the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) and Emergency Management Australia (EMA). This was an excellent opportunity for St John to display its leadership within the emergency management and health sectors.

This Roundtable, held in October, was an initiative of the National Commissioners Group. It provided an opportunity for a broad range of stakeholders to collectively consider how communities can work together, and with partners to increase their resilience. Discussions and group work focussed on the characteristics, measurement and building of community resilience.

The Roundtable comprised 36 delegates and observers from a broad cross-section of organisations and sectors (Commonwealth, state/territory and local government, the third sector; NGOs, the private sector and academia):

- Anglicare
- Emergency Management Australia
- Australian Broadcasting Corporation
- ACT Chamber of Commerce
- Australian Emergency Management Volunteer Forum
- Australian Red Cross
- Australian Strategic Policy Institute
- Canberra Multicultural Communities Forum (CMCF) Inc
- City of Bunbury
- Council on the Ageing (COTA)
- Department of Climate Change
- Department of Families, Housing, Community Services & Indigenous Affairs
- Department of Health and Ageing
- Department of the Prime Minister and Cabinet
- Geoscience Australia

- Insurance Council of Australia
- James Cook University
- National Farmers Federation
- Neighbourhood Watch Australasia
- Queensland University of Technology (QUT)
- Department For Families and Communities (South Australia)
- Sydney Water
- St John Ambulance Australia
- Scouts Australia
- SA Fire and Emergency Services Commission
- Surf Life Saving Australia.

In addition, a Community Resilience workshop was held as part of the highly successful St John National Conference in Adelaide. This was an opportunity for members from all parts of St John to consider some practical ways in which we could enhance community resilience.

St John Ambulance Australia received recognition in two categories of the 2007 Australian Safer Communities Awards, presented by Attorney-General The Hon Robert McClelland MP at Parliament House on Thursday 14 February 2008.

Project HeartStart Australia won the *Post-Disaster—Projects which are of national significance or cross-jurisdictional* category. By December 2008, Project HeartStart had installed 302 Public Access Defibrillators around Australia. This is the second Australian Safer Communities Award for Project HeartStart, the first being won in 2005.

The Operations Branch *Skills Development Program* (now St John First Responder Accreditation) received a Highly Commended in the *Pre-Disaster Projects which are of national significance or cross-jurisdictional* category.



World Youth Day, Sydney Harbour Bridge

Event and Emergency First Aid

World Youth Day 2008 presented a great opportunity for St John members from around Australia (and in some cases abroad) to work together at an internationally significant major event. St John NSW planned and managed the event in a highly professional manner.

Immediately prior to World Youth Day, St John NSW trained the first group of St John Advanced Responders. This national accreditation sits above our St John First Responder level and is the highest clinical accreditation for St John members who are not Health Care Professionals.

This year saw the completion of the National Emergency Response Guidelines. This document outlines best practice in preparing for, responding to and recovering from emergencies. The guidelines were developed by a group who represented the National Office and a number of states and territories. In 2009 a new guidelines document will be produced that draws together our major events and emergency response guidelines, ensuring that we use standard practices whether providing service at events or emergencies.

St John Ambulance Australia received \$340 000 in grants from the National Emergency Volunteer Support Fund in 2008, for projects primarily focussed on volunteer recruitment and training. This is an outstanding result that allows us to undertake work that we would find difficult to self-fund.

Youth Development

Cadets remain the flagship Youth Development activity in St John Ambulance Australia. Cadets comprise 40% of the total number of volunteers engaged in Operations Branch activities.

The National Office is central to the ongoing development of resources for Juniors and Cadets including a growing list of Junior Interest and Cadet Proficiency Courses. These courses incorporate best practice in learner-based education and cover a range of topics that are relevant to young people.

St John now utilises social networking sites such as Facebook and Twitter to further engage young people in our organisation. These are approaches very familiar to our younger members. Further, the National Office has produced a Personal Safety Toolkit to ensure the young people of St John are educated on the risks of internet usage.

Victoria played host to the 2008 National Cadet Camp and Australian Championship Competitions. This was an exceptional opportunity for Cadets, Cadet Leaders and Officers to develop, network and build valuable interstate relationships.



National Staff

Every six years Operations Branch undergoes a significant change in leadership due to our system of triennial appointments. The National Staff Group saw some significant changes in 2008 with the following appointments being made:

Helen Banu Lawrence — Chief Cadet Officer

Kieran Brown — Deputy Chief Commissioner

Alan Eade — Chief Professional Officer

Associate Professor Paul Middleton — Chief Medical Officer

Jamie Ranse — Chief Nursing Officer

Kim Sullivan — Chief Superintendent

David Templeman and Dr Kathryn Zeitz have retained their appointments as National Staff Officers.

Thank you to Fin Macneil who served admirably in his role as Chief Professional Officer from June 2002 to June 2008 and to Terry Jongen who contributed his insight and leadership in the role of Chief Nursing Officer from June 2005 to June 2008.

Acknowledgments

Thank you to the National Staff Group attached to the National Office for their endless support and enthusiasm. In addition, Stephen Carter (National First Aid Services Manager) and Emma Robertson (National Youth Manager) worked to drive our direction and ensure that our efforts were strongly supported.

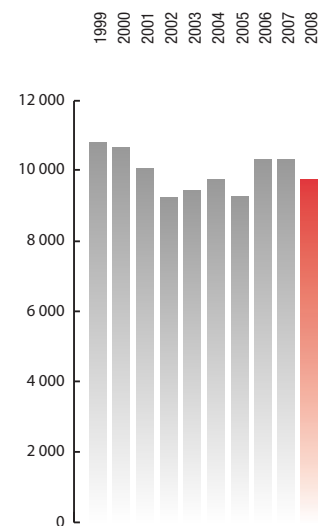
Thank you also to the National Commissioners, Superintendents, Cadet Officers and Professional Officers Groups for their immense contribution to St John at the national and local levels.

And finally, thank you to the 9731 members of St John Ambulance Australia who provide these vital services to the Australian community.

Paul A. Arbon

Professor Paul Arbon, AM, KStJ
Chief Commissioner

First Aid Volunteer Membership 1999–2008



First Aid Volunteers

2008—national statistics at a glance

- 9731 Volunteers (including 3262 Cadets and 604 Juniors)
- 377 Divisions
- 381 869 Duty hours (does not include Victoria)
- 71 153 Casualties treated
- 339 184 Training hours



Community Care

From The National Chair

I am pleased to present my first report as National Chair of Community Care. I was very excited to learn of my appointment in June 2008 and encouraged by the many opportunities presented by this position. The warm welcome I have received from all Community Care members across Australia is much appreciated.

I will be seeking to build upon the work undertaken by Coralie Gerrard, the previous National Chair of Community Care. Coralie made a significant contribution to the Community Care program over the previous six years and developed connections with hundreds of Community Care volunteers across Australia.

I am personally amazed by how our Community Care programs continue to make a difference to our many clients in a variety of ways—often with limited and varying levels of resources and funding. Through volunteers, Community Care provides a diverse range of services focused primarily on providing care, companionship and assistance to those in the community who experience difficulties due to their age, disability, infirmity, isolation, educational limitations or other factors restricting their capacity to lead normal lives. This includes programs that provide literacy skills support and immunisation sessions and first aid training for disadvantaged young people.

Training and Publications

During 2008, the *Getting Started in St John Ambulance Australia* workbook was thoroughly revised and released in time for the June National Conference. The workbook was developed to be used for the induction of new Community Care volunteers. It has also been recognised as a valuable resource for many new members throughout St John. *Community Care News* continued to be distributed quarterly, providing valuable information for Community Care managers and volunteers.

I would like to congratulate Jo Bell and her team from South Australia for the excellent Community Care focused program organised for the Friday morning of the National Conference. The program demonstrated the excellent connections that St John South Australia has with the broader community and the diversity of Community Care activities. I look forward to repeat of this session at the 2009 St John National Conference on the Gold Coast.

National Community Care Planning

In December, a highly successful Community Care Strategic Workshop was run in Canberra. This workshop brought together Community Care representatives from all states and territories and provided a very important opportunity for this national leadership group to consider the future directions of Community Care. The workshop demonstrated a real commitment from states and territories and the national office who supported one participant from each state and territory to attend.

The workshop was followed by the development of a discussion paper on strategic directions for Community Care nationally. The intention behind this discussion paper was to encourage Community Care to work more collaboratively across programs and jurisdictions for the benefit of the nation. The national leadership group identified many benefits of working together in common areas. The discussion paper was circulated throughout St John Ambulance Australia as widely as possible seeking feedback and ideas from all members. This discussion paper will inform the development of a national strategic direction document for St John Community Care early in 2009. The document will guide Community Care activities for the coming three years.

Community Care Projects

St John Community Care continues to deliver a diverse range of volunteer projects, focused on the needs of different groups within the community, including the following:

Elderly, disabled and disadvantaged

Ainslie Village (ACT)
Silver Cord Service (Queensland)
Community Care (South Australia)
Community Care (Tasmania)
Friends for older people (Victoria)
Visiting Friends (Victoria)
Needles and Threads (Victoria)
Home Support (Victoria)
Community Care (Western Australia)

Transport

Transport Access (Queensland)
Bus Outings (Victoria)
Community Care (Tasmania)

Young people

Project Survival (ACT)
Program to Aid Literacy (NSW)
Immunisation (NSW)

Hospital patients

Health Care Program (Queensland)
Hospital Support (Victoria)



Over 158 000 hours of services were delivered in 2008—16% increase over 2007. These hours were delivered by 2350 volunteers—3% less than in 2007. This demonstrates that the Community Care volunteers are working harder.

Thank you

Finally, I would like to thank the state and territory chairs and managers for their time and commitment to Community Care. I particularly would like to thank those who participated and shared their vision and enthusiasm in the strategic direction discussions that occurred towards the end of 2008. I am confident that if we continue to work together and act collaboratively we will achieve many great things in 2009 and beyond. Most importantly, the good work of Community Care will continue to flourish and grow further.

Thank you to all the wonderfully loyal Community Care volunteers and staff who continue to deliver our fantastic programs locally. I also sincerely thank the St John National Board of Directors, Len Fiori for his valuable insight and Margaret Morton for her ongoing support. Thanks also to the National Office staff, particularly Peter LeCornu and Diane Dickson, who provided direct support to the Community Care program. I look forward to our next annual report where I am sure Community Care will have further achievements and milestones to celebrate.

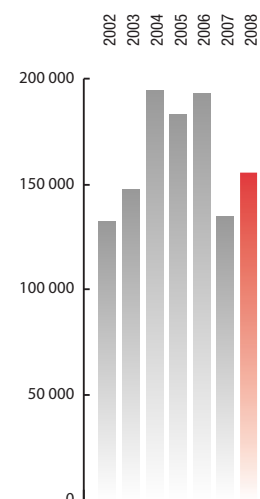
Sally Hasler, CStJ
National Chair

Community Care

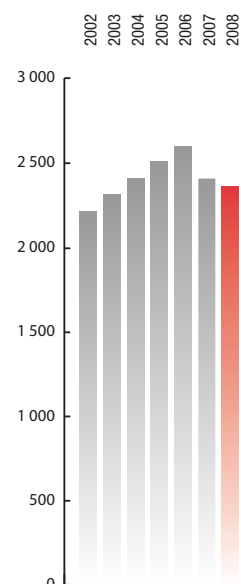
2008—national statistics at a glance

- 2350 volunteers
- 158 368 hours of service

Community Care Hours of Service 2002–2008



Community Care Membership 2002–2008





From The National Chair

This is my first report as Hospitaller for St John Ambulance Australia. It was with great pleasure that I accepted the position of Hospitaller starting in June 2008. I am looking forward to the next three years and the opportunity to provide leadership of the Ophthalmic Branch.

Ophthalmic

I look forward to being able to build on the work undertaken by Bill Glasson, who completed his three year term as Hospitaller in June 2008. During this time, he made a significant contribution to the work of the Ophthalmic Branch in St John Ambulance Australia. Bill facilitated the support of St John Ambulance Australia for the important eye program undertaken in Oecussi, East Timor. He also continued to encourage support from across Australia for the work at the St John Eye Hospital and the program in Katherine. Thank you, Bill.

St John Eye Hospital, Jerusalem

St John Ambulance Australia continues to support two Palestinian Ophthalmic Nurses, who provide outreach services from the St John Eye Hospital in Jerusalem. St John Ambulance (NSW) provides full support for a further outreach nurse combining to make the Australian contribution to the support of the Hospital's outreach program very significant.

The Hospital continues to grow in strength. Figures published by the Hospital in 2008 showed that since the devastating effects of the second intifada in 2002, the Hospital has established a most successful fundraising and marketing team which has enabled an increase in income from £2.9 million in 2002 to £4.5 million in 2007. These funds have allowed an extension of clinical services and improvement of teaching and training programs. In 2002, 44 000 outpatients were seen, rising to 83 000 in 2007. Over the same period of time the number of major operations increased from 1700 to 3300. The aging buildings have undergone extensive re-equipping and refurbishment.

In June 2008, Dr John Talbot became the Order Hospitaller and Chairman of the Board of Trustees, St John Eye Hospital, Jerusalem. 'I am delighted and honoured to have been appointed Order Hospitaller and elected Chairman of the Board of Trustees. Thanks to the efforts of my predecessors, I take over at the Hospital after a period of great success. The Hospitals and the Clinics in the Group are treating more and more patients, thanks to the expansion of our facilities and the commitment of our staff. We are enormously grateful too, to our most generous benefactors, both independent and in the Priors of the Order, who ensure that we are able to match growth with steadily increasing income.' Dr Talbot has emphasised the importance of the ongoing support of the Priors to the work of the Hospital.

East Timor – Oecussi Eye Program

In the final year of a three-year commitment, 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. The aim is to ultimately eradicate cataract blindness from Oecussi under the National Health Plan.

The visit to Oecussi took place in August, with a medical team of six volunteer doctors, nurses and a bio medical technician. The team did 64 cataract operations and fitted some 350 people with glasses following full eye examinations.

For the first time, two non-medical volunteers participated in the visit. Mike Mooney, Chairman of St John (NT) and Mark Compton, Receiver General had the opportunity to see first hand the work being done in Oecussi. They were not just visitors as they played a role in preparing the patients for surgery. St John is very interested in the potential for St John non-medical volunteers to undertake an active role in its eye health programs. We look forward to being able to expand such opportunities for St John volunteers in the future.

St John will continue to work with the Royal Australasian College of Surgeons to implement such projects which have such significant benefits to the people who regain their sight.

Northern Territory

The three year funding agreement with Wurli Wurlijang Health Service in Katherine, Northern Territory concluded at the end of 2007. The National Board of Directors agreed in March 2008 to provide funding of \$150 000 over three years for a project focused on supporting a Northern Territory eye health project. While there have been some discussions during 2008 on this proposal, agreement has yet to be reached on the best way to proceed in this project. It is expected that this project will be progressed in early 2009.



Pius X St John Eye Clinic, Moree

Over the past two and a half years, a comprehensive eye care service has been established by the Ophthalmic Branch of St John NSW in the Pius X Clinic in Moree. In the past year, a state-of-the-art computerised cataract measuring instrument has been purchased as has an eye laser for the treatment of diabetic retinopathy, a serious problem for Aboriginal men and women. A laser for the treatment of corneal opacity after cataract surgery, a serious problem for rural people of both indigenous and non-indigenous backgrounds, is on order. The acquisition of this equipment permits much needed operative procedures to be conducted in the Clinic. This has established the Pius X St John Eye Care Clinic as one of the foremost rural eye care clinics in NSW, a worthy recognition of the already pioneering and innovative achievements of the Pius X Aboriginal Corporation in caring for the needs of Aboriginal people and the wider community in Northern NSW. In a project funded collaboratively with the Hollow's Foundation, during this year outreach clinics have been conducted through the Pius X St John Eye Clinic in the more remote and smaller Aboriginal communities of Toomelah, Mungindi and Wee-Waa. These clinics screen adults and children for serious eye pathology, reminiscent of the Outreach program conducted in the West Bank by the St John Eye Hospital Jerusalem.

My thanks go to colleagues on the National Board, National Office staff and St John members for their hard work, continuing support and dedication to the programs and fundraising activities of the Ophthalmic Branch. I thank most warmly the Ophthalmic Chairs around Australia for their friendship and support. Many thanks must also go to the Ophthalmic professionals for volunteering so much of their time and expertise, the Royal Australasian College of Surgeons and the local teams in Oecussi. I also wish to acknowledge Len Fiori and Peter LeCornu from the National Office for their support during the year.

Finally, my sincere gratitude to the many individuals and organisations listed for their generous financial support during 2008.

Dr Michael Campion
Hospitaller

Donations Received

From St John Ambulance Australia

Western Australia	
- Eye Surgery Foundation	30 000.00
Queensland	5 000.00
South Australia	
- Angaston Cadet Camp Church Service	100.00
Total St John Ambulance Australia donations	35 100.00

Other Donations

Dr Andrew Apel	250.00
Dr J Apel	100.00
Dr Graham Barrett	100.00
Prof Frank Billson	500.00
Dr M Capon	100.00
Mr D Chapman	50.00
Mrs L Chapman	50.00
Dr M Coote	250.00
Dr Peter D Cranstoun	100.00
Dr J Crompton	1 000.00
Dr I Davies	1 000.00
Ms B Dawson	50.00
Dr M Feltham	50.00
Dr Andrew Firestone	50.00
Dr Robert Griffiths	500.00
Dr Paul H Hanbury	500.00
Dr Mark R Harrison	200.00
Dr Dan R L Hart	1 000.00
Dr S Hing	250.00
Dr G Kourt	100.00
Dr L Macintosh	100.00
Dr P Macken	50.00
Dr J Martin	100.00
Dr D Moore	8 500.00
Dr Kathy McClellan	100.00
Dr J McConnell	948.00
Dr Rodger McGuinness	100.00
Dr G Porter	100.00
Dr Allan Rosenberg	100.00
Dr C Sheppard	2 500.00
Dr A Tandon	200.00
Dr G Taylor	200.00
Dr H Taylor	100.00
Dr I Wechsler	50.00
Dr C M Wong	200.00
Other Donations	350.00
Estate of Janet Cameron (Gift)	25 000.00

Total Other Donations 44 898.00

Total Donations 79,998.00

The balance of funds available for Ophthalmic Branch programs as at 31 December 2008 was \$167 945 94.



From The National Chair

I am very pleased to present my second report as National Chair of the St John Australian Youth Council. There were a number of changes to the national portfolio positions in June 2008, with Jaimee Oxford, Melissa Northcott and Jonathan Haslett accepting positions and Emil Wajs-Chaczko continuing. I would like to thank Felix Ho, Andy Grant and Charlie Law who completed their terms in national portfolio positions in June. I would like to thank these people as well as all the members of the AYC who have contributed to what has been another fantastic year in 2008.

Australian Youth Council

The year began with the National Board of Directors endorsing the 2008 Themes and Messages. The focus of these themes was Safety, Young Leadership, States and Territories, Communication and Profile

Key achievements for the AYC around each message are included below.

Message 1: In line with recognised best practice, we want resources made available to under 18 year olds to increase their awareness of Child Protection.

National Child Protection Week 2008 saw the launch of the St John Personal Safety Toolkit, a set of resources for 8–17 year old members providing information and activities relating to a range of child protection and personal safety topics. This resource was developed by the National Office, AYC, and National Cadet Officers Group.

Message 2: We are going to conduct a report into the recognition and engagement of young leaders in St John.

The AYC has been conducting research and consultation towards this and released the 'Accolade Report' at the end of the year.

Message 3: We want eight strong and supported State and Territory Youth Councils that participate in decision-making processes across the organisation.

Message 4: We want all Youth Councils to have access to modern means of communication and technology to improve consultation and participation.

With the resurrection of the Victorian Youth Council, and the engagement of young members towards reinvigorating the Western Australian Youth Council, we are very pleased to see that all state/territories have some form of youth council participation. The provision of resources and support of these entities continues to vary around the country. Developing the capacity and skills of youth councils and their members will always be an ongoing task for St John, and as such it is important to keep in mind the benefits to the organisation in doing so.

In general most youth councils are improving their communication and consultation mechanisms. Many have embraced online social networking tools, such as facebook, in order to better link to the broader youth membership.

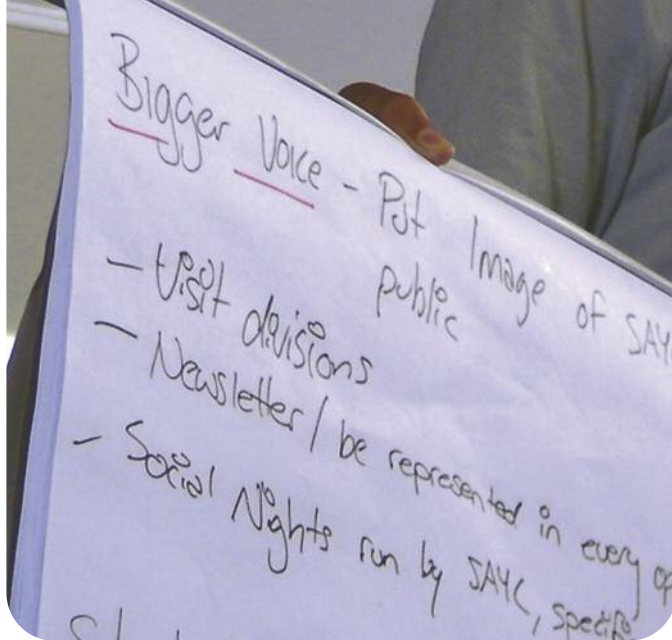
Message 5: St John needs to take an improved and more targeted approach, to better promote its contribution to the Australian community.

The AYC was very excited to see the appointment of a National Marketing and Communications Manager, and congratulates the organisation for taking this bold step. We look forward with anticipation to contributing further to marketing and communications strategy nationally, and to a new era of community understanding of the great work that St John does.

The AYC participated in a very successful National Conference in Adelaide with many youth-focused events. The AYC convened 'The Youth 2020 Summit' which was a great success, attended by some 60–70 young members who gained a better understanding of the broader organisation and the operation of youth councils within that structure. Many of the comments made by these members aged between 12 and 25 echoed those contained in the AYC's Key Themes and Messages.

The AYC developed guidelines and administrative procedures for the National Youth Leadership Fund. It was fantastic to see several members apply and be funded to attend a number of external leadership activities. The AYC also provided advice on the establishment of the Southern Cross Award, which provides another opportunity to recognise and challenge our young members. The Youth Participation Support Pack was also reviewed and updated.

The AYC continued its consultative role with young members, beginning the year by attending the National Cadet Camp. Also, a wide range of responses was received to an online survey of cadet of the year award recipients. The AYC contributed to the consultation that the Australian Government undertook on the Australian Youth Forum.



Throughout 2008, the AYC has made representation to the National Board, National Operations Training Group and Chief Executives Committee. The AYC provided advice and feedback in the review of the national child protection policy. The October Youth Stakeholders weekend remains an important time in the St John youth calendar for reviewing progress and developing new key themes and messages.

2009 will be an exciting year, with a renewed focus on our humanitarian goals of serving humanity. The AYC, through the Key Themes and Messages for 2009, continues to provide a framework through which the organisation can better engage with the majority of our members. The fact that more than 50% of our volunteers are under the age of 25 should not be something idly discarded. It is a great asset to St John that we have so many passionate, enthusiastic and capable young volunteers. St John must continue to harness the drive and energy of our young members to better serve the communities of which we are a part.

Our sincerest thanks go to the National Youth Manager, Emma Robertson, without whom the AYC would not have achieved the significant goals that it did in 2008. Emma leaves St John in early 2009, and we sincerely thank her for her work over the years that she has been with St John. Since Emma's appointment, there has been tangible change to the effectiveness, national unity, and consistency of St John's Youth Development programs. It is thanks to her work in her role, the work of the current and former Chief Cadet Officers Kieran Brown and Helen Banu-Lawrence and that of my predecessor and current Community Care Chair, Sally Hasler that so much has been achieved over the last four years. Thanks also to Clair Strickland and Shay McAuley at the National Office who provided support on many youth related projects.

Congratulations and thanks go to all of the AYC, our supporters and champions—and especially to young members in St John for their commitment, initiative and drive in 2008.

Michael Compton
Chair, Australian Youth Council



From The Priory Librarian & Historical Society Secretary

During 2008 the Historical Society enjoyed its most successful since its formal establishment 9½, 8½ or 7½ years ago. Which year was actually the foundation year is problematic. It depends on the year from which one counts: 1999, when the former Priory History Group coalesced following the abolition of the Priory Library Committee; or 2000, when the Group decided to constitute itself formally as an historical society; or 2001, when the Board of Directors approved the Society's draft constitution. But as we have used the last of these years for annual reporting purposes, we can say that the Society has experienced its best year in 7½.

Key developments during 2008

- Our membership reached 200.
- We adopted a new logo (see below).
- We operated for our first full calendar year as a constituent part of St John Ambulance Australia, having formerly been structurally separate.
- Our committee circular was reborn as a quarterly newsletter for the general membership, taking the title *Pro Utilitate* ('for service': borrowed from one of the Order's Latin mottoes).
- Volume 7 of our annual journal, *St John History*, released in May, has been our most impressive to date. Designed for the first time by the National Publications Manager (Shirley Dyson), its front cover featured the official portrait of the former Chancellor (Professor Villis Marshall) by the artist Evert Ploeg.
- We conducted our tenth annual history seminar and eighth annual general meeting during the National Conference in Adelaide.
- During the National Conference we sponsored the launch of Vince Little's book *Candle of Hope*, an account of efforts made by Australian ambulance officers (many with St John links) to establish an ambulance service in East Timor.
- For the third successive year we presented the 'Mark Compton Prizes' to the Cadets who had completed the best project work for the 'Knowledge of the Order' proficiency badge.
- In his guise as Priory Librarian, our Secretary played a key role in transferring the Priory's library and heritage collection from the former national headquarters building to the new premises of the National Office at The Hotel Realm.

Considering the above points together, readers will agree that during 2008 the Historical Society succeeded in fulfilling its self-ordained brief for 'preserving and promoting the St John heritage'.

The Historical Society's new logo

The new logo below was adopted at the Society's eighth annual general meeting in Adelaide on 20 June 2008. One of the Society's Victorian committee members, Mr James Cheshire, MStJ, JP, is the designer. He based it on the 1907 version of the arms of the Commonwealth of Australia, with its seven-point Federation star, kangaroo and emu supporters and 'Advance Australia' motto. Unlike those arms, however, the central shield displays the arms of the Priory surrounded (left and right) by the emblems of each of the States and Territories. Also displayed are (top) the Society's previous logo of the crimson badge of the Order surmounting a boomerang and (bottom) a small Federation star. The new logo therefore subtly brings together the emblems of the Order, St John Ambulance Australia and the Historical Society to produce a distinctive, unique and historical heraldic device which emphasises both the Australian and federal nature of the Historical Society and its role in 'preserving and promoting the St John heritage'.



In presenting this report I thank all our members who toiled to make 2008 such a successful year. In particular I thank our President, Dr Harry Ozer, for his wise counsel and enlightened leadership and our immediate past President, Dr Brian Fotheringham, for his efforts to make a success of our gathering in Adelaide. I also thank our Patron (Professor Villis Marshall), the Chancellor (Dr Neil Conn), the former Priory Secretary (Len Fiori) and his successor (Ms Margaret Morton) and the Deputy Chief Executive Officer (Peter Le Cornu) for their interest and encouragement. We are most fortunate to have enjoyed their continuing support.

Ian Howie-Willis

Ian Howie-Willis, KStJ
Priory Librarian & Historical Society Secretary



From The National Chief Executive Officer

I am pleased to present by first annual report to all members of St John, even though it is only two months after being appointed as National Chief Executive Officer. I am highly excited by the opportunity presented by this position and the work of St John Ambulance Australia. I would particularly like to thank all the many St John people who have welcomed me into the St John family.

As you read through the annual report you will note the progress we have made across the organisation. There continues to be significant progress in bringing together the 'One St John philosophy'. The Priory Officer reports reflect the work that is being done to enhance the collegiate relationship that exists between the National Office and our state and territory partners.

The Chief Executives Committee continues to provide important leadership across the St John organisation. In 2008 a range of policy items were dealt with successfully by the CEO group and to the satisfaction of the Board. Special thanks to Tony Ahern, CEO of St John WA, who chaired the committee throughout 2008. It was agreed in November 2008 that the committee should be chaired by the National CEO.

The range of national working groups was expanded in 2008, with benefits to the St John organisation. The National Finance Managers group met several times resulting in enhanced financial reporting and improved financial practices. The National Information Technology managers group met several times by teleconference and identified savings in information technology costs for jurisdictions.

The national St John conference, held in June in South Australia, was again a highlight for the year. The Thursday sessions focused on volunteering, with informative guest speakers and an opportunity for St John members to identify key issues in volunteering and strategies for addressing the key issues. A summary report was prepared, including identifying steps to be taken to address the key issues and suggested strategies.

The National Public Access Defibrillation program 'Project HeartStart Australia' continued in 2008. There are now over 300 public access defibrillators in place as a result of this important initiative, resulting in the saving of eleven lives in addition to numerous non-shockable rhythm activations. An evaluation of the program was undertaken by consultants for the Federal Department of Health and Ageing with the results of the evaluation yet to be released.

A significant change for the National Office in 2008 was the sale of the building on Canberra Avenue and the move to new premises within the office space of the Hotel Realm in Barton. The new premises provide a far more appropriate environment for the national office, but links to the old building have been retained through display of several of the stained glass windows. I would particularly

like to thank Colliers, Ring & Associates (Architects) and the Doma Group for their invaluable assistance in the relocation. I would also like to thank Mike Mooney and the other members of the building committee for their invaluable guidance on this important project.

We were again successful with our insurance renewals receiving reductions in our premiums, which is especially pleasing in the difficult economic times. Our brokers AON continue to provide excellent service on all insurance matters.

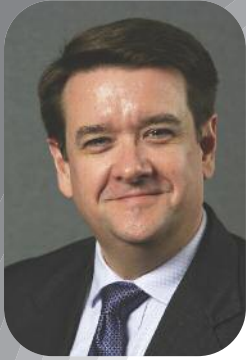
Australian First Aid continues to be updated twice each year to reflect any changes in protocols. The Personal Safety, Casualty Simulation, Handicrafts and Sports Junior activity books, a revised version of the Casualty Report OB12 and a new Mission, Goals and Strategies chart were produced.

Other publications updated as required and printed during the year included First aid Accreditation workbooks, Senior First Aid and Advanced Resuscitation Learner Guides, Automated External Defibrillation, Basic Life Support, Burns and Scalds, Eye Injuries, Emergency First Aid, Certificates, Getting Start in St John, Junior Skills Workbook, various posters, Resuscitation charts, Occupational First Aid, Senior First Aid CDROM. St John Re-accreditation and Cadet Skills Workbook were developed and printed and the Patient Care chart was produced in A4 and laminated for use in divisional vehicles and first aid posts.

Child protection continues to be a key issue for the St John organisation. During 2008, the national child protection policy and guidelines was reviewed, resulting in a clearer and more streamlined set of policy and guidelines. A child protection scorecard was developed, with all states and territories reporting against the scorecard and identifying opportunities for improvements in child protection practices.

In conclusion, I would like to thank Dr Neil Conn, the National Board of Directors and the state/territory Chief Executive Officers for their support. Thank you also to my dedicated and loyal team at the National Office and the National Business Centre who together continue to deliver a quality, timely and essential range of services to the states/territories, Priory Officers, committees and of course the community at large.

Margaret Morton
National Chief Executive Officer



From the Chief Executive Officer

For the St John National Business Centre (SJNBC), 2008 would be characterised as a year of challenge and change. The year started with an absolute boom. The Australian economy was charging ahead and customer orders were rolling in to the extent that we had difficulty keeping up with demand.

National Business Centre

It was in that context that I made the following comment at a staff presentation soon after my January 2008 commencement with St John:

'The good news is that we're growing, the bad news is that we're growing.'

What I meant by this was that not only did we need to keep up with an ever increasing demand for our products and services, we needed to simultaneously find ways to improve our service performance.

The first step was to implement a number of recommendations from a business review which had been conducted in early 2007. We also commissioned a consulting industrial engineer to review of our operational workflow and processes and Deloitte Consulting completed a detailed financial analysis of the operation.

Armed with what was now a very detailed view of our financial and operational performance, we set about implementing a range of business improvements which included—but were not limited to:

- upgrading to a more effective version of our Enterprise Resource Planning System to improve our purchasing and planning performance
- implementing a reporting system to automate our financial and operational reporting capability
- implementing a freight management system so that we could track and trace freight deliveries and monitor provider performance
- holding a successful clearance sale to reduce the number of slow and obsolete items held in our warehouse (by more than \$200 000)
- making fundamental changes to the layout of the warehouse to improve workflow
- increasing the capacity of our warehouse by 140 pallet positions
- reviewing all stock re-order points to ensure improved and timely availability of high turnover items
- eliminating a significant array of workflow timing lags to improve customer order throughput
- introducing regular cycle counts to improve inventory management

- expanding first aid kit production batch sizes to ensure improved availability for our customers
- installing a gravity feed roller and additional computers in the warehouse to improve both productivity and workplace ergonomics
- developing a new Human Resources Manual containing more appropriate policies for a warehouse, assembly and distribution business
- implementing a payroll system so that we could operate as a stand-alone business without having to rely on the good graces of other St John businesses for support
- undertaking a major planning effort and obtained national board approval for a relocation to new premises (currently on hold)
- adopting a stricter approach to ensuring on time vendor delivery of stock items
- initiating a project to reduce the cost of the goods that we purchase on behalf of our customers
- developing a more contemporary customer website with updated and relevant content
- holding (hotly contested) elections to establish an OH&S committee and completing a safety audit to help ensure the safety of the workplace and our people.

I am delighted to report that in 2008 the SJNBC:

- improved overall order delivery performance to a peak of **96.4%** of all orders leaving the SJNBC warehouse in full within 24 hours from a low of 37.8%
- reduced outstanding customer order performance to a low of only **five** unfulfilled orders in a given day from a high of more than 350 orders
- reduced warehouse inventory to a low of **\$1.50M** from a peak of nearly \$2.0M
- realised sales order input accuracy of **99.0%**
- ended the year with a stock take result which only required a remarkably low **0.01%** adjustment to inventory.



I believe that it's fair to say that the SJNBC has now overcome the service delivery challenges which were evident prior to early 2008. Our focus in 2009 will be to sustain and consolidate these operational improvements such that they become standard operating procedure for the business going forward.

Sadly, in the latter part of 2008 the Australian economy entered a period of substantial decline, which resulted in reductions in both our revenue and surplus results. Moreover, the cost of the goods that we purchase on behalf of our customers increased by more than \$500 000 much of which was absorbed by the SJNBC.

I am confident that the operating and commercial changes that were introduced in 2008 have prepared us for what we know will be difficult trading conditions in 2009. We will move forward with confidence.

I extend my sincere thanks to the SJNBC team for their efforts, team spirit and commitment. Although we are not directly involved on the front lines of St John operations, we are well aware that we are part of an organisation that works 'For the Service of Humanity' and we are immensely proud to be a part of that effort.

David Leek
Chief Executive Officer

New South Wales



Overall

In March Mr Ken Moroney, former Commissioner of Police in NSW was appointed as a Director. He brings a wide range of expertise and contacts to St John.

In June we received a very generous donation from the Taiwanese Chamber of Commerce Australia which enabled us to purchase and fit out a new patient retrieval vehicle. We also had a successful week of celebrations for the 125 year Anniversary of St John in Australia with the highlight being the hanging of a very large banner from the east pylon of the Harbour Bridge. In December, contracts were exchanged for the purchase of a new headquarters building in Burwood—an inner western Sydney suburb and a major transport hub.

Business

The last few months of the year saw a significant downturn in business activity, no doubt caused by the impact on our customers of the worldwide economic crisis. Despite this; income from training courses increased by approximately 3% over 2007. The challenge is to increase this rate of growth. Gross profit from product sales continued to grow strongly during 2008 with an increase of 17% achieved over 2007 results. Defibrillator sales continue to be a strong focus particularly building on the work done nationally through Project HeartStart.

First Aid Services

A new General Manager First Aid Services Helen Banu-Lawrence, who in her volunteering life is Chief Cadet Officer with St John, was appointed in July.

The highlight of the year was the extremely successful involvement of St John at the World Youth Day activities which involved some 15 months of planning for the event. More than 700 members volunteered and we were very pleased to welcome more than 120 interstate and four international members. The event again demonstrated our ability to deliver professional services and to work with organisers and other Emergency Services, particularly NSW Ambulance. We received praise for the professional manner in which our services were delivered. Our net adult and cadet member numbers continue to grow.

Training

NSW implemented the national Advanced Responder Accreditation Program (ARAP) in March 2008. Sixty eight members successfully completed the program to gain the Certificate III in Basic Health Care. The Management Development Program was conducted in metropolitan and regional areas for members prior to taking on roles of NCO or Officers in Divisions. Forty seven members completed Stage 1 of the Program with thirty six of these going on to complete Stage 2 to gain the Certificate III in Frontline Management.

Community Care Branch

Our Immunisation Program, where our volunteers assist NSW Health nurses in the NSW Schools Immunisation Program continues to expand with the help of significant external funding. We plan to have the program operating across the state by the end of 2010.

We held a successful Community Care conference towards the end of the year and the day provided our volunteers an opportunity to listen to a range of interesting guest speakers and to catch up with fellow volunteers.

Ophthalmic Hospital

NSW continues to support the hospital in Jerusalem by the payment of the wages of a nurse and to support the St John Pius X Eye Clinic in Moree.

New South Wales – 2008 Statistics at a glance

- 81 228 first aid certificates issued
- 3112 first aid volunteers
- 327 320 hours of voluntary first aid service
- 24 526 first aid casualties treated
- 580 community care volunteers
- 11 839 hours of voluntary community care service
- 101 970 hours of training completed by first aid volunteers.

Victoria



2008 was another successful and extremely challenging year for St John in Victoria as we continued with our Change Towards the Future program and built upon the tremendous gains made in 2007.

Local economic conditions continued to tighten throughout the year due to the global financial crisis and as a result there was a noticeable affect on our business activities in first aid training and first aid kit sales and servicing. Despite recent Federal Government economic stimulus most respected economic commentators predict a further tightening during 2009 with little appetite for a recovery ahead of 2010.

That said, we did manage to post another strong financial result for 2008 due to the hard work of our talented team, tight cost controls and the fiscal and other disciplines; so very much a feature of the recent reinvigoration of St John in Victoria. Indeed despite the economic landscape the 2008 results were outstanding once again.

During 2008, the change program moved very much into growth mode with the development of Plan 2013—the strategic plan that will guide our organisation for the next five years. The rollout of the plan will occur in the first quarter of 2009 based around five key imperatives:

1. The plan Maximise our People Potential
2. Maintain Quality
3. Grow our Commercial Business
4. Grow our Volunteer Business
5. Manage our Costs

Our management team have created a comprehensive business plan that aims to deliver on the key strategic imperatives through the supporting strategies. Whilst the business plan clearly articulates the operational activities and priorities in support of our strategic plan, it is a living document within a continuous five year strategic planning cycle. As such, it is planned that performance against the plan will be subject to biannual review by the Board.

Another highlight was the increased media and community profile which was invaluable in our drive to create a volunteer experience that attracts the next generation of volunteers, whilst remaining relevant to the current generations who continue to serve so admirably.

During the year we completed the consolidation of our Community Care activities to our Mt Waverley headquarters. As a result, we are now better placed to respond to imminent Commonwealth & State Government community service funding initiatives.

Our ability to service both major and minor events throughout Victoria was again tested and with our First Aid Services volunteers responding magnificently as the broader community has come to expect. Many of our volunteers continue to be personally affected by the current economic landscape and could be forgiven for placing volunteering well behind many other priorities. Not so with our group of extraordinary Victorians.

Current economic conditions continue to challenge us and our commercial teams will be challenged to deliver on our expectations for 2009. Despite predictions that any recovery in our economy is some way off we retain a positive outlook and remain ambitious towards growth.

Thank you to all members of St John in Victoria for their commitment and dedication to the broader Victorian community; their tireless effort to serve others ahead of themselves continues to be an inspiration to us all.

Victoria – 2008 Statistics at a glance

- 58 630 first aid certificates issued
- 2340 first aid volunteers
- *hours of voluntary first aid service
- 13 508 first aid casualties treated
- 513 community care volunteers
- 26 379 hours of voluntary community care service
- 47 829 hours of training completed by first aid volunteers

*Victoria could not provide service hours for 2008 because of software limitations.



Queensland

St John Ambulance (Qld) achieved another outstanding year in 2008, enhancing our profile in both the first aid and community care sectors.

Excellent results were recorded by our commercial arms. Training Branch enjoyed another very productive and successful year, with 56 678 first aid certificates being issued. Product Sales Branch continued to maintain its competitive edge in the marketplace.

A new training facility in the Northern Brisbane suburb of Virginia was commissioned in December 2008. Community Services, Nundah Division and additional Sales and Training branches will now operate out of this facility.

Training Branch has continued to host and record the Australian Resuscitation Council (Qld Branch) quarterly educational seminars. These have proved to be extremely successful, with an average of 90 attendees coming along to each session.

Trainer workshops were conducted throughout regional centres to continue professional development and update training qualifications to the new Certificate IV in Training and Assessment.

The Product Sales Branch reported strong revenue growth from external clients in workplace, reseller and retail markets in 2008. Renovations of the Brisbane St John House and its retail shop relocation as well as upgrading online shop facilities have been large contributors. Expansion of strategically located Regional Sales/Services Representatives, along with the release of a new workplace kit brochure has further increased our market penetration.

Our volunteers in First Aid Services and Community Services have been extremely fortunate to have received a total of \$105 610 worth of grants from government and private agencies. These funds have been used to purchase much needed equipment which has enabled our volunteers to continue their work in the community.

During 2008 First Aid Services experienced a period of growth and change, involving stage two of the regionalisation process—an organisational restructure from six regions down to two more efficiently run regions.

Queensland is moving ahead at both state and local government levels in the area of Emergency Management Preparedness. A major multi-jurisdictional exercise, *Exercise Mercury 08*, which took place late 2008 and involved representation from St John (Qld), Queensland Ambulance Service, Queensland Police Service, Queensland Fire and Rescue Service, Urban Search and Rescue, and Queensland Health.

This exercise, conducted by the National Counter-Terrorism Committee, was simulated to represent a terrorist bombing having occurred in the centre of Brisbane. Our members received praise by the Minister Emergency Services, Queensland Ambulance Service and Special Operation crews for their work, skills and conduct.

The Community Services Branch has maintained a steady growth and continues to improve its service outputs. The Branch received a number of direct offers for enhanced operating funds, reflecting the good working relationship and adherence to Service Agreement outputs. Transport Access Project (TAP) Wide Bay successfully completed the HACC Quality Audit against the HACC National Standards. Community Services Branch achievements included:

- TAP conducted 43 192 trips with 3250 registered clients.
- Silver Cord Service volunteers provided 55 844 security calls and 12 896 friendship calls.
- 133 Hospital Volunteers provided 4436 hours of service to the Logan and Caboolture hospitals.

Queensland – 2008 statistics at a glance

- 56 678 first aid certificates issued
- 1096 first aid volunteers
- 111 213 hours of voluntary first aid service
- 6881 first aid casualties treated
- 592 community care volunteers
- 54 844 hours of voluntary community care service
- 25 304 hours of training completed by first aid volunteers.

Western Australia

In 2008, St John Ambulance Western Australia completed its 116th year of operation including the provision of the State Ambulance Service for the past 86 years. St John Ambulance continues to maintain a high profile and recognition in Western Australia and enjoys considerable community support.

The year saw over 118 000 people completing a St John Ambulance first aid course. This was an increase of nearly 9000 students over the previous year and included approximately 19 000 school students who received their first aid training through our School Project.

Throughout the state, which covers 2.5 million square kilometres with a population of approximately two million people, we completed in excess of 185 000 ambulance cases. This is an increase of 7% over last year. Our patient satisfaction surveys indicate 97% of patients were either satisfied or very satisfied with the service they received. During the financial year the Enterprise Bargaining Agreement with St John Ambulance's Ambulance, Transport and Communications Officers expired. Negotiations for a new three-year Collective Agreement between the parties were commenced and agreement reached with the Union's negotiation committee.

St John Ambulance takes great pride in its ability to deliver a full range of pre-hospital care services. A vital component of this range is the provision of Volunteer First Aid Services (VFAS). VFAS provides first aid services at major public events and continues to be recognised as the premier provider of these services in Western Australia. VFAS continued to see a strong demand for its services and attended to over 6900 casualties in the year. The continued demand increased the need for recruitment of additional volunteers and while sound recruitment practices have provided significant improvements over the past couple of years, further recruitment remains a key objective for the management of VFAS.

In recent times we had seen the number of community care volunteers decline however, in the past four years the numbers have stabilised and with a pleasing increase during the last year. The increase in volunteer numbers saw a little decrease in volunteer hours with approximately 9300 hours of service for the year.

The Ophthalmic Branch continues to successfully raise funds in Western Australia for the Eye Hospital in Jerusalem.



The financial affairs of the Order in Western Australia remain sound, all liabilities and commitments can be met and the assets of the organisation are suitably protected. St John Ambulance in Western Australia continues to be well placed to carry out its mission of 'Serving Humanity'. We continue to meet the organisation's goal of being 'First in First Aid'.

Western Australia – 2008 statistics at a glance

- 118 554 first aid certificates issued
- 780 first aid volunteers
- 48 418 hours of voluntary first aid service
- 6982 first aid casualties treated
- 121 community care volunteers
- 11 152 hours of voluntary community care service
- 46 343 hours of training completed by first aid services volunteers.



The new triennium commencing in 2008 has led to significant change in operations leadership in SA. Dr Franklin Bridgewater, OAM retired as Commissioner having completed six years in the role and Ray Greig commenced as Franklin's successor. Russell Dippy was appointed State Superintendent and Colin Ireland as State Professional Officer.

Ian Pickering resigned as Director and Chair of Training on his move to Queensland. Glen Brewer was elected as Board Chairman for the next three years and Garry Coombes was appointed Chair of Training for a three-year term. Shane Moor was re-elected to the State Board until 2011.

Operations

A highlight for SA was the National Conference held in Adelaide and the success of our team and individual competitors winning the national first aid competition. The summer of 2007/08 saw an unprecedented number of events requesting first aid support and members attended the regular annual festivals including The Fringe, WomAdelaide, Tour Down Under, Clipsal 500 and Big Day Out to name a few.

Training

At the conclusion of a two-year implementation plan, all paid trainers have completed their conversion from the Certificate IV in Assessment and Workplace Training to the new Certificate IV in Training and Assessment. This is a pleasing reflection of the willingness of our educators to undertake ongoing learning in their chosen profession. It also provides them with a broader skill set and recognition in the industry. The new Training Quality Department is now operational, ensuring a consistently high standard in the quality of our training and freeing Regional Managers to focus on business development.

Community Care

The Community Care program continues its rapid growth with 421 volunteers now supporting 500 clients across seven regions. Support is provided to the aged and people with disabilities living independently at home, enhancing their quality of life by providing companionship and practical assistance with activities such as shopping and banking. A number of volunteers also participate in the Safety Assist First Aid Posts program.

Marketing, Sales & Fundraising

A highlight for the year is our continued improvement in the community profile for St John, maintaining high public awareness this year with an increase in press articles and radio interviews. A number of new initiatives have increased sales of first aid kits through the St John Shop and these include taking the 'shop out to the people' at events including the Caravan and Camping Show and Royal Adelaide Show and a very successful Christmas Sales campaign at Westfield Marion Shopping Centre.

A new South Australian recruitment DVD was produced to promote the benefits of volunteering with St John and has been used extensively this year. Grants, corporate sponsorship and fundraising activities have raised the profile of St John in the community, enabled regional and remote students from 15 schools to complete their first aid training via a grant received from the Coopers Foundation and significant donations were received from Australian Executor Trustees and Mitsubishi Motors.

South Australia – 2008 Statistics at a glance

- 52 431 first aid certificates issued
- 1448 first aid volunteers
- 113 267 hours of voluntary first aid service
- 13 012 first aid casualties treated
- 421 community care volunteers
- 35 561 hours of voluntary community care service
- 78 125 hours of training completed by first aid volunteers.

Tasmania



In yet another extremely busy year, the contribution provided to the Tasmanian community by St John during 2008 was quite outstanding.

We continued to be the leading First Aid provider issuing more than 19 000 certificates, which exceeds last year's record certificate numbers. Client feedback has been very positive and we will continue to focus on customised training.

As in other States and Territories, Tasmania finds it difficult to recruit and retain trainers and as a result, has decided to follow Victoria's Training Academy model. New recruits will be trained to first aid trainer level and all the required training including TAA will be conducted in house. It is expected that the process will be completed within six months and by April 2009 we will have at least two new trainers for each of the training centres.

The new State Commissioner Steve Bonde commenced in mid December 2007. As Steve was new to St John, the early part of the year involved activities designed to acquaint him with the Branch's operations. The year has been marked by the development of a State Action Plan and the formation of a State Operations Team designed to carry out the activities outlined in the action plan, and address other issues that arise. Public duties have been very busy and have included the regular major duties at such public events as Agfest, MS Fest, Point to Pinnacle and Falls Festival. This year the Falls Festival operation was audited by Jeffrey Williams of Western Australia, and his immediate debrief comments were quite favourable.

The selection process for the Professional Officers concluded with recommendations for appointment to all the positions, and the successful applicants will work with the State Operations Team in the coming year to bring to fruition the initiatives they outlined during the selection process.

Community Care in Tasmania continues to work tirelessly and maintains its high standard with a focus on Community Transport. Our volunteers transport clients to non-emergency medical appointments such as, dialysis, wound care clinics and various specialist appointments. This is an incredibly invaluable service.

An open community forum was conducted in June and attended by a cross section of community groups. It was resolved that St John Community Care was effectively responding to community need through its community transport and domestic assistance programs. This forum will become an annual event.

It has been mooted that members using their private vehicles to provide HACC transport will be required to have a public vehicle licence. An annual medical examination and vehicle inspection will be required to maintain the licence. This has marked implications for St John Community Care.

In June His Excellency the Governor General invested His Excellency, The Honorable Peter Underwood, AO as the new Governor of Tasmania and our Deputy Prior. The Chancellor and National Chief Executive Officer attended and participated in the Investiture. They were also able to meet with volunteers and staff at an informal function and later attended a Board dinner.

Our Council resolved to mark the St John 125th anniversary by donating a Senior First Aid Course to every high school in Tasmania. The course would be awarded to a student selected by each school. It was also decided that we would plan awards for members to celebrate the Anzac Centennial in 2015. We received generous donations from a local member and the Lions Club of Tasmania to be put towards this commemoration.

There is no doubt that the profile of St John in Tasmania has been greatly enhanced during 2008, and our performance indicators show that we have been successful in providing high quality services to the community.

Tasmania – 2008 Statistics at a glance

- 19 203 first aid certificates issued
- 261 first aid volunteers
- 28 330 hours of voluntary first aid service
- 3113 first aid casualties treated
- 114 community care volunteers
- 18 101 hours of voluntary community care service
- 12 184 hours of training completed by first aid volunteers.

Northern Territory

There were a number of changes in Office Bearers from the previous year with the Executive Committee this year comprising Michael Mooney (Chair and Chair, Ophthalmic), Ms Frances Kilgariff (Deputy Chair), Mr Roland Chin (Treasurer), Dr Lionel Crompton (Chair, Ambulance Service), Dr Jan Schmitzer (Training) and Mr Steve Peers (Commissioner, Operations Branch). I extend my gratitude to them, President Alan Bromwich and fellow Council Members Mr Bernie Kilgariff, Justice Trevor Riley and Mr Steve Baddeley.

Our 2008 Investiture and Graduation ceremony was conducted at Government House in May. In addition to two promotions within the Order, six admissions to the Order and four Priory Votes of Thanks were also awarded. Eleven staff members were awarded five, ten and twenty-five year service bars, in recognition of long service with St John Ambulance Australia (NT). Thirteen ambulance paramedics were awarded their Diploma in Paramedical Science (Ambulance).

In yet another extremely busy year, during 2008, St John Ambulance Australia (NT) Inc Ambulance Service vehicles travelled 829 096 kilometres, an increase of 8.3% on last year and transported 28 882 patients, up 3.4% on last year on 36 146 cases, an increase of almost 4%.

2008 brought a changing of the guard in the Territory, with the official appointment of our new CEO, Ross Coburn, who has settled well into his new role. St John NT would like to extend sincere appreciation to David Baker, who retired in February, to move to sunny Queensland. We wish David all the very best in his future endeavours.

On behalf of the Board thanks and appreciation is extended to a group of local Nhulunbuy residents who coordinated a 'Tour-de-Arnhem' bicycle ride and graciously donated \$30 000 to our local volunteers.

On another note our Chair, Michael Mooney was fortunate to travel with members of the Ophthalmic team to visit Timor Leste and Oecussi. The aim of the trip was to aid in the restoration of sight to those patients normally not able to access any type of eye treatment. The trip itself was a great success with 64 cataract operations being performed and 350 people fitted with glasses in a 4–5 day period. It was humbling and very satisfying to watch people who had not seen for some time, have their vision restored.



Training Branch is enjoying a full compliment of twelve full-time trainers. A major activity has been the ongoing training partnership with Top End Group Training which is funded by the Department of Education and Training (TEGT). TEGT coordinate a range of work-ready and VET in Schools programs in the NT secondary school sector. St John (NT) is the preferred provider of the first aid training component. Remote area first aid courses have increased with more and more remote communities requesting on-site training. Many road return trips involve distances of 1000–1900kms. Other training travel is undertaken by commercial or charter flights to/from the community. Industry based training notably declined toward the latter part of the year, particularly in the mining and construction sector.

A new team of Territory Officers commenced their triennium in 2008. Commissioner, Steve Peers, Territory Superintendent, Michael McKay, Territory Cadet Officer, Kimberlee McKay, Territory Training Officer, Geoffrey Lohmeyer and Brian Ch'ng as the Territory Nursing Officer—a first for a number of years that this vacancy has been filled. Statistics show the increase in the training commitment by our volunteers. Whilst we provide nationally recognised training for our members it is vital we continue to increase our provision of service to the community.

Northern Territory – 2008 statistics at a glance

- 9635 first aid certificates issued
- 540 first aid volunteers
- 36 183 hours of voluntary first aid service
- 1822 first aid casualties treated
- 20 229 hours of training completed by first aid volunteers.

Australian Capital Territory



2008 was quite a year for St John in the ACT. The initiatives being driven by the ACT Board began to take shape throughout the year and the progress made, will provide a sound foundation for St John to weather the storm that is looming in 2009. Management continues to work towards delivering the Board's objectives and we are confident in a bright future in the ACT.

The ACT Community Care program continued actively to support two projects throughout the year. These were the provision of basic First Aid training to persons deemed to be at high risk, generally because of substance abuse; and transportation for disadvantage persons to a commercial centre offering a wide range of facilities, including dental and medical services and food supplies. These programs were served by a small group of eight or nine volunteers, predominately young people. The total number of hours spent on community service during the year amounted to 442 hours. This represents a marked increase in the number of hours recorded in recent years, in part because of improved record keeping.

First Aid training is provided to persons in institutions and refuges run by governmental and non-governmental agencies through our Community Care section. The ACT also took an innovative approach with our Training Section also providing free or heavily subsidised training to community groups throughout the ACT. We are looking to expand our community service through training in 2009.

First Aid Operations again supported the community through the delivery of volunteer first aid. The ACT has a number of regular events that it services such as the mountain bikes, the football codes and the Canberra Show among others. These dominate our duty roster throughout the year and are always well executed. These larger events are complemented by a number of smaller duties and during 2008 we delivered 8033 hours of volunteer service.

Our commercial activities also had a pleasing year despite the significant slowdown in the latter months. Product sales revenue grew by 4.6% and training revenue increased by 8.2%. Strong growth in the sale of defibrillators was evident, however we are anticipating this might plateau throughout 2009. Training numbers were slightly down on 2007, however most of this was in short courses and our revenue remained strong.

The ACT recorded a surplus during 2008 of just over half a million dollars. Our trading surplus was in the order of \$200 000, significantly ahead of previous years.

Over the last five years, the ACT has been working hard to insulate itself financially should there be a reduction in our business activity. This culminated in mid 2008 with the ACT setting in place an investment strategy that we expect will provide a revenue stream that can support almost all our capital expenditure in the medium term. This, along with significant retained earnings over the last few years will enable St John to not only continue to deliver its valuable community services, but also take on new initiatives, even if there is a downturn in commercial activity.

Australian Capital Territory – 2008 statistics at a glance

- 9280 first aid certificates issued
- 145 first aid volunteers
- 10 652 hours of voluntary first aid service
- 1309 first aid casualties treated
- 8 community care volunteers
- 492 hours of voluntary community care service
- 7200 hours of training completed by first aid volunteers.

APPENDICES 2008

FOR 12 MONTHS ENDED 31 DECEMBER 2008

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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

Lt Col Eric Barry, CD (to November)
Professor Anthony R Mellows, OBE, TD (from November)

ORDER SECRETARIAT

Priory House
25 St John's Lane
Clerkenwell
London EC1M 4PP

SECRETARY GENERAL

Rear Admiral Andrew Gough, CB

APPENDIX 2

PRIORY IN AUSTRALIA

PRIOR

The Governor General, His Excellency
Major General Michael Jeffery, AC, CVO, MC (Retd)
(to September)
Her Excellency Ms Quentin Bryce, AC (from September)

DEPUTY PRIORS

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

His Excellency Professor David de Krester, AO
Victoria

Her Excellency Ms Quentin Bryce, AC (to September)
Her Excellency Ms Penelope Wensley, AO
(from September)
Queensland

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

His Honour Mr Tom Pauling, QC
Northern Territory

His Excellency Justice William Cox, AC, RFD, ED (to April)
His Excellency Mr Peter Underwood, AO (from April)
Tasmania

KNIGHT COMMANDER OF THE COMMANDERY

His Excellency Dr Ken Michael, AC
Western Australia

PATRON

General Sir Phillip Bennett, AC, KBE, DSO
Australian Capital Territory

SUB-PRELATE

The Most Reverend R Herft
Western Australia

PRIORY OFFICERS

Dr Neil Conn, AO
Chancellor

M R Compton
Receiver General

Dr P Warfe, CSC
Director of Training

Professor P Arbon, AM
Chief Commissioner

Dr William Glasson (to June)
Dr Michael Campion (from June)
Hospitaller

C Gerrard, AM (to June)
S Hasler (from June)
Chair of Community Care

Dr D Sturkey, CVO, AM
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.

The latter are:

The Honourable Peter Collins, AM, QC
New South Wales

P Cudlipp
Victoria

Dr V Efstathis, OAM, RFD
Queensland

G A King
Western Australia

G Coombes
South Australia

M Barrett, AM
Tasmania

M J Mooney
Northern Territory

Brigadier P J Evans (Retd)
Australian Capital Territory

M J Compton
Australian Youth Council

PRIORY SECRETARY AND CHIEF EXECUTIVE OFFICER

L Fiori (to October)
M Morton (from November)

PRIORY AUDITORS

Manser Tierney & Johnston, Sydney

PRIORY SOLICITOR

C G Chenoweth, Canberra

APPENDIX 3

ADMISSIONS AND PROMOTIONS

**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 Knight of Grace

Professor Paul Arbon
Malcolm Hazell
Dr Peter Warfe

Promotion to Commander

Peter Cudlipp

Admission as Commander

Dr Michael Campion
Sally Hasler

Admissions as Chaplin

Bishop Greg Thompson

NEW SOUTH WALES

Promotion to Commander

Jennifer Davis
Brian Hewlett
Geoffrey Kiehne
Robert Teusner

Promotion to Officer

Arthur Garske
Mark Hutchings
Raymond Johnston
Ronald McWhirter
Michael Moylan
Richard Neal
Peter Stening

Admission as Member

Heather Bates
William Bradley
George Brown
Sue Campbell-Lloyd
Darren D'Arcy
Raylee Hart
Karen Lott
Jason Mayo
Michael Needham
Joan Owen
Belinda Paton
Merrilyn Pederngana
Marilyn Plaskitt
Dianne Remmert
Garry Remmert
Annette Smart
Leonard Smith
Grahame Stoddart
Malcolm Towle
Shane Webb

VICTORIA

Promotion to Knight of Grace

Peter Burke
Frederick Davidson

Promotion to Commander

Jerome Currie
Justin Dunlop
Alan Marshall

Promotion to Officer

Judy Bacon
Diana De Silva
Wayne Donaldson
Anne Fogarty
Victor Ivory
James Mays
Anthony Mesman
Lisa Senini
Vaughan Smith
Daphne Womersley
Loris Zaal

Admission as Member

Timothy Danaher
Daryn Gardner
Jo-Anne Grenenger
Katherine Gronow
Samantha Gronow
Beverley Holder
Melanie McMurtrie
Wendy Smith

QUEENSLAND

Promotion to Dame of Grace

Margaret Hunt

Promotion to Commander

Douglas Cunningham

Promotion to Officer

Paul Allan

Dr David Fahey

Admission as Member

Christopher Bertolo

Errol Carey

Dr Kylie Gates

Rosemary Moran

Peter Nilson

Sandra Wyburn

WESTERN AUSTRALIA

Promotion to Knight of Grace

Desmond Franklin

Promotion to Commander

Anthony Ahern

Merle Isbister

John Jones

Raymond Passmore

Promotion to Officer

Andrea Williams

Admission as Member

Emily Adams

Colin Barron

Paul Beech

Arnold Bogaers

Kim Carver

Robert Clarke

Neil Crofts

Steven Douglas

Janet Goodwin

Desmond Henderson

Ronald Knapp

Hilary Nind

Christine Nye

David Ovans

Marilyn Whiteside

SOUTH AUSTRALIA

Promotion to Knight of Grace

Dr Franklin Bridgewater

Raymond Greig

Promotion to Commander

Gloria Curtis

Promotion to Officer

Colin Moore

John Stevens

Katherine Stubing

Admission as Officer

Malcolm Hyde

Admission as Member

Ethel Batten

Lynette Brooks

Philip Crompton

Tamara Dewick

Scott Humphrey

Heather McAllister

Merran McLennan

John Morley

Ann Olsen

Walter Prowse

Glenys Evelyn Tullett

Bernard Whyte

TASMANIA

Promotion to Officer

Dorothy Burns

Admission as Member

Glenn Archer

Tania Burke

Simon Burns

Graeme Hodges

Grant Lennox

Maureen Roach

Melissa Spencer

NORTHERN TERRITORY

Promotion to Knight of Grace

Stephen Peers

Promotion to Dame of Grace

Lesley King

Promotion to Officer

Craig Garraway

Bruce Jones

Lenaire Keatch

Patrick Murray

Admission as Member

Annetta Albanese

Glen Auricht

Robert Bevan

Makaylia Bertag

Justin Hankinson

AUSTRALIAN CAPITAL TERRITORY

Promotion to Knight of Grace

Dr Douglas Sturkey

Promotion to Commander

Jeffery Bollard

Admission as Member

Jamie Ranse

APPENDIX 4

PRIORY VOTES OF THANKS

NEW SOUTH WALES

Trevor Austin
Nicholas Baker
Shane Barton
Kerry Burchett
Raymond Ty Chau
Dr Josette Docherty
Bernadette Farr
Raymond Field
Richard Forrest
Dr Kerry Gomes
Adam Heine
Rhonda Lee Hutchings
Rayleen Johnson
Dennis Kane
Karen Lak
Tsang So Lin Leung
Lachlan Liao
Ilan Lowbeer
Robert Malone
Raymond Morley
Debra Nooyen
Janice Park
Sally Quinn
Brenda Stewart
Phillip Swinton
Paul Troake
Melissa Williamson
Wayde Walker

VICTORIA

Donald Bevan
Judith Deven
Jennifer Garbe
Paul Govier
Jay Hately
Wendy Howard
Daryl Hulls
Amy Hwi-Lee Kwik
Jason Learmonth
Margaret Mayes
Trevor Merrett
Darron Pritchett
Deidre Randell
Maree Salter
Cary Sandell
Gregory Wilton
Rotary Club of Chirnside Park
Rotary Club of Sandringham
Warrandyte Lions Club
Whitehorse Community Chest

QUEENSLAND

Dr Maria Barker
Leeanne Buchholz
Cally Coventon
Alan Cunningham
Ivan Francis
Kate Gallagher
Justin Ganzer
Kay Hillhouse
Ruth Hosking
Warren Jaenke
Brendan Jansons
Stephen Jepson
Cynthia Jones
Jodie Krammer
Belinda Lovett
Caroline Lovett
Gene Manttan
Judy McDonald
Patricia Menhinnitt
Glen Morrison
Dr Jeffrey Mott
Michael Pearce
Kyna Sully
Kerrie Ann Summers
Glenville Thompson
Ryan Thompson
Raymond Thurlow
Damien Walker
David Williams
Andrea Young
Lynette Hinspeter
Carole Godden
Yvonne Oliver
Chrisway Maintenance Service
Rockhampton City Council
Rotary Club of Blackwater
Route 66 Motorcycle Charity Riders

TASMANIA

Anthony Camino
Tracy Griggs
Kerri Tomlin
Craig Turner

NORTHERN TERRITORY

Frank Dunstan
Rebecca Jones
Kelly Raven
Rotary Club of Darwin Sunrise
Combined Lions Club – Beer Can Regatta Committee

AUSTRALIAN CAPITAL TERRITORY

John Quantrill

APPENDIX 5

AUSTRALIAN CADET COMPETITION RESULTS

Individual

Champion	Sinem Gultekin	VIC
2nd	Harley Walsh	NSW
3rd	Claire Chandler	NT

Cadet Leader

Champion	Christian Kunder	NSW
2nd	Luke Harwicke	TAS
3rd	Blixa Webster	VIC

Team

Champion	NT	Rachel Fox, Alex Haslett and Amy McKay
2nd	SA	Sarah Guerin, Miriam Russell and David Sowerbutts
3rd	ACT	Jack Boessler, Veronica Harms and Toby Rees

Overall Competition Winners

Champion	NSW	James Adams, Christian Kunde, Nick Geyer, Harley Walsh and Brooke Woodward
2nd	VIC	Sinem Gultekin, Sarah Lamb, Catherine Taylor, Jessica Taylor and Blixa Webster
3rd	SA	Liana Girvin, Sarah Guerin, Miriam Russell, David Sowerbutts and Leah Waldie

AUSTRALIAN ADULT COMPETITION RESULTS

Individual

The Sir George Stening Shield

Champion	Victoria Bell	SA
2nd	Ashley Weir	NSW
3rd	David Gulland	WA

Team

The Douglas Donald Shield

Champion	SA	Amanda Jackson, Kate Turpin and Leah Waldie
2nd	NSW	Nicola Goddard, Kurt Ravn and Mark Young
3rd	WA	Alison Gulland, Zoe Payne and Renee Wirth

State/Territory

The Gordon Young Shield

Champion	WA	Alison Gulland, David Gulland, Zoe Payne, Andrea Williams and Renee Wirth
2nd	SA	Victoria Bell, Amanda Jackson, Susan Rosenzweig, Kate Turpin and Leah Waldie
3rd	NSW	Nicola Goddard, Belinda Leonard, Kurt Ravn, Ashley Weir and Mark Young

GRAND PRIOR AWARD RECIPIENTS

NEW SOUTH WALES

James Adams
Rebecca Mary Parry Bolton
Jack Henry Britton
Tom Britton
Jusara Caple
Alannah Cindric
Lachlan Coppin
Joshua Forrester
John Gough-Fuller
Dayanna Grageda
James Green
Shevera Gunasekera
Brittany Hillier
Samuel Little
Krystle Mukics
Amanda Nicholson
Sarah Nicholson
Nicollette Norley
Kyara Pascoe
Natalie Maye Pocock
Peggy Pope
Brenden Robins
Derrick Robson
Jessica Robson
Aleesha Searle
John Walden
Sarah Watts
William Gough Westbrook

NORTHERN TERRITORY

Rachel Fox
Alexandra Haslett
Geraldine Robyn Lysa Turner
Shaun Washington

QUEENSLAND

Peter Croyle
Tamika Davies
Ethan Dooley
Brendan Grady
Nicole Hawkings
Renae Amanda Leis
Emma Mason
Gemma Lee Tarlington
Lachlan Weatherstone

SOUTH AUSTRALIA

Emma Adams
Jenna Elise Bambrick
Tammy Maria
Tia Jacqueline Mendonca
Crystina Williams

TASMANIA

Brent Cashion
Benjamin Cross
Melissa Smith

VICTORIA

Timothy Stone-Moore

WESTERN AUSTRALIA

Teeharnie Barrett
Sarah Bennett
Heidi Blundy
Rachel Douulton
Thea Gibb
Alison Gulland
Anna Hutchens
Luke Johnston
Tabetha Leahy
Adam McGlinn
Ryan Moore
Zoe Payne
Rhannon Powderhill
Kaytlin Smith
Katherine Valle
Amanda Walker

APPENDIX 6

OBITUARY

NEW SOUTH WALES

H Matthew, OBStJ
G Cocks, SBStJ
E Mueller, SBStJ
B Buchanan, SSStJ

VICTORIA

J Young, GCStJ
P Derham, KStJ
A Macfarlane, KStJ
R Strickland, KStJ
M Kentler, DStJ
D Hein, CBStJ
J Wassertheil, CBStJ
C Bamford, OBStJ
W Green, OBStJ
A Hems, OBStJ

H Smith, OBStJ
M Jenkins, OSStJ
P McQuillen, OSStJ
D Hillman, SBStJ
R Lee, SSStJ
M Summers, SSStJ
V Frost, SSStJ
M Meggs, SSStJ
P Tuck, SSStJ
N Ward, SSStJ

QUEENSLAND

F Cashin, SBStJ
B Holloway, SSStJ
J Piaggio, SSStJ

WESTERN AUSTRALIA

A Burkitt, OBStJ
M Hancock, OBStJ
H Morgan, OBStJ
H Pears, OBStJ
C Platell, OBStJ
I Chinery, OSStJ
V Finley, OSStJ
W Frusher, OSStJ
P Morton, SBStJ
R Neumann, SBStJ

SOUTH AUSTRALIA

Lady Seaman, CSSStJ
W Renfrew, OBStJ
R Brock, SBStJ
C Kilworth, SBStJ
E Smith, SBStJ
D Thomas, SBStJ
D Brown, SSStJ
L Walden, SSStJ

TASMANIA

B Cartland, KStJ
E Webber, CBStJ
T Jacobs, SBStJ

NORTHERN TERRITORY

P McQuillen, OSStJ

AUSTRALIAN CAPITAL TERRITORY

Nil

APPENDIX 7

NUMERICAL ROLL OF THE ORDER

As at 31 December 2008

GRADES	NSW	VIC	QLD	WA	SA	TAS	NT	ACT	PRIORY	Total
Bailiff Grand Cross	1	-	-	-	1	-	-	1	-	3
Knight of Justice	1	3	1	-	-	1	-	1	1	8
Dame of Justice	1	-	-	-	-	-	-	-	-	1
Knight of Grace	13	18	12	12	18	7	9	12	3	104
Dame of Grace	10	10	15	5	6	3	5	3	1	58
Sub Prelate/Chaplain	3	2	4	2	2	2	1	-	-	16
Commanders	54	46	29	31	40	9	7	6	3	225
Officers	137	98	54	104	103	35	16	19	1	567
Members	408	284	186	314	425	113	50	22	-	1802
TOTALS	628	461	301	468	595	170	88	64	9	2784

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

Committee

State/Territory Treasurers or designated representative
C J Dawson
J D Spencer, AM
L Fiori (to October)
M Morton (from November)
A Power

CEO MANAGEMENT COMMITTEE

Chair

T Ahern (to October)
Western Australia
M Morton (from November)
National Office

Committee

L Fiori (to October)
National Office
S Gavin
New South Wales
S Horton
Victoria
E Carey
Queensland
P Gill
South Australia
R Cowie, OAM
Tasmania
D Baker (to May)
R Coburn (from May)
Northern Territory
C Ward
Australian Capital Territory
T Ahern (from November)
Western Australia

AUSTRALIAN YOUTH COUNCIL

M Compton

Chair

E Wajs-Chaczko

Policy Coordinator

F Ho (to June)

J Oxford (from June)

Training and Leadership Development Coordinator

C Law (to June)

J Haslett (from June)

Communications Coordinator

A Grant (to June)

M Northcott (from June)

Research Development Coordinator

Representative Members:

C Robinson

A Weir (from June)

New South Wales Youth Council

J Haslett (to June)

R Lovett (from July)

E Dooley (from September)

Queensland Youth Council

G Docherty (to October)

M Roberts

South Australia Youth Council

K Scott (to June)

A Waite (from June)

K Dedman (from September)

Western Australia Youth Council

J Boessler (to May)

S McAuley (from June)

V Harms (from June)

Australian Capital Territory Youth Council

A Hardwicke (to October)

L Hardwicke

Tasmania Youth Council

M Bretag (to June)

M Hatfield (to September)

A McKay (from October)

B Ch'ng (from October)

Northern Territory Youth Council

MEDICAL ADVISORY PANEL

Dr P Warfe, CSC

Professor J Pearn, AM

Professor P Fricker

Mr F Macneil (to June)

Associate Professor P Middleton (from June)

Dr P Arbon, AM

Dr H Ozer, ASM

Lt Col G Newman-Martin

Dr D Elliott

P LeCornu (to May)

S van Gerwen (from May)

TRAINING BRANCH STANDING COMMITTEE

Chair

Director of Training

Dr P Warfe, CSC

Committee

Deputy Director of Training

(vacant)

Chair of each State/Territory Training Committee:

J Spencer, AM

New South Wales

N Dine

Victoria

Dr J Acworth (to June)

Professor P Leggat (from June)

Queensland

I Pickering (to February)

G Coombes (from December)

South Australia

R Cowie, OAM

Tasmania

Dr J Schmitzer

Northern Territory

Dr R A Cook (to June)

Dr K McKay (from June)

Australian Capital Territory

NATIONAL COMMISSIONERS GROUP

Chair

Chief Commissioner

Professor P Arbon, AM

Committee

Deputy Chief Commissioner

K Brown (from June)

Chief Professional Officer

Chief Professional Officer

Mr F Macneil (to June)

A Eade (from June)

Chief Superintendent

Dr K Zeitz (to June)

K Sullivan (from June)

Chief Cadet Officer

K Brown (to September)

H Banu-Lawrence (from September)

Commissioner of each State/Territory

W Glenny
New South Wales
Dr I Nicolson
Victoria
N Gillard
Queensland
Dr J van der Post (to June)
K Ford (from June)
Western Australia
Dr F H G Bridgewater, OAM (to June)
R Greig (from June)
South Australia
S Bonde
Tasmania
P Poole (to June)
S Peers (from June)
Northern Territory
J Bollard
Australian Capital Territory

COMMUNITY CARE BRANCH STANDING COMMITTEE

Chair

C Gerrard, AM (to June)
S Hasler (from June)

Committee

Chair of each State/Territory Community Care Branch

S Campbell-Lloyd
New South Wales
D Bache (to June)
J Dunlop (from July)
Victoria
S D Watson
Queensland
K Young
Western Australia
Dr R M Edwards, OAM
South Australia
Dr G Gill, RFM
Tasmania
(vacant)
Northern Territory
Dr D Sturkey, CVO, AM
Australian Capital Territory

OPHTHALMIC HOSPITAL STANDING COMMITTEE

Hospitaller

Dr W Glasson (to June)
Dr M Campion (from June)

Committee

Chair of each State/Territory Ophthalmic Hospital Branch

Dr M Campion
New South Wales
J Dunlop
Victoria
Dr J Kearney
Queensland
I L Kaye-Eddie, ASM (from November)
Western Australia
Dr P Cooper
South Australia
Dr N Verma (Representative)
Tasmania
Mr S Baddeley
Northern Territory
J Quantrell (Representative)
Australian Capital Territory

RESEARCH ETHICS COMMITTEE

Chair

Dr P Warfe, CSC

Committee

Reverend R Withycombe (to October)
Reverend Dr C Dundon (From October)
M Willis
Professor P Arbon, AM
H Wren
C G Chenoweth
G Jensen
T Rolfe (from October)

OPERATIONS BRANCH NATIONAL STAFF GROUP

Chief Commissioner

Professor P Arbon, AM

Deputy Chief Commissioner

K Brown (from June)

Chief Professional Officer

Mr F Macneil (to June)
A Eade (from June)

Chief Medical Officer

Associate Professor
Paul Middleton

Chief Superintendent

Dr K Zeitz (to June)
K Sullivan (from June)

Chief Cadet Officer

K Brown (to September)

H Banu-Lawrence (from September)

Chief Nursing Officer

T Jongen (to June)

J Ranse (from June)

Chief Paramedic

A Eade

National Staff Officers

J Ranse (to June)

D Templeman

K Zeitz (from June)

NATIONAL OFFICE**National Chief Executive Officer & Priory Secretary**

L Fiori (to October)

M Morton (from November)

Deputy Chief Executive Officer

P LeCornu

Finance Manager

A Power

National Training Manager

P LeCornu (to May)

S van Gerwen (from May)

National First Aid Services Manager

S Carter

National Publications Manager

S Dyson

National Youth Manager

E Robertson

NATIONAL BUSINESS CENTRE**Chief Executive Officer**

D Leek