

ST JOHN



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ANNUAL REPORT 2016

THE HUMANITARIAN MISSION OF THE ORDER

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

OUR MISSION FOR AUSTRALIA

To make first aid a part of everybody's life.

OUR VISION FOR AUSTRALIA

To have at least one person educated,
equipped and prepared to provide
first aid in every home, workplace
and public gathering.

OUR GOALS

01 To make first aid a part of
everybody's life.

02 To be the leading provider of first
aid services, training and products.

03 To provide first aid-related
services which build community and
individual resilience.

04 To provide highly accessible and
effective ambulance services where
contracted by Government.

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A MESSAGE FROM THE CHANCELLOR



It gives me a great deal of pleasure to present the annual report of St John Ambulance Australia Inc. for 2016.

This report clearly demonstrates another very active and successful year for St John in Australia. We have experienced significant growth in our training programs through the further development of online resources as we react to the needs of St John State and Territory organisations, and as they, in turn, meet the changing needs of our clients.

In August we were delighted to celebrate the one millionth primary school child trained in first aid, free of charge, as part of our 'First aid in schools' program (within a four year period), with St John featuring widely in the national media and truly showcasing the best that is St John—best practice; best service. This has been a remarkable achievement and community contribution, and congratulations are due to all the States and Territories and their dedicated trainers.

I was very pleased to welcome Mr Robert Hunt to St John as Chief Executive Officer of the Australian Office. Robert has very quickly engaged with the people, culture and values of St John. Throughout 2016, Robert has made an impressive and substantial positive impact to developing strong links with the various parts of St John, both within Australia and internationally, and moving our national agenda forward.

ST JOHN INTERNATIONAL

As a member of the International Order's Steering Committee, I have worked on a wide range of issues, including progressing the Order's review of its governance; developing policy relating to the establishment of St John Associations around the globe, plus a suite of other matters and initiatives. The Australian Priory has provided valuable assistance (financial and personnel) with an on-the-ground review of St John operations in Papua New Guinea. The St John International Office's trial of a regional approach to supporting these developing St John offices is continuing, and St John Australia is playing a major role in this work. Matt Cannon, a NSW volunteer and paramedic, provided considerable support throughout 2016, and coordinated the provision of Australian paramedics to support St John PNG to provide ambulance services for the FIFA games in November 2016. Peter LeCornu,

Deputy Priory Secretary, delivered management training to St John PNG staff, and carried out other reviews on behalf of St John International throughout the year.

Compilation of the 2016 statistical report on achievements by parts of the Order revealed impressive data on the number of training courses run by the Order—how many people benefited from the Order's community and outreach programs, and the number of patients treated by the Order internationally. These were indeed an impressive set of numbers with 15 million hours of contribution by over 245,000 volunteers, with 60% of these people under the age of 25 years.

I was delighted to again visit the St John Eye Hospital in Jerusalem, in September. The Hospital is flourishing and the team continues to do remarkable work. The new Gaza St John Eye Hospital opened to the public. It was designed to improve the quality of service as well as to offer services in times of conflict—it has a reinforced basement area allowing staff and patients to take safe shelter during conflict. The Australian Office provided additional funding for the School of Nursing as well as the Nurse Outreach programme. This complements the funding currently provided by St John Australia. Our support of the hospital is vital to its work and we must dedicate ourselves to building that support in coming years.

THE ORDER

It was with deep regret that we received news of the death of our former Lord Prior, Professor Anthony Mellows OBE TD, in January 2016. Professor Mellows was the Lord Prior from 2008 to 2014, and he made a wonderful, deep and lasting contribution to St John. Professor Mellows was a gifted orator, a deep and wide thinker, a gracious guest and host, and a very generous supporter of our Order and many other charities. Above all, he was a completely dedicated servant of the Order of St John, those who serve in it and all who it, in turn, serves.

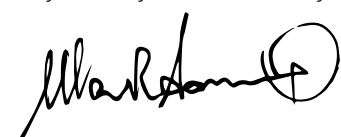
Her Majesty the Queen approved the appointments of Sir Malcolm Ross GCV OBE as the new Lord Prior of The Order, and The Right Reverend Timothy John Stevens CBE as Prelate of The Order. Along with the CEO, I was fortunate to attend their Installation ceremony in November, held in the St John Priory Church, London. I have now had the opportunity to meet and work with both Great Officers and find them impressive, dedicated people who will immeasurably add to the leadership of The Order worldwide.

With the Australian CEO, Mr Robert Hunt, I attended the 18th meeting of the Grand Council of the International Order in Hong Kong, in May. The focus of this meeting was a celebration of the Order's work across the globe. The meeting heard presentations from the St John Priories of England, Scotland, Wales, South Africa, New Zealand, Canada, Australia, USA, Singapore and Hong Kong. Presentations were also heard from Kenya, Malaysia Singapore, Hong Kong, the St John Associations from the Zimbabwe, Jamaica and Sri Lanka, and the St John of Jerusalem Eye Hospital Group. A positive report was provided on the Mother and Baby program running in Malawi, Zambia, Uganda and Zimbabwe.

Back home, we were pleased and proud to celebrate the investiture of 2 Knights of Grace, 3 Dames of Grace, 6 Commanders, 21 Officers and 93 Members. We commend all of our members for their ongoing dedication, skills and continuing resilience—which all contribute to great service to our community.

I am honoured to have been reappointed by the Grand Prior for a second term as Chancellor for the Priory of Australia. I am only able to perform in this role through the support of many, especially the talented hardworking directors of the National Board whom I personally and sincerely thank for their contribution to the effective governance of St John Australia. To the small team in our Australian Office in Canberra and product sourcing unit in Sydney, thank you for all that you do for the Australian community through your dedicated work for St John Australia.

Finally to our members across Australia, you inspire us all with your dedication to service and indefatigable commitment to helping others. To you and your families and friends who support you, I say 'thank you'. You have my admiration and deep respect.



Professor Mark R Compton AM KStJ
Chairman
Chancellor

THE CEO'S REPORT

I consider it an immense honour to hold the position of Chief Executive Officer of St John Ambulance Australia. The organisation, its staff, volunteers, Order members and the wider St John family are indeed a truly amazing group of Australians undertaking an extraordinary service to Australia through its objective of making first aid a part of everybody's life.

St John and its State and Territory branches employ over 2500 staff and have as part of their operations over 16,000 active volunteers. These dedicated individuals gave more than 4,600,000 hours of service— that's 12,600 hours each and every day of the week! During my first twelve months in the job, I have been fortunate to meet many of these fine people, and to each and every one of them I say a very personal thank you for everything you do on behalf of St John.

The 2016 calendar year saw St John make a very substantial contribution to the Australian community and this was reflected in a very public way when the latest Charity Reputation Index for 2016 had St John move from sixth to second behind the Royal Flying Doctor Service.

St John has carried out an impressive array of charitable and humanitarian work over the past reporting period. This has been in advocacy, direct training, event health services, life-saving first responder products, topical, current and interactive publications on the latest in first responder research and information, a significant contribution to community services including patient transport and, of course, our world-class, unique ambulance services. All these services are delivered by our dedicated staff and volunteers.

Our advocacy work took a leap forward with many of our key objectives now backed up by highly professional and researched position papers. The St John National Board has kept itself busy approving positions on compulsory first aid for new drivers, an inclusion action plan, a reconciliation action plan, public access defibrillation policy, and workplace mental health standards and guidelines.

In our training area we have seen significant leaps forward in blended learning with our e-learning group expanding during the year to ensure St John is ahead of the game when it comes to the innovative online delivery opportunities now available in accredited and non-accredited training. St John is a leader in this area and we should all be very proud of the work our E-learning team undertakes for St John.

Of course our free first aid in schools program goes from strength to strength, and in 2016 I was so very proud to be part of the celebration of St John reaching the milestone of training 1,000,000 young Australians on the vital steps in first response. We haven't stopped there and at the time of writing this message, I advise we are well on the way to reaching 2,000,000. A truly remarkable charitable contribution by St John around Australia.

Across our vast country, every single day a volunteer or group of volunteers for St John dons the St John uniform, packs their equipment, and heads off to first aid stations at every conceivable event you can imagine. Despite the ever growing challenges in this area of St John's work—be it legal constraints, equipment challenges, new approaches by our competitors—St John's event teams soldier on providing an enormously caring and professional contribution to the community. There are many stories in this report of the marvellous work being done in this very high profile and demanding community service area.

Once again our highly efficient and hugely professional centralised product sourcing unit has delivered on every one of the high stretch key performance marks set by the St John entities. The growth in product supply of over 16% year on year, is impressive. Our Sydney-based team managing this area have done a tremendous job of keeping all parts of St John stocked with high quality, targeted product for the community. St John is indeed a leader in this area, and has demonstrated best practice across all parts of the product sourcing business.

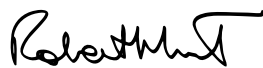
St John's strength in the area of first response, is being the leader in quality information. Our publications area in the Australian Office in Canberra does a stirring job of keeping all our protocols, publications and guidelines current and accessible. This small area of one person supports one of our most valuable assets—our intellectual property.

As I move into my second year at the helm of this organisation, the challenges we are facing, and will face, are very clear to me. The next twelve months will see significant positive change in the way St John looks at its role, structures its self-governance and, importantly, how it runs its business. The National Leadership Team, made up of me and all the State and Territory St John Chief Executive Officers, have identified several critically important projects that are now well underway to improve the St John business operations. This group is working incredibly well together and has challenged the governing Boards on a number of fronts, and the Boards have responded by supporting the Leadership group on the work it is doing.

When I next write my piece for an annual report, I expect to be outlining many very exciting developments within St John that will have positioned this great organisation for a long and expansive future.

I wish to acknowledge the great work done by the small dedicated team in the Australian Office of St John located in Deakin, in Canberra. I would also like to take this opportunity to acknowledge the contribution made by the vast number of honorary members of the various governing bodies of St John without whom the St John entities would not succeed.

I commend this annual report to you, and I sincerely hope you will come away from reading its various highlights, proud of what St John Ambulance Australia does for the community.



Robert Hunt
CEO
Priory Secretary





**Making first aid
a part of
everybody's life.**

2016 NATIONAL KEY RESULTS

We are achieving our national goals and contributing to our community.



878,004 training
certificates issued



21,121 events
& emergencies
attended

St John in Australia continues to provide our community with first aid services that not only includes the provision of first aid at emergencies and events, but practical training, print and online learning resources, kits, supplies, ambulance services, and community care and transport.



101,547 people
provided with a
service



4,604,762 hours of
service, delivered by
16,442 St John
volunteers

THE 2016 CHARITY REPUTATION INDEX

1. Royal Flying Doctor Service of Australia (1)
2. **St John Ambulance Australia** (6)
3. Beyondblue (4)
4. Guide Dogs (2)
5. National Breast Cancer Foundation (10)
6. Fred Hollows Foundation (3)
7. Mcgrath Foundation (9)
8. Médecins Sans Frontières/Doctors Without Borders (5)
9. Starlight Children's Foundation (8)
10. Ronald McDonald House Charities (New)
11. Headspace (New)
12. Camp Quality (7)
13. Movember Foundation (New)
14. Australian Red Cross (12)
15. Surf Life Saving Foundation (13)

Number in parenthesis indicates position in 2015.

ADVOCACY

In May 2016, the Australian Office commenced development on a number of positions that aim to enhance our services to the community, and make St John a workplace of choice.



COMPULSORY FIRST AID FOR NEW DRIVERS

For several years, St John Ambulance Australia (St John) has been advocating that all learner drivers should complete a first aid course before receiving their driver's license. It is St John's position that the introduction of basic first aid awareness training for new drivers and those renewing their licence, should form part of the strategy for decreasing fatality and injury statistics.

In 2016, representatives of the Trauma Department from the Royal Australasian College of Surgeons (RACS) worked with St John's CEO, Robert Hunt, and the National Policy Manager, Belinda Ding, to discuss how the RACS and St John might collaborate regarding the advocacy around compulsory first aid for new drivers.

St John's 'Position statement on compulsory first aid for new drivers' was approved by the Board in August. It includes action on representation, responsibility, access, and evidence-based funding.

INCLUSION ACTION PLAN

St John is committed to being an inclusive organisation that values diversity. Inclusion is a partnership between all members of our organisation, with respect for each individual being the linchpin for our success. As such, St John released the organisation's 'Position statement on inclusion' in October 2016.

Accompanying this statement is the 'Inclusion action plan 2017-2021' that sets out a long-term vision for the organisation, with decisive actions that will make St John a leader in inclusion and diversity in the not-for-profit sector, and help St John continue its humanitarian mission in Australia.

St John's 'Inclusion action plan (2017-2021)' provides a set of measurable objectives for the Australian organisation—including for the National Board of Directors, Australian Office and relevant national committees and groups. The Statement includes actions for organisational success, reflection on our community, equality, innovation, leadership and access.





INDIGENOUS RECONCILIATION

During the year, key questions were put to the St John Leadership Team, Federal Council, and the National Board of Directors, on implementing a Reconciliation Action Plan. The subsequent survey on the extent of St John entities actions regarding reconciliation, was completed in 2016.

A discussion paper is being developed with the assistance of Indigenous reconciliation groups, with the objective of introducing an action plan to our members.



PUBLIC ACCESS DEFIBRILLATION

Early defibrillation is essential in the treatment of sudden cardiac arrest (SCA) and is a core component of the 'Chain of survival'. Given that nearly one quarter of SCAs occur out of hospital, and the outcomes for victims are poor, St John believes that ensuring public access to automated external defibrillators (AEDs) is a key step in maximising the potential for survival.

St John has been the champion of public access defibrillation (PAD) in the community for many years. Our 2016 'Position statement on public access defibrillation' promotes access to information on the location of AEDs in the community via our AED Register, advocacy for the legislation and regulation of PAD programs, training, and national coordination with governments, emergency services, corporate and community organisations to increase the availability of PADs in Australia.



WORKPLACE MENTAL HEALTH

One of St John's top priorities is creating and maintaining a mentally healthy workplace for all of our members, volunteers and staff.

St John recognises that a mentally healthy workplace is a shared responsibility. Every person in our organisation has a role to play in creating a workplace culture that supports talking about mental health difficulties, and in creating an organisation that takes a proactive approach to addressing those issues.

Work was well progressed, during the year, in the development of mental health standards and guidelines for St John. These guidelines will be finalised in early 2017.

MEET THE TEAM

Belinda Ding
National Policy Manager





**The leading provider
of first aid
services, training
and products.**



FOCUS ON E-LEARNING

The growth of St John online learning resources continues to exceed expectations. The strategic direction and day-to-day management of this critical resource area is met by a small and dedicated, expert e-learning team.

The further development of our already comprehensive interactive training facilities, has enhanced the delivery of our training services to the community, especially national organisations that need to meet workplace health and safety standards.

St John volunteers are accredited, professional and practised. The St John E-learning team helps them achieve that by providing access to quality e-learning resources, specifically tailored to keep their skills and knowledge current.



Volunteer training

In 2016, the Australian office E-learning team reviewed and updated a number of e-learning modules to supplement its face-to-face volunteer training program.

More than 8500 online course completions were achieved by St John volunteers. Those courses included:

- the National child and vulnerable persons safety awareness training
- Clinical professional development
- Customer service training
- VET update 2016.



IT INNOVATION

- Implementation of OwnCloud online sharing tool to facilitate online collaboration between States and Territories, across various business units. OwnCloud registered 38 St John corporate users in 2016, saving considerably on Dropbox licenses per annum.
- Installation of video conferencing capabilities to encourage meaningful communication between the various business units.
- Crucial branding assets (such as domain names and hosted web services) brought under the control of the Australian Office.
- Revision to the AED register to improve user readability and access.
- Launch of a new mobile phone-responsive online Member Shop.
- 'First aid' app released to public, free of charge.
- More than 1000 first aid training bookings made via the National Customer Booking Portal, reinforcing B2B customers preference for multitenant systems that provide ease-of-use and a single touch point.
- Enhancement of existing Zendesk support for tracking, prioritising and solving customer support tickets.

MEET THE TEAM

(left to right)

Ryan Kellow
E-learning Officer

Shay McAuley
National IT Projects Manager

Charlene Bartak
E-learning Project Officer

**605 tickets
received**
(external clients
& volunteers)

**81%
resolved on
initial contact**

**100%
satisfaction
score**

Zendesk



A PR OPPORTUNITY STORY

Keep Left, a PR agency engaged by St John in Victoria, secured an interview on the Channel Ten program, 'Everyday health', to provide their viewing public with basic first aid tips.

In collaboration with the Victorian team, the National Product Manager and the National Training Manager, the E-learning team built an entirely new online first aid quiz with content relevant to all States and Territories, increased interactivity, and matching the show's branding elements—all in 2 days!

Within this challenging time-frame, the E-learning team wrote content, developed instructional and graphic design, and undertook quality control and testing. The E-learning team built the online first aid quiz to support the latest mobile web browsing protocols to ensure minimal technical barriers between viewers and St John content. Google analytics was integrated to capture the number of visitors to the site.

The result—on time, on budget and on target.



2016 VET UPDATE

In June, the St John E-learning team released a professional development package for its accredited First aid trainers.

The package covered a range of topics related to the 2016 Vocational Education and Training (VET) sector, the arena in which St John conducts its training business.

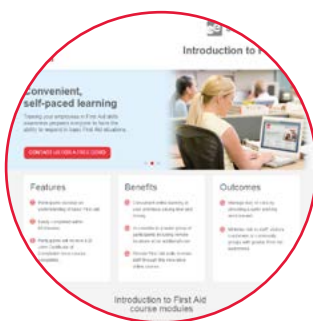
The VET update was delivered in a new innovative e-learning format that allowed our trainers to engage with the professional development content from anywhere in the country, at any time.

This knowledge ensures that the content and structure of first aid training courses that our trainers deliver, is professional, of a high standard, and meets education guidelines.



SHOP E-LEARNING

- St John's most popular e-learning product in 2016 was the accredited 'Provide first aid' pre-learning course, which was accessed by more than 170,000 users. The E-learning team worked with the National Training Manager to ensure content relevance and currency, and online usability.
- St John provided a variety of accredited and non-accredited e-learning courses that met specific industry needs. The courses were made available, for the first time, via the national Online Shop, for direct sale to clients.



TRAINING

St John continues to be the leading provider of first aid training in Australia, with 878,004 Australians trained in life-saving first aid skills in 2016.

As a Registered Training Organisation (RTO) and the premier first aid training provider in Australia, St John continually monitors its market requirements to ensure that they are meeting client expectations and needs. St John develops its training programs and resources against RTO requirements, and ensures that all trainers and associated staff are accredited and practised in current first aid protocols and policies.

1,000,000+ SCHOOL STUDENTS TRAINED IN FIRST AID
— 13% of the Australian primary school population

FIRST AID IN SCHOOLS

In 2016, St John celebrated training 1 million school students in first aid through its highly successful, free 'First aid in schools' program. All participating students gain a basic understanding of first aid including learning the DRSABCD Action Plan, how to make an emergency call using Triple Zero, managing an unconscious casualty, and how to provide first aid for injuries such as bleeding and burns.

535,246 FIRST AID IN SCHOOLS PROGRAM
CERTIFICATES AWARDED IN 2016.



MEDICAL ADVISORY PANEL 2016

At St John, we pride ourselves on delivering absolute best practice programs. All our courses are overseen by a highly skilled and dedicated Medical Advisory Panel (MAP), which has the responsibility to monitor first aid protocols and skills standards. They provide an authoritative voice to St John on the theory and practice of first aid, and determine whether change is required in first aid practice in St John.

MAP is responsible for maintaining the Clinical Governance Standards and communicating first aid practices to the St John community. The purpose of these standards is to minimise the risk to St John and its clients through appropriate performance of first aid or other clinical interventions.

MAP is represented on the Australian Resuscitation Council, and uses the Australian and New Zealand Council on Resuscitation Guidelines to inform St John first aid protocols.

The members of MAP include health care professionals from various health areas, such as general practice, sports science, disaster management and emergency response; paramedics, clinical epidemiology, anaesthesiology, toxicology, burns, paediatrics. If necessary, MAP also uses the specialist knowledge and skills of members of the Medical Expert Panel.

The Medical Advisory Panel met twice during 2016, to provide their expert professional advice on all aspects of best practice first aid in training, research, and healthcare requirements.

Included in their work throughout 2016, was:

- endorsed changes to the St John first aid protocols to align with the recommendations made by the International Liaison Committee on Resuscitation (ILCOR)
- researched and revised content for a new edition of *Australian First Aid*, Australia's most comprehensive first aid manual
- endorsed 'normal' vital signs for children and adults, for use in St John training and publications
- endorsed guidelines for the use of a pulse oximeter when giving oxygen
- establishment of a team to review and update the current *Clinical Practice Guidelines* (July 2011), with the aim to have the new guidelines launched later in 2017.



MEDICAL ADVISORY PANEL

Professor Peter Leggat
Chair

Dr Jason Bendall
Deputy Chair and ARC Rep.

Dr Robert Elliot
Chief Paramedic

Professor Glynn Kelly
Chief Medical Officer

Dr David Elliott
Panel member

Professor Kieran Fallon
Panel member

Lt Col Geoffrey Newman-Martin
Panel member

Professor John Pearn
Panel member

RESEARCH ETHICS COMMITTEE

Following the five-year review of first aid protocols by ILCOR, MAP advised the Research Ethics Committee of a list of key research priorities. Funding for research in 2017 has been approved. As well as notifying our members of the research funding opportunity, an approach to Universities and relevant external research bodies will be made in the hope to share funding.

‘The level of cooperation and engagement between the St John RTO and partnering entities (being the State and Territory St John organisations) is impressive ... there are many areas of excellent practice followed by the St John RTO.’

Joe Newbery, Newbery Consulting—engaged by St John to undertake a full internal independent audit of its RTO Compliance.

REGISTERED TRAINING ORGANISATION

In order to remain a Registered Training Organisation (RTO), we must continually improve our operations. In 2016, St John engaged an external training auditor to undertake a thorough review of all our training operations in the Australian office, and States and Territories. This was a comprehensive root-and-branch review which resulted in a number of improvements to policies and procedures, student handbooks, course brochures and enrolment forms. St John's registration as a RTO was renewed by the Australian Skills Quality Authority for seven years, through to March 2024.

RTOs are also required to conduct validation of the assessments conducted by the RTO. During 2016, St John organised a national workshop that reviewed St John's first aid course assessments. The workshop identified a number of recommendations for improving assessment practice within St John. One of the recommendations was that a national professional development program focused on assessment practices, be implemented. This recommendation was quickly adopted and a comprehensive program (developed by the national E-learning team), was delivered in December 2016.



TRAINING RESOURCES

Every five years, the International Liaison Committee on Resuscitation reviews the research on resuscitation and first aid, and makes recommendations on changes in first aid practice. This was completed in November 2015 with recommendations endorsed by the Australian Resuscitation Council and the St John Medical Advisory Panel in March 2016. All first aid training resources were updated to reflect these recommended changes, and all St John first aid courses used these resources from July 2016.

The training resources for the first aid courses also went through a major update in the second half of the year to incorporate recommendations from the external audit and the national validation workshop. These recommendations strengthened the assessment undertaken in these courses. The revised resources will be used in the delivery of St John first aid courses throughout 2017.

As well, resources to support a blended learning solution for the 'Occupational first aid' course were developed. This allowed students to complete this important workplace first aid course in two days of classroom contact, with some e-learning and workbook requirements. A blended learning solution was also developed for the popular 'Education and care' course, allowing students to complete this course in just one day of classroom attendance. A one day 'Workplace emergency' course was developed and is aimed at training safety officers in major venues, such as the MCG.



QUALITY OF TRAINING

St John is an active supporter of the First Aid Industry Reference Committee (IRC). The IRC was established in 2016 to provide advice to the Federal Government on the first aid units of competency.

A particular concern of the IRC has been the quality of the training delivered by first aid training providers, especially those that are delivering training in short timeframes. During 2016, St John conducted a mystery shopper program whereby staff attended first aid courses run by other training providers. The program identified that many providers of first aid training are delivering training that does not comply with the assessment requirements of the units of competency—for example, students not being required to demonstrate performing CPR on infant manikins. St John will continue to advocate a review of first aid providers to ensure that graduates of first aid courses are able to perform life-saving first aid skills to the standard defined by the units of competency.

VOLUNTEER AND STAFF TRAINING

During 2016, the resources to support the following courses were significantly revised to align with the updated requirements of the qualifications in certificates: II Medical Service First Response; III in Basic Health Care; III in Non-Emergency Patient Transport; III in Ambulance Communications (Call-Taking); and IV in Health Care. In addition, St John developed resources to enable the delivery of the Certificate IV in Ambulance Communications (Dispatch).

A more flexible structure for training of volunteers has been established which enables volunteers to gain qualifications where necessary, and also complete training, specific to a State or Territory.

MEET THE TEAM

(left to right)

Fairlie Tucker
National Training Manager

Peter Le Cornu
Acting National
Training Manager
(Apr.-Dec.)

Elloise Boel
Compliance Manager

Claire Strickland
Learning Resources
Development Officer

COMMUNITY FIRST AID TRAINING

In Victoria, St John expanded their 'Community first' program to communities at risk of bushfires, in partnership with the Country Fire Authority.

St John in the ACT expanded its community education programs by offering free first aid training to the vulnerable, aged and multicultural sectors. This built upon its existing community education programs in schools.



EVENT HEALTH SERVICES

St John State and Territory entities continue to coordinate the valuable work of their members and volunteers at events.



The decision was made by the National Board in 2016, to discontinue the Event Health Services (EHS) national program. St John in New South Wales undertook the important responsibility of managing the national uniform contract, and St John in Victoria began management of the radio communication licences.

In 2016, over 10,400 St John EHS volunteers provided dedicated and skilled service to their community—throughout the week, on weekends and public holidays, all over our country.

These volunteers are made up of skilled and practised teams of professional health carers (doctors, nurses and paramedics), our advanced responders and our first aiders. There is also the opportunity during events for our new, younger members to observe or even practice their first aid training.



- 233 events & emergencies attended
- 3637 health services provided
- 158 skilled EHS volunteers

AUSTRALIAN CAPITAL TERRITORY

St John in the nation's capital, was honoured to again be contracted to provide services during the ANZAC Day commemorations. And efforts continue behind the scenes of EHS, to reach out to community groups and organisations to provide professional quality first aid services at their events.

Various popular music festivals, such as the National Folk Festival, were again provided with St John quality prehospital emergency care from our emergency doctors, nurses and paramedics.

In the Bush Capital, horse trail rides are very popular, and during the year, the St John Horse Response Team was able to provide first aid services by participation on those rides.



- 5810 events & emergencies attended
- 10,937 health services provided
- 2617 skilled EHS volunteers

NEW SOUTH WALES

Volunteer teams from St John in NSW were again present in 2016 at many and varied events throughout the state. All teams provided advanced first aid equipment along with their first aid kits, defibrillators and oxygen units.

The larger events attended by our NSW volunteers, included the City2Surf run, ANZAC Day events, New Year's Eve, Big Day Out and the Bathurst 1000 Super cars. At such large events, an Advanced Clinical Management Centre staffed by doctors, nurses and paramedics, provides a base for advanced treatment including IV hydration, delivery of oxygen and stitching.

On a smaller scale, such as the countless community fetes, festivals and sporting events—St John in NSW was in force!



- 912 events & emergencies attended
- 3751 health services provided
- 566 skilled EHS volunteers

NORTHERN TERRITORY

In 2016, St John's first aid volunteer services in the Northern Territory were recognised with the Large Volunteers Organisation of the Year award, by Volunteering SA/NT; and Samantha Cooper from Darwin won the Paramedic of the Year award for the second time in a row.

Public events and sporting arenas around the NT, kept St John EHS busy throughout 2016. EHS volunteers attended a huge variety of events such as the Darwin Life Expo, the Alice Springs Cup weekend, the Finke Desert Race, the V8 Supercars, NRL matches, International Hockey, rodeos, and the Darwin Symphony Orchestra—to name a few!

St John again launched their Cyclone Division for 2016, which continues to be a great success for the volunteer group. The concept of volunteering for a single purpose and a set period of time has proven to be very appealing to the community as the response has been most positive.

And finally, two terrific PR events. St John EHS and the NT Fire Service together opened the Police, Fire and Emergency Services Expo in April, with the first demonstration of how two emergency services work alongside each other in such situations. Also, and now in its third year, St John again coordinated the training scenario for health professionals attending the Compass Teaching and Learning Conference.



- 2506 events & emergencies attended
- 15,696 health services provided
- 1120 skilled EHS volunteers

QUEENSLAND

The number of events attended by St John's Queensland volunteers, increased throughout 2016, making the organisation stand out even more in the community— from the Gold Coast to Mackay, Townsville to Port Douglas.

But there is more to St John's EHS than the face the public sees.

For example, behind the scenes of Queensland's event health services, new initiatives were introduced during the year: two new members commenced as clinical health planners, with the skills in events and stakeholder management, and scheduling; a uniform inventory system across all divisions ensured that all members doing extensive hours had more than one set of uniforms; installation of a mandatory criminal history check for all members; ongoing fleet review to implement better utilisation of resources, and to roll out a fit-for-purpose fleet; and the purchase of equipment to standardise all EHS teams across the state.



- 2600 events & emergencies attended
- 15,968 health services provided
- 1277 skilled EHS volunteers

SOUTH AUSTRALIA

In 2016, St John in South Australia secured another 3-year contract to deliver their EHS at the Adelaide Oval Stadium, and for the Adelaide Show. Included in the provision of services is a new 24 hour on-call service that provides stadium employees with an injury management and healthcare service. The service offers any stadium employee injured on site the access to basic first aid advice, rapid on site response, and assessment and treatment by a St John health care professional. In the event that the injury cannot be treated on site, St John in SA will transport the employee to a health service.

As a result of two motor sport fatalities in 2016 in SA (St John was not in attendance), St John set up a Motor sport Steering Committee to work through service provision, and the workplace health and safety requirements needed for motor sport events. This will ensure that members are adequately briefed and prepared for the environments in which they provide services when in the competitive space. This flows into not just the provision of care but ensuring that scene management and overall patient care and extrication/transport is managed effectively and safely.



- 1039 events & emergencies attended
- 4294 health services provided
- 209 skilled EHS volunteers

TASMANIA

St John EHS volunteers in Tasmania were again present at various community, social and sporting events, in 2016, such as regional agricultural shows, music concerts and football matches.

It was the increased demand, in 2016, for the provision of high end health services that kept the Tasmania volunteers busy: the International Hockey in Hobart, the National Mountain bike championships and the Endurance Riders National championships.

With a model of deploying dedicated volunteers as well as paid First Responders to events, St John delivered safe, quality care to patients, and an incomparable service to customers. The introduction of a new Patient Satisfaction Survey system helped identify opportunities to improve service delivery, and the new Divisional Management System was implemented which has streamlined member records and duty management processes.



- 4619 events & emergencies attended
- 24,314 health services provided
- 2169 skilled EHS volunteers

VICTORIA

St John in Victoria saw major new innovations to technology and reporting introduced during 2016.

St John implemented industry-leading technology that keeps event organisers updated with access to real-time reporting on casualty and trend data. This data enables the event organiser to better respond, plan and minimise risk at their events.

A world-first innovation in event first aid, St John's Victorian volunteers now capture Patient Care Records digitally at selected major events and venues. All information is paperlessly recorded by our medics in the field on iPads. Data is then securely pushed to the Cloud where it can be remotely accessed by the event organiser in the St John Client Portal.

The technology is expected to provide a significant competitive advantage for St John EHS business—it has already resulted in one major venue extending their contract with St John.



Not all jobs with Event Health Services involves providing first aid to the ill and injured. St John volunteers are also fully trained in areas as diverse as counter disaster, advanced first aid and defibrillation, radio communication, asthma and anaphylaxis management, leadership.

At any event attended by St John, EHS teams will be supported by:

- fully equipped first aid facilities to handle any illness or injury, large or small
- trained communication specialists who direct volunteers to where they are needed
- Bicycle Emergency Response Teams (BERT) who provide rapid response over a large area, and who undergo extra training to ensure safe riding through large crowds
- MediCabs, to assist in transporting injured patrons to the nearest first aid post.



- 3402 events & emergencies attended
- 22,950 health services provided
- 2281 skilled EHS volunteers (exceeding the target for 2020, of 2000 volunteers!)

WESTERN AUSTRALIA

HEALTH CARE SERVICES

In June 2016, St John in Western Australia announced its acquisition of Apollo Health, expanding its role into primary health care. Apollo Health operates four primary health clinics across metropolitan areas in Armadale, Cannington, Cockburn and Joondalup. This initiative connects prehospital care services with ambulance services, to provide readily-accessible quality primary health options to the community.

St John also introduced the concept of Urgent Care Centres. These Centres offer safe, timely and quality care for non-life threatening injury or illness. The Centres aims are to reduce stress on hospital emergency departments, minimise ambulance ramping, and delivery integrated health and diagnostic services at a single location.



PRODUCTS

St John continues its focus on our customer's experience.

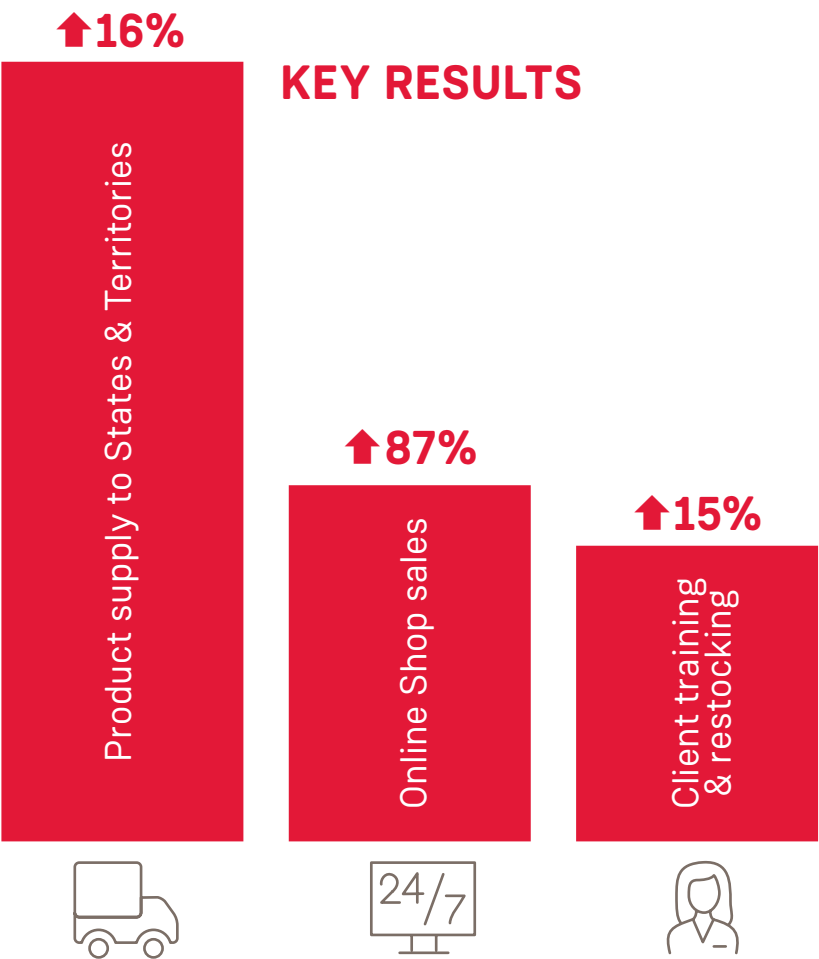
SHOP@STJOHN.ORG.AU

The range of products via **SHOP@STJOHN.ORG.AU** continued to expand, and various digital marketing initiatives and customer engagement tools gives **SHOP@STJOHN.ORG.AU** the ability to offer customers an amazing online experience.

The National Product Sourcing Unit (NPSU) continued working closely with the States and Territories throughout 2016, in developing and sourcing new innovative products.

During 2016, the NPSU and the Australian Office E-learning team successfully launched client training packages via **SHOP@STJOHN.ORG.AU**. These included:

- Mental health awareness
- Manual handling awareness
- Sharps and splash awareness
- First aid for retail.



KITS AND COMPONENTS

During the year, St John's NPSU received 62 shipping containers, containing over 470,000 kits which included 3,000,000 components, all of which were supplied to St John State and Territory warehouses for distribution to their members, trainers, Event Health Services volunteers, and clients.

Those containers also carried 44 new products which were developed in conjunction with all the States and Territories. New products included: workplace kits with modular concept, AED cabinets, stretcher and emergency items, new consumables and specialised training packs.



470,000 kits supplied



71 types of kits



2,729,126 components



184 types of components



62 shipping containers received



44 new products developed & introduced

OUR NATIONAL CLIENTS

Throughout 2016, the NPSU provided high level administrative, logistical and product development services (such as tailored e-learning courses, kits and products), to 24 national clients.

These relationships with our national clients saw an increase in providing training and restocking services. This coincided with a closer working relationship with the States and Territories as they monitor and report on opportunities for improvement.

Over 8000 invoices were processed for our national clients, with a 15% revenue increase on the previous year. Monies were collected on time and remitted to the States and Territories on a monthly basis.

CUSTOMER SATISFACTION 2016 SURVEY RESULTS

	OVERALL SATISFACTION WITH THE SHOP	93%
	RELIABILITY % of time during a month, when the online Shop was available and fully operational	100% (target >99.5%)
	RETURNED GOODS % of goods shipped but returned by the customer for any reason	0.01% (target <2%)
	DELIVERY % of orders shipped, in full, within 2 working days	100% (target >95%)
	OPERATOR RESPONSE TIME	100%
	OPERATOR KNOWLEDGE	100%
	OPERATOR MANNER/COURTEOUS	100%

COST MANAGEMENT AND COMPLIANCE

The NPSU continued to monitor and review pricing arrangements with all suppliers, throughout 2016. A 'no increase' in supplier pricing was negotiated with our major suppliers, and some cost reductions were also secured. The entire supply chain was reviewed to reduce costs that ultimately carry on to States and Territories, and our clients.

Certifications from the Therapeutic Goods Administration and Department of Health were maintained during the year, and following an ISO 9001 audit, certification was reissued. An ethical and social audit of our main factory in China began in December, along with internal staff training on auditing and standards.

Enhancements were made to supply chain arrangements, with some direct shipments from overseas factories made straight to our Australian clients, such as Bunnings. Business continuity plans were frequently tested, and St John Intellectual Property and brand protection were maintained.

Innovation and new product design continued to be introduced at a rapid rate. Some of the 44 new products implemented in 2016 in collaboration with all States and Territories, included:

- workplace kits with a modular concept
- AED cabinet range, including a stretcher and relevant emergency items
- retail kits for Costco, Bunnings, Woolworths, Rebel, Aldi and Officeworks
- new consumables and training packs supplied to most states.

SOURCING AND SUPPLIERS

The National Product Sourcing Unit coordinated more than 20 suppliers across 3 countries to source the high quality products that St John uses in its kits, in 2016. The key aspects to the sourcing arrangements included:

- maintaining all the expert knowledge in-house, that is, not using consultants or third parties. As such, quick and decisive directions are given on all aspects of sourcing to all suppliers
- product specifications (importance and realistic tolerances)
- sterilisation dosages/delivery dosages
- packaging effectiveness: type, suitability and brand
- expiry date and batch management
- ownership of the St John licence, accountability for product efficacy and Australian Therapeutic Goods Administration certification
- new designs, new product development and associated certifications
- local manufacture of kits where applicable
- training and auditing of suppliers on St John specific kit manufacture
- forward planning, stock investment and production forecasts
- shipping coordination, including custom duties, import and export permits
- business continuity planning and supply assurance to the States and Territories.

MEET THE TEAM

(top to bottom)

Dilhan De Silva
General Manager

Debi Thompson
Accounts Coordinator

Ling He
Purchasing Controller

Valerie Bicknell
Online Shop Coordinator



PUBLICATIONS

The National Publications Unit ensured quality of content and print, and timely fulfillment of print products for all State and Territory training and client requirements.

As well as providing print publications for member reaccreditation and community first aid training purposes, the National Publications Unit (NPU) provided editorial support to national program managers in policy, training, e-learning, the Australian Youth Advisory Network, and Cadet groups. Editorial assistance and graphic design was also provided to some State and Territory entities to support marketing activities.

The NPU also produced the second volume of *One St John*, the online international history journal published by St John in London. This volume includes a selection of essays presented at various member conventions over the years. Volume 16 of *St John History* was also published with the volunteer assistance of the NPU. *All in Order* was also produced by the NPU; the first book to published by the Historical Society

The Medical Advisory Panel (MAP) recognised the need to review *Clinical Practice Guidelines for Healthcare Professionals*, which is an invaluable resource used by our St John Event Health Service members. A review panel was established, and review of the publication will continue in the new year. Following MAP considerations of the international review of first aid protocols, relevant print and online resources were reviewed.

The NPU continues to monitor Intellectual Property and copyright issues, and liaise with external organisations, and State and Territory regarding requests to use our national IP.

As in previous years, the titles that move the most, relate to provide first aid training and workplace health and safety courses.



THE BEST SELLERS IN 2016

	# units
<i>Emergency first aid</i>	72,500
<i>Remote area field guide</i>	48,750
<i>Austalian first aid</i>	35,934
<i>Occupational first aid</i>	32,025
<i>First aid for babies and children fast</i>	18,480
<i>Low voltage rescue</i>	17,052

MEET THE TEAM

Gabrielle Lhuede
National Publications Manager







**Providing first
aid-related
services
which build
community
and individual
resilience.**

COMMUNITY SERVICES

There's more to St John than first aid.

In 2016, 136,726 hours of care were delivered to the Australian community by 1446 dedicated volunteers.

Dedicated and highly trained Community Care volunteers help a wide range of vulnerable people in many different, less visible ways, throughout Australia. Each state and territory provides programs in response to the needs of their local community.

AUSTRALIAN CAPITAL TERRITORY PROJECT RESILIENCE

St John ACT's newest initiative, Project Resilience, was introduced in 2016, and was enabled by the ACT's Council of Social Services. The program:

- is targeted at providing first aid training for active retirees, seniors and their families
- reached 1317 people in 2016
- obtained a community grant in 2016 which will allow the project to continue in 2017.

NEW SOUTH WALES TAKE KARE SAFE SPACE

The Take Kare Safe Space, operated by St John in NSW and the Take Kare Ambassadors, was expanded in 2016, to continue for another 3 years in partnership with the Thomas Kelly Youth Foundation and other state entities. It has been very successful in Sydney with positive impacts on the community.

Take Kare Safe Space:

- provides a place where young people can rest their feet, hydrate, charge their phones, access first aid and arrange transport home
- aims to foster behavioural change in young people in order to create a responsible drinking culture and ultimately a safer and healthier community.

Following a partnership with the ACT Government, St John and businesses around Canberra, the Take Kare program was introduced to the Canberra community in late 2016.

NORTHERN TERRITORY FIRST@SCENE

First@Scene is an online first aid course developed by St John in the NT. The course:

- teaches the skills required to apply first aid at the scene of a road accident
- presentation and content was designed for participants aged between 16–18 years of age
- approximately 2000 students received a Certificate of Completion on finishing the course during 2016.

As well as providing the 'First aid in schools' program, St John in the NT provided free first aid education through its 'Community education' program. Scouts NT, the Council of Aging, and all childcare services benefited from the program in 2016—that is, 5414 community members. And, during various school, assemblies, expos, fetes, shows and family days held in 2016, 8466 members of the public received some form of potentially life-saving information from St John Community volunteer educators.



QUEENSLAND SILVER CORD

The Silver Cord Telephone Reassurance Service provides vital friendship and security calls, assisting people to remain at home safely and improve their quality of life.

In 2016, over 45,000 members of the community received one of the following type of call:

- security call — if the call goes unanswered, an activation process is commenced to ensure wellbeing
- friendship call — connection to the community through regular calls from a like-minded volunteer
- respite call — on return home from hospital, or while family and friends are away.

SOUTH AUSTRALIA CIRCLE OF FRIENDS

The Circle of Friends volunteers use their own interests and life experiences to empower older and younger people living with a disability, to get involved in community life. In 2016, the program provided:

- personalised assessment through a program coordinator to connect a volunteer/community participant to a client, based on interests and goals
- social support to older people and people living with disabilities who have little other support
- encouragement of local people to help their neighbours to participate in community life.

TASMANIA COMMUNITY CARE

The Australian Aged Care Quality Agency Tasmania, undertook a quality review assessment of St John's services to the community in 2016, and awarded 18 out of 18 of the expected outcomes of the Home Care Standards. Also in 2016:

- a survey of St John's Community Care clients saw a 100% overall satisfaction rating for the services offered in that area
- non-Emergency Patient Transport Services in Tasmania achieved record results in 2016 with the expansion of this service to the north and north-west of the State.

VICTORIA CPRLAB

The St John Mobile CPR Learning Lab is the latest community-focused life-saving initiative of St John in Victoria, featuring a fast-paced (10 minute) learning experience to quickly give the community the skills, knowledge and confidence to respond in an emergency with CPR.

- Teaches compression-only CPR on WIFI manikins.
- Live-on-screen vital CPR instruction.
- Onsite CPR instructors.
- Ipads to assess personal, workplace and first aid readiness around water.

In 2016, St John brought the CPRLAB to 3492 Victorians.



WESTERN AUSTRALIA VIETNAM & MALAYSIA

St John's work for the community does not stop at home in Australia. Our volunteers and services also contributed throughout the Asia-Pacific region.

- Members of St John in WA travelled to Vietnam in 2016 to help Vietnam develop an effective ambulance and community first aid services.
- In 2016, St John volunteers from WA helped St John Malaysia develop its emergency ambulance capacity, as a result of a 2014-2015 Memorandum of Understanding.



**Providing highly
accessible and
effective
ambulance services
where contracted
by government.**

AMBULANCE

The dedication and quality of service provided by St John staff and volunteers across the vastness of the west and Top End, continues to support the strong reputation St John has with the community.

THE NORTHERN TERRITORY

- In the 2015–2016 financial year, emergency medical dispatchers with the Triple Zero (000) Call Centre received 49,743 emergency calls.
- Paramedics attended 48,868 cases and transported 33,339 patients—that's 1 in 7 Territorians using one of our ambulances.
- St John's emergency ambulance crews work in Darwin, Palmerston and Alice Springs. In Nhulunbuy, Katherine and Tennant Creek, emergency ambulance crews are on call. These services give 24/7 ambulance cover, Territory-wide.
- St John in the NT announced a new 5-year Ambulance Services contract with the NT Government. This new contract saw a significant increase in funding which, over the 5 years, will see improved, appropriate staffing numbers, vehicles and equipment that will allow Communications and On-Road supervision available 24/7 in both Darwin and Alice Springs. It also allows for additional Paramedic staffing for Emergency workloads along with additional non-emergency crews.

PATIENT TRANSPORT SERVICES

The introduction of the Darwin Volunteer Patient Transport Service (PTS) at the beginning of 2016, has not only seen wonderful benefits for the local community, but has proved to be an invaluable experience for our volunteers who are eager to learn and expand their knowledge.

- PTS ensures the safe transport of patients primarily assisting with aeromedical transfers from the airport to hospital, and provides non-emergency transport between home and the hospitals and other medical facilities like nursing homes to ensure our emergency ambulance crews are available for critical, emergency cases.
- PTS in Darwin and Alice Springs have specialty vehicles with the capability to lift and transport wheelchair, bariatric and heavy patients, and have extra seats for additional passengers like friends, family or guardians.
- PTS staff are health practitioners trained as 'advanced first responders' and are certified in non-emergency patient transport to ensure patients conditions are monitored and the appropriate medical treatment provided.



WESTERN AUSTRALIA

St John in Western Australia covers the largest landmass in the world with one single ambulance service.

- In the 2015–2016 financial year, St John in WA completed 293,764 ambulance and patient transport cases.
- With the State Operations Centre located in the Perth metropolitan area, St John is responsible for receiving all State-wide emergency Triple Zero (000) calls requiring ambulance attendance. In 2016, those Triple Zero calls totalled 219,288—95% of those calls were answered within 10 seconds.
- There are 162 St John ambulance locations operating in country WA, serviced by more than 3100 volunteer ambulance officers and 90 paramedics. These volunteers travelled more than 2,000,000 kilometres across country WA annually, transporting more than 62,000 people.
- There are about 100 subcentre committees that manage ambulance operations on behalf of St John in WA, at full volunteer-run locations. Additionally, there are 15 country subcentres with a mix of Volunteer Ambulance Officers and Career Paramedics working side-by-side.
- St John's rescue helicopter paramedics completed 656 tasks in 2015–2016. A second rescue helicopter, based in Bunbury, was commissioned at the beginning of 2016. In total, 306 patients were transported by helicopter to specialised medical centres.



PATIENT TRANSFER SERVICE / COMMUNITY TRANSPORT SERVICE

St John's Patient Transfer and Community Transport services in WA continued to exceed performance and customer expectations. St John volunteers now provide transport for people that cannot use their usual form of transport or the public transport system because of moderate disabilities or impairments.

- Mental Health Transport Officers were introduced in May 2016 to comply with changes to the *Mental Health Act 2014*. These officers underwent specialised training and can now transport and conduct transfers in the Perth metropolitan region, and between Perth and Bunbury.
- Additionally, St John has enhanced their online booking system and expanded their wheelchair transport fleet.
- The Newborn Emergency Transport Service, a joint initiative with Princess Margaret Hospital, is staffed by a rotating St John Ambulance crew from 7:30 am to midnight on weekdays.

THE ORDER







THE NATIONAL BOARD OF THE PRIORY IN AUSTRALIA

(left to right)

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Absent

Mr Richard Neal, Chair, New South Wales



MEET THE TEAM

Kylie Seidel
Manager, Executive
and Priory Office



Justine Black
Accounts Manager



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TASMANIA Her Excellency Prof. the Hon. Kate Warner AC

VICTORIA Her Excellency the Hon. Linda Dassau AC

WESTERN AUSTRALIA Her Excellency the Hon. Kerry Sanderson AO

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Mr Robert Hunt

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Manser Tierney & Johnston NSW

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Bradley Allen Love Lawyers

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

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KNIGHTS OF JUSTICE

The Right Rev. Dr P Hollingworth
AC OBE
IC Nicolson
The Right Hon. Sir N Stephen KG
AK GCMG GCV O KBE QC

KNIGHTS AND DAMES OF GRACE

Her Excellency the Hon. L Dassau
AM—Deputy Prior (from July)
DA Bache
RJ Bluck AM RFD
E Brentnall MBE OAM
PJ Burke
B Carey
The Hon. A Chernov AC QC
E Chernov
Lady Cowen
JF Crennan
FR Davidson
BJ Davis
D de Kretser AC
J de Kretser
WP Deakes
WJ Foley
L Glover
The Hon. Sir J Gobbo AC CVO
M Goodall OAM

SR Granger BEM
A Hollingworth
J Landy AC MBE
L Landy
EA Mason
JA Mawdsley
JL Patterson OAM
Major Gen. FE Poke AO RFD ED
JV Rosenfeld AM OBE
MI Switzer

COMMANDERS

B Aimers
FL Archer OAM
GF Blackstock
JW Byrne
EJ Calvert-Jones AO
B Cantlon MBE
MB Carey
D Cawte
DF Cochrane
R Correa
P Cudlipp
J Currie
CR Curwen CVO OBE
AS Davis
N Dine JP
T Duncan
J Dunlop ASM

G Flatt
The Most Rev. Dr PL Freier
BE Granger
BE Gronow
JW Humphrey
JW Ireland
GR Jackson
G Keane
B Kidney
PC Leffler
WS Mackieson JP
A Marshall
J Marshall
JT McRae
SI Miller AO LVO QPM
P Neylon
A Oxford ASM OAM
C Oxley
JD Penaluna
MJ Penaluna
MD Phelan
The Very Rev. DJL Richardson
IV Rogers ASM
M Sellar
GE Shaw
Lady Stephen
D Taylor
C Wassertheil
AG Williams

WESTERN AUSTRALIA

KNIGHTS AND DAMES OF GRACE

Her Excellency the Hon.
K Sanderson AO—Knight
Commander
T Ahern ASM
BA Andrews ASM
WJ Barker CD
R Blizard
G Ferguson
DE Franklin BEM
J Johnston OAM
IL Kaye-Eddie ASM
E Khangure
T Hamilton AM
M Isbister ASM OAM
GA King
The Hon. M McCusker AC CVO QC
T McCusker

K Michael AC
M Muirhead OAM
Wing Comm. Dr HF Oxer AM ASM
JE Ree
PS Wood JP
KJ Young
Commanders
PG Bates
MJ Cockman OAM
K Collins AM
GB Crandell
J Di Masi
R Dyer
DJ Gildersleeve
M Godwell
BK Hampson
RN Jesson
JC Jones

S Leslie
KR Littlewood
R Lugg
BF McNerney OAM CD
DCB Mouchemore CD
J Neave
R Passmore OAM
Lieut. Col. Dr RL Pearce AM RFD JP
R Reid AM
D Saunders
C Schelfhout
B Sinclair
JD Snowdon OAM
DJ Stewart OAM
K Swansen
A Williams
JL Williams
JM Williams

IN MEMORIAM

AUSTRALIAN CAPITAL

TERRITORY

MD Miller KStJ
W Langsford CStJ
R Cooke MStJ
Northern Territory
J Hoschke MStJ

QUEENSLAND

V Crook DStJ
B McCafferty CStJ
E Young CStJ
J Illott OStJ
R Hunt MStJ
P Niethe MStJ
B Smithhurst MStJ

SOUTH AUSTRALIA

R Owens MStJ
E Rayner MStJ

TASMANIA

J Stewart KStJ
D Brown OStJ
H Geappen MStJ

VICTORIA

J Blackstock KStJ
G Harris CStJ
J Feain OStJ
T King OStJ
R Lock OStJ
W Pedretti OStJ
E Allchin MStJ
R Budgen MStJ
R Cooke MStJ
H Hoffmann MStJ
K Kain MStJ
J McQuade
R Moore MStJ
E Nissen MStJ
D Sedgwick MStJ

WESTERN AUSTRALIA

O Hedemann CStJ
E Dyer OStJ
R Evans OStJ I Day MStJ
K Kane MStJ
G Smith MStJ
M Tomlin MStJ

Great care has been taken by the Priory Office in compiling these lists of members of the Order. It is possible, however, that mistakes have occurred. Please notify the Australian Office of St John immediately if any errors or omissions are found: enquiries@stjohn.org.au.

ADMISSIONS AND PROMOTIONS 2016

During 2016, St John was proud to admit 100 people to the Order, and promote 26 people within the Order. These people are congratulated for their untiring and dedicated service to the Australian community, and for upholding the values and virtues of The Most Venerable Order of the Hospital of St John of Jerusalem.

PROMOTIONS

KNIGHT OF GRACE

Keith Dansie (SA)
Richard Hurford (Priory)

DAME OF GRACE

Roxy Cowie (Tas.)
Edith Khangure (WA)
Josephine Weeks (Tas.)

COMMANDER

Kenneth Handley (NSW)
Malcolm Hyde (SA)
Peter Leggat (Qld)
Cameron Oxley (Priory)
David Saunders (WA)
Nitin Verma (Tas.)

OFFICER

Donald Atkins (WA)
Colin Barron (WA)
Paul Beech (WA)
Jason Bendall (NSW)
Tania Canidisech (Vic.)
Daniel Ciccossillo (Vic.)
Mark Ferguson (NT)
Doris Haddock (Qld)
Lorna Hawke (SA)
Ian Jones (WA)
Lily McDonald (Vic.)
Trevor Murphy (NSW)
Trevor Prout (WA)
Garth Roberts (WA)
Glenn Willan (WA)

ADMISSIONS

AS AN OFFICER

Brenton Daulby (SA)
Murray Henderson (WA)
Eleanor Hill (WA)
Thelma Rafferty (WA)
Scott Santinon (Vic.)
Carol Williams (WA)

AS A MEMBER

Aaron Altenhof (Vic.)
Natalie Andersen (WA)
Royce Andrews (NT)
Shane Bilston (WA)
Robert Boase (WA)
Baxter Bothe (WA)
Vivien Bowkett (WA)
Kylie Brooke (NSW)
Aaron Brooks (NT)
Brett Butler (NT)
Nicholas Callanan (Vic.)
Helen Chant (NSW)
Michael Cheng (NSW)
Anita Church (WA)
Darrell Church (WA)
Thomas Clark (Vic.)
Alexander Coates (SA)
Elizabeth Coffey (Qld)
Belinda Corcoran (Vic.)
Naomi Cornwell (WA)
Jeffrey Doggett (WA)
Beth Donaldson (WA)
Rhys Dowell (NT)
Pamela Ellem (Vic.)
Andrew Eyre (WA)
Gloria Fairfax (Qld)
John Gallagher (ACT)
Lynette Gell (WA)
Bronwyn Giles (WA)
John Golino (Vic.)
Kerryn Gouldson (Vic.)
Courtney Grigg (Vic.)
Janet Hall (WA)
Ken Hart (WA)
Jeremy Haslam (WA)
Eileen Haslemore (Qld)
Mike Henzell (Vic.)
Paula Hiley (Qld)
Paul Houghton (NSW)
Peter Hewat (WA)
Graham Hunt (WA)
Stuart Husband (Tas.)
Damian Ingram-Malecky (WA)

Gaynor Jefferies (WA)
Clare Jeans (Vic.)
David Johnson (Qld)
Jill Jones (WA)
Brendan Jordan (WA)
Grant Keats (Qld)
James Kennedy (Vic.)
Rachelle Keffe (Qld)
Horst Kubsch (WA)
Roger Ladyman (WA)
Denise Lane (WA)
Dianne Langford-Fisher (WA)
Gabrielle Lhuede (Priory)
Richard Lodder (Vic.)
Sandra Lymbery (WA)
Jacqueline MacKay (WA)
Anita Martin (WA)
Lorraine Martin (WA)
De-arne McBride (WA)
Ian McDonald (WA)
Kevin McKenna (WA)
Sarah McLaughlin (NT)
Maxine Moroney (WA)
Kylee Noble (Qld)
Christopher Obst (WA)
Jennifer Page (NSW)
Philip Pickering (WA)
Maxine Puljiz (WA)
Ashleigh Punch (WA)
Keith Purton (Qld)
Kerri Rae (SA)
Roslyn Rice (Qld)
Philip Robinson (WA)
Tamra Rogers (WA)
Melissa Rorke (WA)
Maree Salter (Vic.)
Kym Schmid (ACT)
Nathanael Semmler (ACT)
Craig Sigley (WA)
Donna Skerris (WA)
Peter Spencer (SA)
Dean Stockwell (WA)
Sharon Tate-McIntosh (WA)
Andrea Teakle (WA)
Andrew Templemen Twells (WA)
Pamela Tennant (WA)
Kenneth Whyatt (SA)
Elliot Williams (NSW)
Johanna Wills (WA)
Kelly Young (SA)
Kyla Young (NSW)

YOUTH / CADETS



2016 was a productive year for the National Cadet Group, which saw collaboration with the Australian Youth Advisory Network to commence development of the 2017–2020 National Youth Strategy.

ST JOHN CADETS

During 2016, a number of resources were produced to aid leaders and managers in their work, including Cadet Behaviour Management practices, Management of Health Conditions within the organisation, and the development of the International Cadet Camp Policy and Guidelines. Reviews and updates of existing policies and guidelines also occurred including criteria for the: Grand Prior's Award, Cadet Service Recognition, and Cadet First Aid Competition Guidelines. Finally, the review of numerous Cadet Program publications continued, including the annual Junior and Cadet First Aid Workbooks, and the Cadet Proficiency Course Curriculum.

INTERNATIONAL CADET CHAMPIONSHIPS, HONG KONG

In January 2016, Australia proudly participated in the International Cadet Camp in Hong Kong. Congratulations to all the successful teams and individuals who participated in this event.

Our Australian contingent of Cadets did us proud—congratulations to our winners, their trainers who contributed to their success, and the rest of the Australian team for their support.

COMPETITION RESULTS

	1st	2nd	3rd
International Shield	New Zealand	Australia	Canada
Individual Presentation	Australia: Grace Ahrens (NSW)	Canada, New Zealand & Sri Lanka	England
Pairs First Aid	New Zealand	Australia: Grace Ahrens (NSW), Nikita Proud (SA)	South Africa & Wales
Team First Aid	New Zealand	Australia: Grace Ahrens (NSW), Nikita Proud (SA), Hayley McLaughlin (NT), Lauren Coghill (NT)	Canada

2016 NATIONAL CADET CHAMPIONSHIPS

All competitors performed exceptionally and represented their State or Territory, and themselves, proudly. Congratulations to all competitors, trainers and their supporters.

CADET INDIVIDUAL

- 1st Michael Andrews, Queensland
- 2nd Zoe Johnston, Northern Territory
- 3rd Gabriella Iocco, Victoria

CADET LEADER

- 1st Casey McDermott, Queensland
- 2nd Farida Syed, New South Wales
- 3rd Jessica Mercieca, Victoria

CADET TEAM

- 1st Victoria: Angus Dempsey, Eliza Geraghty, Jonathon Khuu
- 2nd New South Wales: Ben Chapman, Alex Noh, Daniel Wilson
- 3rd Northern Territory: Lauren Coghill, Hayley McLaughlin, Luke McLaughlin

OVERALL STATE/TERRITORY CHAMPION

1st NEW SOUTH WALES

Manager: Ashleigh Hanson
 Team: Ben Chapman, Alex Noh, Daniel Wilson
 Individual: Laura Cook
 Cadet Leader: Farida Syed

2nd VICTORIA

Manager: Luke Bethune
 Team: Angus Dempsey, Eliza Geraghty, Jonathon Khuu
 Individual: Gabriella Iocco
 Cadet Leader: Jessica Mercieca

3rd NORTHERN TERRITORY

Manager: Kelly Raven
 Team: Lauren Coghill, Hayley McLaughlin, Luke McLaughlin
 Individual: Zoe Johnston



2016 MARK COMPTON KNOWLEDGE OF THE ORDER PRIZE

Cadet, Alijah McDougall of Moreton Bay Division, Queensland, was awarded the 2016 Mark Compton, Knowledge of the Order Prize (KOTO) for outstanding work in the research project component of the KOTO Proficiency Badge. Alijah was awarded his Prize at the QLD State Awards day—he also received his Grand Prior's Award on the same occasion.

2016 GRAND PRIOR AWARD RECIPIENTS

NEW SOUTH WALES

Nicholas Owen, Adamstown RSL Cadet Division
Kiaesha Durie-Fox, Blue Mountains Combined Division
Lachlan Campbell, Molong Cadet Division
Jade Kirk, Molong Cadet Division
Jake Saltana, Blue Mountains Combined Division
Lewis Tran, Bankstown City Cadet Division

NORTHERN TERRITORY

Patrick Chow, Casuarina Cadet Division
Lauren Coghill, Casuarina Cadet Division
Gemma Gray, Casuarina Cadet Division
Zoe Johnston, Alice Springs Cadet Division
Hayley McLaughlin, Casuarina Cadet Division
Luke McLaughlin, Casuarina Cadet Division
Jessica Longe, Alice Springs Cadet Division
Racquelle Paterson, Alice Springs Cadet Division
Melanie Tran, Bankstown City Cadet Division

QUEENSLAND

Taylor Hailes, Algester Division
Jessica Quelch, Logan Division
James Sherrington, Algester Division

SOUTH AUSTRALIA

Kelly Guthberlet, Noarlunga No. 2 Cadet Division

VICTORIA

Eliza Geraghty, St Monica's Cadets Division
Lachlan Gutsche, Wodonga Division
Tanishea Holmquest, Pascoe Vale Girls College Division
Gabriella Iocco, Pascoe Vale Girls College Division
Nichola Irvine, Wodonga Combined Division
Veroza Kym, Greater Dandenong Division
Phoebe McGrath, East Gippsland Combined Division
Adam Palamara, St Monica's Cadets Division
Zara Ruzic, Maroondah Combined Division
Claire Treadwell, Maroondah Combined Division
Connor Troy, East Gippsland Combined Division

WESTERN AUSTRALIA

Matthew Abeliotis, Wanneroo Cadet Division
Tynon Kent-Petero, Wanneroo Cadet Division
James Roper, Wanneroo Cadet Division

AUSTRALIAN YOUTH ADVISORY NETWORK

MEET THE TEAM

Belinda Ding
National Policy Manager



EXTERNAL COLLABORATION

The Australian Office was fortunate to have a visit from Sarah Manley, Director of Youth and Community, St John Ambulance New Zealand. The purpose of the visit was to share best practice and gain new insights into the youth programs reciprocally, including the Cadet Program, facilitation of youth participation, First Aid in Schools program, mental health and child protection training methods, and e-learning.

BOUNDLESS



In September 2016, AYAN hosted 30 young members of St John, to provide opportunities for professional development, networking and consultation, with partial funding provided by the Australian Office. The program saw experts in their field present to young participants and engage them in hands-on learning in leadership, volunteer management, and making an impact in St John. Consultation activities occurred on a number of topics that have assisted in informing the draft outline of a 2017-2020 National Youth Strategy.

In addition to hosting face-to-face participants, Boundless was live-streamed to the nation, again supported by the highly trained audio-visual group in the Australian Office. The live-stream saw 769 people tune into the streamed presentations over the course of the weekend. Videos of all the presentations have subsequently been released—as at 10 October 2016, these videos had reached 13,242, recording total views of 3568.

Feedback from participants suggest that Boundless was a wonderful success.

NATIONAL YOUTH SURVEY



Conducted by the Australian Youth Advisory Network, with support by the Australian Office, the inaugural St John National Youth Member Survey aims to act as a thermometer—one that checks the temperature of youth satisfaction across a number of priority areas in our organisation, including: opportunities, recognition, flexibility, wellbeing, communication, decision-making, career progression, challenge, valuing members, respondents' future in St John.

Armed with the results of this survey, St John has begun to establish a picture of how our young members feel about their organisation, and the areas that warrant attention by both the Australian, and State and Territory organisations.

A total of 229 young St John members participated in the survey, the results of which will inform the development of the 2017-2022 National Youth Strategy. A report on the results of the survey will be made available in early 2017.

THE NORMA BELL NATIONAL YOUTH LEADER AWARD



The Norma Bell National Youth Leader Award is an initiative of the Australian Youth Advisory Network of St John. The Award is funded by the generous bequest of the late Norma Bell, friend and supporter of youth development within St John. The Award intends to support two outstanding young members every year for their activities as leaders in St John, promoting their contributions on a national stage, and providing further professional development pathways.

The 2016 Norma Bell National Youth Leader Award went to 26-year-old, Sarena Hyland of Alice Springs Cadet Division in the Northern Territory.

Ms Sarena Hyland (left) receiving the Norma Bell Award from Ms Sally Hasler, Priory Officer.

OPHTHALMIC



ST JOHN EYE HOSPITAL IN JERUSALEM GROUP

The St John Eye Hospital in Jerusalem is improving the lives of individuals, families, communities and the infrastructure of a shattered, war-torn region.

By providing charitable eye care to an internationally recognised expert standard, and with locally trained Palestinian medical staff, SJEHG returns the gift of sight swiftly and indiscriminately across the Occupied Palestinian Territories.

With their sight saved, children can return to education and adults can return to work. With high levels of poverty and strict movement restrictions in the region, many of our patients would not even seek medical care if SJEHG did not exist, knowing they could not afford any treatment they needed. As whole families often suffer from similar debilitating eye diseases, the impact of SJEHJG's medical care and their ethos to never turn a patient away, cannot be understated.

St John Ambulance Australia receives regular updates about the work of the Eye Hospital via the group's quarterly online newsletter, *Jerusalem Scene*, and an annual report to the Australian Priory.



AUSTRALIAN FRIENDS OF THE ST JOHN EYE HOSPITAL GROUP

2016 saw the enthusiastic establishment of the Friends of SJEHG.

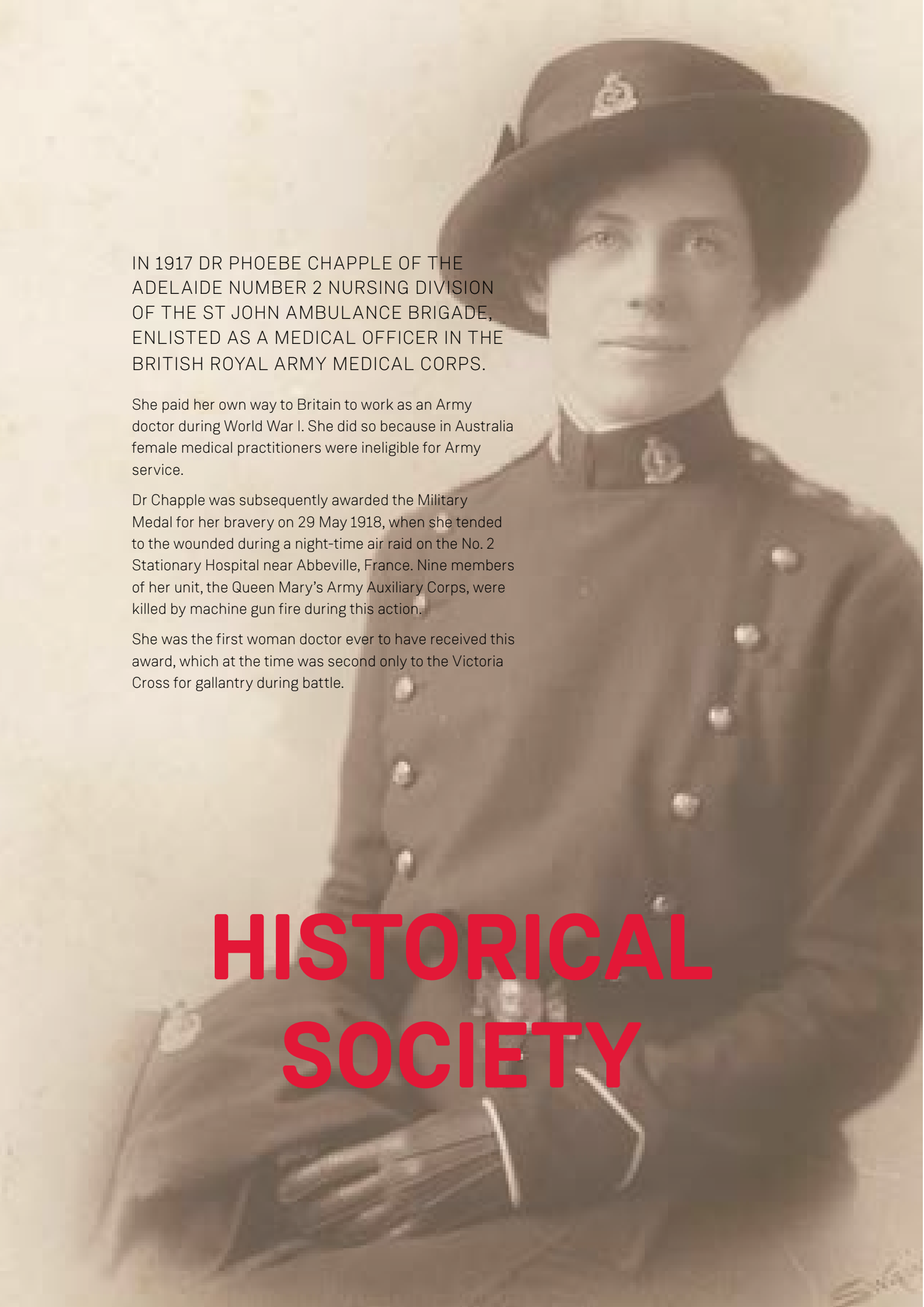
Becoming a Friend of the SJEHG provides a meaningful structure in which to raise funds to help aid the Eye Hospital's programs, and achieving the Friends' goal of 'Saving Sight, Changes Lives'.

The Group has over 100 members and raised more than \$5000 in the past 12 months.

ST JOHN OPHTHALMIC WEEK

The Australian Office held another successful trivia and silent auction night, with a full house of 110 Ophthalmic supporters.

The night saw a generous donation of over \$7000 contributed to St John's ophthalmic activities, in Jerusalem, Timor-Leste, and in Australia.



IN 1917 DR PHOEBE CHAPPLE OF THE
ADELAIDE NUMBER 2 NURSING DIVISION
OF THE ST JOHN AMBULANCE BRIGADE,
ENLISTED AS A MEDICAL OFFICER IN THE
BRITISH ROYAL ARMY MEDICAL CORPS.

She paid her own way to Britain to work as an Army
doctor during World War I. She did so because in Australia
female medical practitioners were ineligible for Army
service.

Dr Chapple was subsequently awarded the Military
Medal for her bravery on 29 May 1918, when she tended
to the wounded during a night-time air raid on the No. 2
Stationary Hospital near Abbeville, France. Nine members
of her unit, the Queen Mary's Army Auxiliary Corps, were
killed by machine gun fire during this action.

She was the first woman doctor ever to have received this
award, which at the time was second only to the Victoria
Cross for gallantry during battle.

HISTORICAL SOCIETY

The St John Ambulance Historical Society of Australia is an active and effective part of St John Ambulance Australia, 'Preserving and promoting the St John heritage'.



St John's Australian Office supports and encourages the volunteer work of the Historical Society. Assistance is provided for distribution of the Society's publications, and the Society's website presence is maintained and updated with membership details.

The Society's Executive and Membership groups are all passionate St John volunteers whose tasks are to preserve the history of St John in Australia. Most of the States and Territories house collections of memorabilia and publications, and the public and St John members are encouraged to visit those collections. The Australian Office hosted a number of visitors in 2016 who explored the national collection which includes the Pel Fesq stained glass windows depicting floral emblems of St John.

2016 ACTIVITIES

- The Society's 18th Annual History Seminar and 15th Annual General Meeting were held in Adelaide.
- *St John History*, volume 16, published.
- Four editions of the quarterly newsletter, *Pro Utilitate*, distributed to members.
- *One St John*, Volume 2, edited by Ian Howie-Willis and John Pearn and published by St John International.
- *All in Order: The very best of St John History*, an anthology of 19 significant articles published in *St John History*, edited by Mr James Cheshire—the first book ever published by the Historical Society, and launched by the Chancellor, Professor Mark Compton.

SUPPORTING ALMOST 300 MEMBERS INCLUDING OVERSEAS SUPPORTERS

EXECUTIVE OFFICERS

President	Allan Mawdsley
Secretary	James Cheshire
Deputy Secretary	Edith Khangure
Treasurer	Stuart McEwan
Journal Editor	Ian Howie-Willis
Librarian	John Pearn

STATE/TERRITORY MEMBERSHIP OFFICERS

Ian Howie-Willis (ACT), Betty Stirton (NSW), Dawn Bat (NT) and Beth Dawson (Qld), Brian Fotheringham (SA), Roxy Cowie (Tas.), Stuart McEwan (Vic.) and Edith Khangure (WA)

FINANCIAL REPORT

THE RECEIVER GENERAL'S REPORT

It is my pleasure to present the financial report for St John Ambulance Australia Incorporated in respect of the year ended 31 December 2016. The overall result for the year was a surplus of \$206,000 (\$492,000 deficit in 2015) which was achieved after an unrealised gain from our managed investment portfolio.

Funding for the Australian Office was once again provided by most States and Territories in accordance with a predetermined calculation that is endorsed by the Board only after a detailed budget is adopted. Understandably, participating States and Territories expect their annual contributions to be kept to a minimum, and I note that receipts in this 2016 year were the same as for the prior year. All staff in the Australian Office are to be commended for delivering services within a tight fiscal environment.

A key facet of national activity continues to be the National Product Sourcing Unit (NPSU), procuring quality merchandise and uniforms from overseas suppliers to service internal, retail and online demand. The policy of the NPSU is to make a modest margin on transactions just to cover overheads plus the costs of managing foreign exchange risks, and extending credit to States and Territories from time to time.

During this year most States and Territories, led by Queensland and New South Wales, have collaborated in development of an enhanced software capability to standardise websites, sales activity and customer relationships. This is an exciting initiative to share resources and leverage the St John Ambulance brand by using current technology in a harmonious way. With Board approval our Australian Office facilitated this process by funding \$783,000 (nil in 2015) in licencing and implementation costs, with more committed in 2017. These costs are to be carried in our balance sheet and, when the system is fully operational, will be recovered on a user-pays basis. I particularly commend the many executives and staff around Australia who have embraced this journey.

The managed investment portfolio remains by far the largest asset on our balance sheet, worth \$12.8million at year-end (\$13.6million at December 2015) generating \$691,000 of income (\$680,000 in 2015). During the 2016 year, \$1.54million was withdrawn from the portfolio to offset a budget shortfall from 2015 plus ready funds for the system development costs referred to above. It should be noted that until 2014 all income from this portfolio was traditionally held and reinvested, but budget pressures and special projects will deny us this indulgence for the time being at least.

It is refreshing to celebrate that in 2016 the regulatory and political environment around the not-for-profit sector was comparatively calm—the Australian Charities and Not-for-profits Commission prevails, and the sector grows in terms of revenue, employee numbers and social contribution, frequently delivered by volunteers like those in St John. There remains work to be done, however, and St John continues to be an active member of the Community Council of Australia which ably makes the case for reform and innovation.

Once again I chaired the scheduled meetings of both the Risk and Compliance Committee and the Budget Committee, and I thank the respective members for their support and contribution. Beyond the regular agendas, these meetings received presentations from people with expertise in risk, the not-for-profit sector and related topics who informed us and stimulated our debate around St John's affairs. I feel these presentations are now a valuable feature of our meeting program and influence reporting to your Board on relevant governance matters.

To close, I offer sincere thanks to Board colleagues, staff and members for all that they do and the way that they support me. Particular events in the Australian Office were to welcome Robert Hunt as CEO but sadly to farewell our finance manager, Amanda Power, who is continuing her career at another worthy not-for-profit.



Mr Glen Brewer
Receiver General



ManserTierney&Johnston
Chartered Accountants & Wealth Management

ST. JOHN AMBULANCE AUSTRALIA INCORPORATED
ABN 83 373 110 633

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

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of St. John Ambulance Australia Incorporated (the association), which comprises the statement of financial position as at 31 December 2016, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the statement by members of the committee.

In our opinion, the accompanying financial report of St. John Ambulance Australia Incorporated has been prepared in accordance with Associations Incorporation Act 1991 (ACT) and Div 60 of the *Australian Charities and Not-for-profits Commission Act 2012* and, including:

- i) giving a true and fair view of the association's financial position as at 31 December 2016 and of its financial performance for the year then ended; and
- ii) complying with Australian Accounting Standards, Associations Incorporation Act 1991 (ACT) and the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110: *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our ethical responsibilities in accordance with the Code.

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

Independence

In conducting our audit, we have complied with the independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and any applicable code of professional conduct in relation to the audit.

MTJ Audit Pty Ltd ABN 79 612 252 310

*Taxation & Business Advice • Self Managed Superannuation
Audit & Assurance • Wealth Management*

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ManserTierney&Johnston
Chartered Accountants & Wealth Management

ST. JOHN AMBULANCE AUSTRALIA INCORPORATED
ABN 83 373 110 633

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

Information Other than the Financial Report and Auditor's Report Thereon

The committee is responsible for the other information. The other information comprises the information included in the association annual report for the year ended 31 December 2016, but does not include the financial report and our auditor's report thereon. Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon. In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the Committee for the Financial Report

The committee is responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the Associations Incorporation Act 1991 (ACT), *Australian Charities and Not-for-profits Commission Act 2012* and the needs of the members. The committee's responsibility also includes such internal control as the committee determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.



ManserTierney&Johnston
Chartered Accountants & Wealth Management

ST. JOHN AMBULANCE AUSTRALIA INCORPORATED
ABN 83 373 110 633

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

- Obtain an understanding of internal control relevant to the audit to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the committee.
- Conclude on the appropriateness of the committee's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Signed at Wahroonga this 13 day of March 2017.

MTJ AUDIT PTY LTD

DANE TIERNEY
Partner

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COMMITTEE'S REPORT

Your Committee members submit the financial statements of St John Ambulance Australia Incorporated for the financial year ended 31 December 2016.

Committee members

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

Professor M R Compton
Mr G Brewer
Professor P Leggat
Dr V P Efsthatis (to September)
Ms S Watson (from September)
Mr G A King (to October)
Mr S Leslie (from October)
Mr C Oxley
Mr R Neal
Mr B Bunton
Mr M Hyde
Mr R Chin
Mr S Smith
Ms S A Hasler

Principal activities

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

- a. the national administration and policy-making of St John Ambulance Australia Inc. and its charitable first aid and community service work
- b. the production of print and online learning resources for the teaching of first aid and ancillary subjects to the community, including the instruction and accreditation of members of the Organisation, and product supply through State and Territory organisations to the general public
- c. the assembly and supply of first aid kits and associated items to members of St John Ambulance Australia Inc., and through State and Territory organisations to the general public.

Significant changes

No significant changes in the nature of this activity occurred during the financial year.

Operating result

The net surplus (deficit) of the Association for the financial year amounted to \$206 224 (2015, (\$492 430)).

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



Professor Mark Compton
Chancellor



Mr Glen Brewer
Receiver General

Dated this fourth day of March, Two thousand and seventeen

STATEMENT BY MEMBERS OF THE COMMITTEE

FOR THE YEAR ENDED 31 DECEMBER 2016

The Committee has determined that the Association is not a reporting entity and that these special purpose financial statements should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

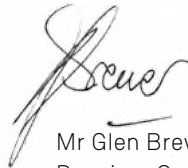
In the opinion of the Committee, the attached financial statements as set out on pages 63 to 75:

1. present a true and fair view of the financial position of St John Ambulance Australia Incorporated as at 31 December 2016 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements, the requirements of the *Associations Incorporation Act 1991* (ACT) and the *Australian Charities and Not-for-Profits Commission Act 2012*; and
2. at the date of this statement, there are reasonable grounds to believe that St John Ambulance Australia Incorporated will be able to pay its debts as and when they fall due.

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



Professor Mark Compton
Chancellor



Mr Glen Brewer
Receiver General

Dated this fourth day of March, Two thousand and seventeen

STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 31 DECEMBER 2016

	Note	2016 \$	2015 \$
Revenues from ordinary activities	2	10 650 398	8 742 063
Cost of sales of publications, first aid kits and components, and uniforms	3a.	(6 216 894)	(5 048 785)
Employee benefits expense		(1 761 918)	(1 743 619)
Depreciation and amortisation expenses		(93 438)	(82 847)
Other expenses from ordinary activities		(2 712 376)	(2 245 851)
Net current year deficit		(134 228)	(379 039)
Other comprehensive income			
Net gain (loss) on re-measurement of managed investments		340 453	(113 391)
Total other comprehensive income for the year		340 453	(113 391)
Total surplus (deficit) for the year	3d.	206 224	(492 430)

STATEMENT OF FINANCIAL POSITION

FOR THE YEAR ENDED 31 DECEMBER 2016

	Note	2016 \$	2015 \$
Current assets			
Cash assets	4	845 507	782 063
Receivables	5	1 571 611	1 051 618
Inventories	6	686 405	755 482
Other	7	138 079	75 781
Total current assets		3 241 603	2 664 943
Non-current assets			
Other financial assets	8	12 803 438	13 565 301
Property, plant and equipment	9	3 109 420	2 306 661
Total non-current assets		15 912 858	15 871 962
Total assets		19 154 461	18 536 906
Current liabilities			
Payables	10	947 399	551 045
Provisions	11	245 171	229 367
Other	12	17 864	18 688
Total current liabilities		1 210 434	799 101
Total liabilities		1 210 434	799 101
Net assets		17 944 027	17 737 805
Equity			
Reserves	13	388 236	536 392
Retained surplus	14	17 555 791	17 201 413
Total equity		17 944 027	17 737 805

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 DECEMBER 2016

	Note	2016 \$	2015 \$
Cash flow from operating activities			
Receipts from customers		9 428 805	7 931 754
Investment income		116 296	108 139
Payments to suppliers and employees		(10 293 564)	(8 636 417)
Net cash provided by (used in) operating activities	20b.	(748 463)	(596 524)
Cash flow from investing activities			
Proceeds from sale of property, plant and equipment		—	13 000
Payment for property and plant		(827 693)	(186 813)
Transfer from/(to) managed portfolio		1 639 600	—
Net cash provided by (used in) investing activities		811 907	(173 813)
Cash flow from financing activities		—	—
Net increase (decrease) in cash held		63 444	(770 337)
Cash at beginning of the year		782 063	1 552 400
Cash at end of the year	20a.	845 507	782 063

STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 31 DECEMBER 2016

	Note	2016 \$	2015 \$
Reserves	13		
Opening balance 1 January 2016		536 392	936 083
Add: movements to/(from) Reserves		(113 156)	(399 691)
Closing balance 31 December 2016		423 236	536 392
Retained profits	14		
Retained profits at 1 January 2016		17 201 413	17 294 149
Add: operating surplus/(deficit) for 2016		206 223	(492 427)
		17 407 636	16 801 722
Add: transfers (to)/ from Reserves		113 156	399 691
Retained profits at 31 December 2016		17 520 791	17 201 413
Total equity		17 944 027	17 737 805

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER 2016

Note 1. Summary of significant accounting policies

The financial statements are special purpose financial statements prepared in order to satisfy the financial reporting requirements of the *Associations Incorporation Act 1991* (ACT) and the *Australian Charities and Not-for-Profits Commission Act 2012*. The Committee has determined that the Association is not a reporting entity.

The financial statements have been prepared on an accruals basis and are based on historic costs and do not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of these financial statements.

Note 1 Accounting policies

a	Income tax	No provision for income tax has been raised, as the association is exempt from income tax.
b	Property, plant and equipment	Property, plant and equipment are carried at cost, independent of committees' valuation. All assets, excluding freehold land and buildings, are depreciated over their useful lives to the association from the time the asset is held ready for use.
c	Impairment of assets	At the end of each reporting period, the entity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised in the income and expenditure statement.
d	Inventories	Inventories are measured at the lower of cost and net realisable value. Costs are assigned on a first-in-first-out basis and include direct materials, direct labour, and an appropriate proportion of variable and fixed overhead expenses.
e	Employee provisions	Provision is made for the association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee provisions have been measured at the amounts expected to be paid when the liability is settled.
f	Provisions	Provisions are recognised when the association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions are measured at the best estimate of the amounts required to settle the obligation at the end of the reporting period.
g	Cash on hand	Cash on hand includes cash on hand, deposits held at call with banks, and other short-term highly liquid investments with original maturities of three months or less.
h	Accounts receivable and other debtors	Accounts receivable and other debtors include amounts due from members as well as amounts receivable from donors. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

Notes to the financial statements for the year ended 31 December 2016

Note 1 Accounting policies

i	Revenue and other income	<p>Revenue is measured at the fair value of the consideration received or receivable.</p> <p>Interest revenue is recognised using the effective interest rate method.</p> <p>Grant and donation income is recognised when the entity obtains control over the funds which is generally at the time of receipt.</p> <p>All revenue is stated net of the amount of goods and services tax (GST).</p>
j	Leases	<p>Leases of plant and equipment, where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership, are transferred to the association, are classified as finance leases.</p> <p>Finance leases are capitalised by recording an asset and a liability at the lower of the amounts equal to the fair value of the leased asset or the present value of the minimum lease payments, including any guaranteed residual values. Lease payments are allocated between the reduction of the lease liability and the lease interest expenses for that period.</p> <p>Leased assets are depreciated on a straight-line basis over the shorter of their estimated useful lives or the lease term. Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.</p>
k	Goods and services tax (GST)	<p>Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office (ATO). Receivables and payables are stated inclusive of the amount of GST receivable or payable. The amount of GST recoverable from, or payable to, the ATO is included with other receivables in the Balance Sheet.</p>
l	Financial assets	<p>Investments in financial assets are initially recognised at cost, which includes transaction costs and are subsequently measured at fair value which is equivalent to their market bid price at the end of the reporting period. Movements in fair value are recognised through an equity reserve.</p>
m	Account payable and other payables	<p>Accounts payable and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the association during the reporting period that remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.</p>
n	Member's liability	<p>Members are liable for the amounts each member owes the association in respect of their membership ie fees or subscriptions due to the association.</p> <p>Members of the management committee of the association also have limited liability for the debts of the association, as long as they have followed accepted business and community standards.</p>
o	Comparative figures	<p>Where required by Accounting Standards, comparative figures have been adjusted to conform with changes in presentation for the current financial year.</p>

Notes to the financial statements for the year ended 31 December 2016

Note	Note	2016 \$	2015 \$
2	Revenue		
	Operating activities		
	State and Territory contributions	1 888 218	1 886 747
	Sale of first aid kits components and uniforms	7 852 182	5 770 532
	Donations	68 024	98 130
	Other	26 276	75 505
		<u>9 834 700</u>	<u>7 830 914</u>
	Non-operating activities		
	Interest receivable	4 520	13 621
	Return on managed investments	693 986	784 073
	Sponsorship	16 617	12 880
	Rental income	100 575	100 575
		<u>815 698</u>	<u>911 149</u>
	Total revenue from ordinary activities	<u>10 650 398</u>	<u>8 742 063</u>
	Unrealised gain on investments	340 453	(113 391)
	Total revenue	<u>10 990 851</u>	<u>8 628 672</u>
3	Surplus from ordinary activities Surplus from ordinary activities has been determined after:		
	A. Expenses		
	Cost of first aid kits components and uniforms	6 216 894	5 048 785
	Depreciation of property plant and equipment	93 438	82 847
	Net loss on disposal of plant and equipment	10 455	4 902
	Stock write-offs	47 546	61 826
	Remuneration of the auditor—audit or review	14 600	14 200
	B. Revenue and net gains (losses)		
	Net gain (loss) on disposal of property plant and equipment	(10 455)	(4 902)
	Unrealised gain on investments	340 453	(113 391)
	C. Significant revenues and expenses The following revenue and expense items are relevant in explaining the financial performance.		
	Contributions receivable from States and Territories	1 888 218	1 886 747
	D. Surplus (deficit) by function		
	National Office	47 183	(433 772)
	National Product Sourcing Unit	159 041	(58 658)
		<u>206 224</u>	<u>(492 430)</u>

Notes to the financial statements for the year ended 31 December 2016

Note	Note	2016 \$	2015 \$
4	Cash assets		
	Cash on hand	1 300	1 300
	Cash at bank	767 162	714 599
	Cash on deposit	77 045	66 164
		<u>845 507</u>	<u>782 063</u>
5	Receivables—current		
	Other receivables	—	282 740
	Related entities	1 571 611	768 877
		<u>1 571 611</u>	<u>1 051 618</u>
6	Inventories—current		
	Raw materials and component stores at cost	325 984	331 901
	Publications at cost	262 335	317 129
	Work in progress at cost—publications	—	199
	Merchandise and memorabilia at cost	98 086	106 253
		<u>686 405</u>	<u>755 482</u>
7	Other assets		
	Prepayments	126 427	60 879
	Deposits	11 652	14 902
		<u>138 079</u>	<u>75 781</u>
8	Other financial assets		
	Managed investments—at market value	12 803 438	13 565 301
		<u>12 803 438</u>	<u>13 565 301</u>
9	Property, plant and equipment		
	Plant and equipment—at cost	534 793	462 794
	Less accumulated depreciation	(335 421)	(293 123)
		<u>199 372</u>	<u>169 672</u>
	Software and website development—at cost	783 011	—
	Less accumulated depreciation	—	—
		<u>783 011</u>	<u>—</u>
	Land and buildings—at cost	1 932 426	1 932 426
	Less accumulated depreciation	(34 692)	(23 126)
		<u>1 897 734</u>	<u>1 909 300</u>
	Leasehold improvements	261 234	246 174
	Less accumulated depreciation	(31 931)	(18 485)
		<u>229 303</u>	<u>227 689</u>
	Total property plant and equipment	<u>3 109 420</u>	<u>2 306 661</u>

Notes to the financial statements for the year ended 31 December 2016

Note	Note	2016 \$	2015 \$
9	Property, plant and equipment— movement in carrying amounts		
	Plant and equipment		
	Balance at beginning of year	169 671	133 329
	Additions	153 086	115 012
	Disposals	(44 500)	(13 000)
	Depreciation expense	(68 433)	(60 766)
	Profit/(loss) on disposals	(10 455)	(4 902)
	Carrying amount at end of year	199 372	169 672
	Software and website development		
	Balance at beginning of year	—	—
	Additions	783 011	—
	Disposals	—	—
	Depreciation expense	—	—
	Profit/(loss) on disposals	—	—
	Carrying amount at end of year	783 011	—
	Land and buildings		
	Balance at beginning of year	1 909 300	1 920 865
	Additions	—	—
	Disposals	—	—
	Depreciation expense	(11 564)	(11 565)
	Profit/(loss) on disposals	—	—
	Carrying amount at end of year	1 897 736	1 909 300
	Leasehold improvements		
	Balance at beginning of year	227 689	161 204
	Additions	15 059	76 998
	Disposals	—	—
	Depreciation expense	(13 445)	(10 513)
	Profit/(loss) on disposals	—	—
	Carrying amount at end of year	229 303	227 689
10	Payables		
	Trade creditors	819 404	519 209
	Accrued expenses	127 995	31 836
		947 399	551 045

Notes to the financial statements for the year ended 31 December 2016

Note	Note	2016 \$	2015 \$
11	Provisions and employee entitlements—current		
	Employee entitlements (long service)	102 638	110 253
	Employee entitlements (annual leave)	142 533	119 115
		<u>245 171</u>	<u>229 367</u>
	Non-current		
	Employee entitlements (long service)	—	—
		<u>—</u>	<u>—</u>
	Number of employees at year end	17	15
12	Restricted funds—current		
	Overseas aid	17 864	18 688
		<u>17 864</u>	<u>18 688</u>
13	Reserves		
	Ophthalmic Reserve	—	—
	Publications Development Reserve	161 644	282 937
	National Office Foundation Reserve	6 596	41 596
	National Office Marketing Reserve	—	—
	Norma Bell Youth Reserve	219 996	211 859
		<u>388 236</u>	<u>536 392</u>
	Ophthalmic Reserve— movements during the year		
	The Ophthalmic Reserve records the surplus of donations received over the costs associated with ophthalmic outreach programs in Jerusalem and Australia.		
	Opening balance	—	3 576
	Donations and interest received	—	53 752
	Expenditure incurred	—	(57 326)
	Closing balance	<u>—</u>	<u>—</u>
	Publications Development Reserve— movements during the year		
	The Publications Development Reserve records the annual surplus/deficit associated with this stand- alone business activity so as to provide a pool for the future development of new/revised first aid training publications.		
	Opening balance	282 937	605 349
	Annual program decrements	(121 293)	(322 412)
	Closing balance	<u>161 644</u>	<u>282 937</u>

Notes to the financial statements for the year ended 31 December 2016

Note	Note	2016 \$	2015 \$
13	National Office Foundation Reserve— movements during the year		
	The National Office Foundation Reserve records the annual surplus/deficit associated with the balance of monies transferred from the St John Ambulance Foundation.		
	Opening balance	41 596	55 148
	Annual program decrements	(35 000)	(13 552)
	Closing balance	6 596	41 596
	National Office Marketing Reserve— movements during the year		
	The National Office Marketing Reserve records the funding available for marketing initiatives.		
	Opening balance	—	70 415
	Annual program decrements	—	(70 415)
	Closing balance	—	—
	Norma Bell Youth Reserve— movements during the year		
	The Norma Bell Youth Reserve records the funding available for youth initiatives.		
	Opening balance	211 859	201 596
	Annual program increments	8 136	10 263
	Closing balance	219 995	211 859
14	Retained surplus		
	Accumulated surplus at the beginning of the financial year	17 201 410	17 294 149
	Net surplus (deficit) attributable to the Association	206 224	(492 430)
	Transfer (to) from Ophthalmic Reserve	13 —	3 575
	Transfer (to) from Publications Development Reserve	13 121 293	322 411
	Transfer (to) from National Office Funding Reserve	13 35 000	13 552
	Transfer (to) from National Office Marketing Reserve	13 —	70 416
	Transfer (to) Norma Bell Youth Reserve	(8 136)	(10 264)
	Accumulated surplus at the end of the financial year	17 555 791	17 201 412
15	Capital commitments		
	As at 31 December 2016, amounted to \$648,989.		
16	Contingent liabilities		
	The Directors are not aware of any contingent liabilities.		

Notes to the financial statements for the year ended 31 December 2016

Note	Note	2016 \$	2015 \$
17	Subsequent events The Directors are not aware of any matters or circumstances that may significantly affect the operation of the Association, the results of the operation, or the state of affairs in the accounts in subsequent financial years.		
18	Economic dependence The Association is economically dependent on the operating entities of St John Ambulance in each state and territory of Australia. Details of the funding contributions and sales to those entities are detailed in Note 3c.		
19	Related entities St John Ambulance Australia Inc. (the Association) is the incorporated operating body of the Priory in Australia of the Most Venerable Order of the Hospital of St John of Jerusalem (the Order). The Order is incorporated by Royal Charter. Internationally, the Association is related to the Grand Council of the Order as the governing body of the Order. During the year the Association contributed amounts totalling \$225 786 towards the operating costs of the Grand Council, and incurred conference costs of \$14 515. Within Australia, the Association is related to operating and trustee entities in each State and Territory of Australia through the authority of the Association's constitution and the Royal Charter which is recognised in the constitutional documents of each State and Territory entity. Directors of the Association received no remuneration in respect of their position.		
20	Segment reporting The Association operates in a single geographical segment—Australia—through its State/Territory operational entities. The Association operates in the field of charitable first aid and community service work through the provision of print and online learning resources for the teaching of first aid and ancillary subjects to the community, including the instruction and accreditation of members of the Organisation, and supply through State and Territory organisations to the general public; the supply of first aid kits and associated items to members of St John Ambulance Australia Inc., and through State and Territory organisations to the general public, and the provision of ambulance and patient transport services.		
20	Cash flow information		
20a	Reconciliation of cash Cash at end of the financial year as shown in the statements of cash flows is reconciled to the related items in the statement of financial position as follows:		
	Cash on hand	1 300	1 300
	Cash at bank	767 162	714 599
	Cash on deposit	77 045	66 164
		<u>845 507</u>	<u>782 063</u>

Notes to the financial statements for the year ended 31 December 2016

Note	Note	2016 \$	2015 \$
20b	Reconciliation of cash flow from operations with profit from ordinary activities after tax		
	Surplus (deficit) from ordinary activities	206 224	(492 430)
	Non-cash flows in surplus (deficit) from ordinary activities		
	Depreciation	93 438	82 847
	Net gains on disposal of plant and equipment	10 455	4 902
	Increase in market value of investments	(340 453)	113 391
	Return on investments	(574 817)	(572 037)
	Changes in assets and liabilities		
	Decrease (increase) in receivables	(479 598)	398 675
	Decrease (increase) in other assets	(62 298)	(22 644)
	Decrease (increase) in inventories	69 077	(152 072)
	(Decrease) increase in payables	314 529	6 999
	(Decrease) increase in provisions	14 980	35 845
	Cash flows from operations	<u>(748 463)</u>	<u>(596 524)</u>

21 Association details

The registered office of the Association is 10-12 Campion Street, Deakin West ACT 2600.

The principal place of business of the Association is 10-12 Campion Street, Deakin West ACT 2600.

ST JOHN AMBULANCE AUSTRALIA

1300 ST JOHN

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St John