

ST JOHN AMBULANCE AUSTRALIA

Annual Report 2017



St John
Ambulance
Australia—
making first
aid a part of
everybody's
life with at
least one
person
educated,
equipped and
prepared to
provide first
aid in every
home and
workplace,
and at every
public
gathering.

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The Australian Priory

Prior

The Governor General His Excellency the Hon. Sir Peter Cosgrove AK MC (Retd) KStJ

Deputy Priors

New South Wales His Excellency General the Hon. David Hurley AC DSC (Retd) KStJ

Northern Territory His Honour the Hon. John Hardy AO KStJ (to October) | Her Honour the Hon. Vicki O'Halloran AM (from October)

Queensland His Excellency the Hon. Paul de Jersey AC KStJ

South Australia His Excellency the Hon. Hieu Van Le AC KStJ

Tasmania Her Excellency Prof. the Hon. Kate Warner AC DStJ

Victoria Her Excellency the Hon. Linda Dassau AC DStJ

Western Australia Her Excellency the Hon. Kerry Sanderson AC DStJ

Sub-Prelate

The Right Rev. R Hurford OAM KStJ

Priory Officers

Chancellor Professor MR Compton AM GCStJ

Receiver General Mr G Brewer KStJ

Director of Training Professor P Leggat AM CStJ

Priory Officers Ms S Hasler CStJ | Mr C Oxley CStJ (from April)

Hospitaller Dr N Verma AM CStJ

Director of Ceremonies Dr FHG Bridgewater OAM KStJ

Librarian Professor J Pearn AO RFD GCStJ

Board of Directors

The Board of Directors consists of the Chancellor, Receiver General, the Priory Officers (apart from the Director of Ceremonies, Librarian and Hospitaller), the Priory Secretary, the Director of Training, and the Chair of each State and Territory Council.

State and Territory Council Chairs

Australian Capital Territory Mr Bill Bunton

New South Wales Mr Richard Neal (to March) | Ms Sarah Lance (from March to November) |

Mr Sean McGuinness (from November)

Northern Territory Mr Roland Chin

Queensland Ms Shirley Watson

South Australia Mr Malcolm Hyde AO APM (to December) | Ms Karen Limb (from December)

Tasmania Mr Steve Smith AM CSC RFD

Victoria Mr Cameron Oxley (to April) | Ms Virginia Burke (from April)

Western Australia Mr Shayne Leslie

Priory Secretary & Chief Executive Officer

Mr Robert Hunt (to September) | Mr Len Fiori (from September)

Priory Auditors

Manser Tierney & Johnston NSW

Priory Solicitor

Bradley Allen Love Lawyers

The Priory Chapter

The Priory Chapter consists of all members of the Priory of, or above, the grade of Commander, and who are 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 are appointed by the Priory for a period of 3 years.

Priory

Knight of Justice

His Excellency the Hon. Sir Peter Cosgrove AK MC (Retd)

Australian Capital Territory

Knights of Justice

Sir W Deane AC KBE
Major General M Jeffery AC
CVO MC (Retd)

Knights & Dames of Grace

General Sir P Bennett AC KBE
DSO
Lady Bennett
Lady Deane
Brigadier PJA Evans (Retd)

Air Vice-Marshal HD Hall CB
CMG CBE AFC (Retd)

MJ Hazell CVO AM
PGF Henderson AC
Dr IJ Howie-Willis OAM
M Jeffery
P LeCornu
Dr DG Rossi AO
Sir D Smith KCVO AO
D Sturkey CVO AM
Prof. PG Warfe CSC

Commanders

MCB Bonsey AO CVO
C Bollard
J Bollard
S Brady CVO
L Fiori
R O'Brien
G Newman-Martin CSM RFD
(Retd)
Col. JR Quantrill (Retd)

New South Wales

Bailiff Grand Cross

Prof. MR Compton AM
The Hon. NR Conn AO
JD Spencer AM

Knights & Dames of Justice

JF Davies AM
V Grogan AM

Knights & Dames of Grace

His Excellency General the Hon.
D Hurley AC DSC (Retd)—
Deputy Prior
Prof. the Hon. MR Bashir AC
CVO
L Berghofer
Prof. FA Billson AO
R Bray
L Conn AM
HJ Delaney

AC Grice OAM
MM Hudson JP
The Right Rev. R Hurford OAM
GP Hyles
BE Kinghorn
DS Levy
TJ Mayhew JP
Br. D McEwen
JL Messenger
R Mitchell OAM
J Samuels
Sir N Shehadie AC OBE
S Sinclair
Rear Admiral P Sinclair AC
BE Stirton OAM
RM Sneddon
The Hon. Sir L Street AC
KCMG QC
N Tranby OAM

Commanders

The Rev. Dr CG Aiken OAM
RFD JP
RO Albert AO RFD RD
H Banu-Lawrence
JA Benstead JP
HM Booth A
Brown ISO JP
J Davis
RB Davis
CJ Dawson
JL Deane
BJ Doyle JP
D Fahey
RC Ferrier OAM
WL Firth OAM JP
GM Fisher
PW Fisher JP
MB Fry
RW Gale

New South Wales

Commanders

C Gerrard AM
 FE Gleave
 Major General W Glenney AO
 RFD ED (Rtd)
 K Handley AO QC
 SM Haring
 K Hall
 S Hasler
 BD Hewlett
 A Jansson
 GB Kiehne
 M Little OAM
 C Lott
 HF MacNeil

K Martin
 Lady Martin
 The Right Rev. KB Mason AM
 R Neal
 KE Miller JP
 VJ Miller
 JF Mitchell JP
 DJ Nilsson OAM
 SC Nilsson JP
 MF O'Rourke AM MD
 Lady Pagan
 Rev. D Parker RFD
 RD Potts JP
 J Powell
 C Purdie

Lady Rowland
 KP Schneider
 AB Smith JP
 KH Smith OAM JP
 GJ Sneddon
 L Spencer AM
 Dr EM Stack CBE
 M Stenek
 P Stening
 RC Teusner
 G Ticehurst
 Sir I Turbott AO CMG CVO
 M Vincent
 J Ward

Northern Territory

Knights & Dames of Grace

His Honour the Hon. J Hardy
 OAM—Deputy Prior
 J Anictomatis AO
 J Anictomatis
 V Asche AM
 KJA Asche AC QC
 A Butler
 LJ Crompton
 T Egan AO

N Evans
 L King
 D McNeill
 T Pauling
 T Pauling AO QC
 SR Peers OAM JP
 PJ Poole
 Chief Justice TJ Riley QC
 The Hon. Ms S Gordon
 Thomas AC

Commanders

S Baddeley
 C Bat
 R Chin
 R Coburn
 C Garraway
 M McKay
 B Quirke

Queensland

Bailiff Grand Cross

Prof. JH Pearn AO RFD

Knights of Justice

M Bryce AM AE
 The Hon. WG Hayden AC

Knights & Dames of Grace

His Excellency the Hon. P de
 Jersey AC—Deputy Prior
 B Arnison
 Major General P Arnison AC
 CVO
 AR Brigg
 The Hon. Dame Q Bryce AD
 CVO
 AGR Chadwick OAM
 LJ Crompton
 BM Dawson AM
 AP Demaine
 VP Efstathis AM RFD
 Col. MW Elliott AO ED

L Forde AC
 GM Gray MBE
 D Hayden
 M Hunt
 JF Leditschke AM
 VJ Little
 LM Mackiewicz OAM
 D McConnell
 AC McDonell BM
 P McMurtrie
 S McCosker
 I Pickering
 DE Price
 BS Purssey ED
 SD Watson
 The Hon. Ms P Wensley AC

Commanders

D Baker OAM
 MT Boulter
 K Brigg
 PJ Donnelly

DPW Cunningham JP
 ND Fairhurst
 Brig. TR Gibson
 RLN Gillard
 W Glasson AC
 F Gledhill
 B Henderson
 G Hood
 R Howes
 RJ Jeffery
 P Kemp
 P Leggat AM
 S Luke
 P Luckin
 R McEwan
 PW Meyers
 CM Nielsen
 CH Palmer
 KJ Solomon
 LA Steinhardt

South Australia

Bailiff Grand Cross
 Prof. VR Marshall AC
 Knights & Dames of Grace
 His Excellency the Hon. Hieu
 Van Le AO—Deputy Prior
 BEJ Ansell AM
 P Arbon AM
 BJ Bartlett PSM
 G Brewer
 FHG Bridgewater OAM
 GL Coombes AM
 JL Crompton RFD
 KW Dansie
 LA Dansie
 R Denham OAM
 GA Davies AM RFD ED
 RM Edwards OAM
 BJ Fotheringham AM
 RJ Greig OAM
 DC Heard
 M Jackson Nelson AC CVO
 MBE
 VW Kollosche
 Lady Neal AM

Sir E Neal AC CVO
 MA Nunn
 E Scarce
 Rear Admiral the Hon. KJ
 Scarce AC CSC RANR
 AJ Watt LVO QPM

Commanders

AL Andersen
 BG Battersby
 RS Beahl
 M Beard
 A Bennett
 PA Bird
 DJ Bridges
 R Britten-Jones AO
 G Curtis OAM
 D Daff
 DVV De Giglio ASM
 R Dippy
 EM Doman OAM
 Lady Dunstan
 J Dudzinski
 J Flett AM
 C Gerner
 P Gill

SR Hall
 PR Hawkins
 N Hender BEM
 V Humeniuk
 M Hyde
 A Inglis
 P Lorimer OAM JP
 S McGovern
 A McLachlan
 J Marshall
 C Moore
 V Pavlik
 K Peach
 JA Rawes OAM
 BJ Rayson JP
 LW Rogers
 HTR Rogerson
 SP Sperou JP
 CE Williams
 GA Woods
 CG Wright JP
 JF Young

Chaplain

Rev. B Daulby

Tasmania

Knights & Dames of Grace
 Her Excellency Prof. the Hon. K
 Warner AM—Deputy Prior
 Justice W Cox AC RFD ED
 MW Barrett AM
 K Brown
 RA Cooper BEM
 R Cowie OAM
 J Cox
 RE Graham
 Lady Green

The Hon. Sir Guy Green AC
 KBE CVO
 KJ Milbourne OAM
 VF Reeve
 F Underwood
 J Weeks

Commanders

EM Allen BEM
 The Hon. Justice AM Blow
 OAM
 D Burns

RL Byrne RFD
 JF Byrne
 EC Edwards
 C Graham
 M Jacobson
 Major Gen. G Melick AO RFD SC
 SD Miller
 D Reynolds
 C Smith
 S Smith
 N Verma AM
 JMB Wane

Victoria

Knights of Justice
 The Right Rev. Dr P
 Hollingworth AC OBE
 IC Nicolson
 Knights & Dames of Grace
 Her Excellency the Hon. L
 Dassau AM (from July)—
 Deputy Prior
 DA Bache
 RJ Bluck AM RFD
 E Brentnall MBE OAM
 PJ Burke
 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
 SR Granger BEM
 S Hasler
 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

Victoria**Commanders**

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 & Dames of Grace**

Her Excellency the Hon. K
Sanderson AO—Dame
Commander
T Ahern ASM
BA Andrews ASM
WJ Barker CD
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 McInerney OAM CD
DCB Mouchemore CD
J Neave
Lieut. Col. Dr R L 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 memory

New South Wales

W Bourke OStJ
J Killen OStJ

Northern Territory

M Graydon CStJ
N Talbot CStJ
G Milnes MStJ

Queensland

D Price DStJ
T Gibson CStJ
A William OStJ
Y Pike MStJ
B Suthers MStJ

South Australia

R Schilling CStJ
V Cates OStJ
W Wills OStJ
F Court MStJ
J Dyer MStJ
A Graham MStJ
K Packer MStJ
B Pohl MStJ
J Rogers MStJ
Y Thomson MStJ
R Woodward MStJ

Tasmania

K Burns CStJ
M Cowen OStJ
J Porter OStJ

Victoria

Sir N Stephen KStJ
B Carey KStJ
M Goodall KStJ

R Divall OStJ
A Barclay MStJ
F Bouvier MStJ
P Ellem MStJ
S Holt MStJ
E I'Anson MStJ
R Jacobs MStJ
G Martin MStJ
G Mills MStJ
A Uren MStJ

Western Australia

R Blizzard KStJ
R Passmore CStJ
C Hutton OStJ
O Di Scerni OStJ
G Williams OStJ
M Busch MStJ
A Hoyle MStJ
L Johnston MStJ
D Plenty MStJ
J Stevenson MStJ

Admissions and promotions

Promotions

Knight of Grace

Glen Brewer

Dame of Grace

Sally Hasler

Commander

Cynthia Bat (NT)

Stephen Luke (QLD)

Michael McKay (NT)

Steven Smith (Tas.)

Officer

Paul Carden (SA)

Jon Cooper (Tas.)

Kerry Davis (WA)

Gary Guelfi (WA)

Desmond Henderson (WA)

Frances Kilgariff (NT)

Vince McKenney (WA)

Maree Pritchett (Vic.)

Christopher Sabourne (WA)

Neville Steicke (WA)

Shane Webb (NSW)

Admissions

Officer

Virginia Bourke (Vic.)

Sally Gifford (WA)

Marie Hardy (NT)

Dane Hendry (WA)

Kevin McConnell (NSW)

Member

Mark Angel (Vic.)

Kalie Ashenden (WA)

Debra Badger (WA)

David Birnie (WA)

Elizabeth Bott (WA)

Paul Bradley (WA)

Thea Buckley (WA)

Tana Burgess (WA)

Maurice Busch (WA)

James Byles (WA)

Peter Cameron (NSW)

Sally Carbon (WA)

Shaun Champ (WA)

Daniel Chan (NSW)

Kathyrn Clune (WA)

David Collier (NSW)

Robert Dale (SA)

Colleen Downer (Tas.)

Erica Duffett (WA)

Lorraine Dusci (WA)

Colin Fairhead (WA)

Justin Fonte (WA)

Alison Ford (Vic.)

Susan Gianni (WA)

Debbie Gillard (WA)

Belinda Grey (NSW)

Darren Hamilton (Tas.)

Rita Hansen (WA)

Megan Hinkley (WA)

Sonia Huggins (WA)

Sarena Hyland (NT)

Robert James (WA)

Cheryl Jones (WA)

David Joseph (WA)

Brad Kast (Vic.)

Clayton Kelly (QLD)

David Kerr (NSW)

Heather Lavery (Vic.)

Ken Lawrence (WA)

Kylie Ling (Tas.)

Conrad Lowe (WA)

Angela Marroncelli (Vic.)

John Martin (WA)

Janet Mazza (WA)

Benjamin McClure (NSW)

Casey McDermott (QLD)

Leanne McGill (NT)

Christine Morrison (Vic.)

Hadassah Morrissey (WA)

Louise Murphy (NSW)

Mathew Parker (SA)

Heather Patacca (Vic.)

Vanisha Pindoria (WA)

Sharyn Pither (WA)

Charles Pope (NSW)

Peggy Pope (NSW)

Carol Ridgway (WA)

Stewart Ridgway (WA)

Dawn Robertson (SA)

Darren Roche (WA)

Scott Russell (WA)

Lorna Saunders (WA)

Barry Savage (WA)

Lynne Schreurs (WA)

Frazer Shepherd (NSW)

Kristine Simpson (WA)

Alexandra Smith (NT)

Clive Stone (WA)

Paul Symmons (Vic.)

Lorna Teakle (WA)

Roger Telfer (WA)

Pamela Toyne (WA)

Jacqueline Victory (SA)

Damien Walker (QLD)

Erin Wallace (Vic.)

Robyn Willey (WA)

Victoria Wilson (WA)

Peter Zimmermann (NSW)

GrandPrior'sAward

The following young members of St John Ambulance Australia received the Grand Prior's Award in 2017, in recognition of successfully completing a program of study and activity which has enhanced their potential to contribute to the community and the Order of St John.

New South Wales

Blacktown City Cadet
Division
Sarah Abela,
Kaitlyn Brown
Johathan Lam
Loic Moutia
Milan Petrusic

Blue Mountains Combined
Division
Jake Sultana

Broken Hill Cadet Division
Blake Edgecombe

Fairfield Cadet Division
Danny Vo

Hornsby Cadet Division
Alexandra Moor
Oliver Moor

Mount Sugarloaf Cadet
Division
Emily Dando
Georgia Dando

Queanbeyan Combined
Division
Patrick Armstrong
Sebastian Armstrong
Blair Hall

Wallsend Cadet Division
Jacob McGowan
Sophie Hartfield

Queensland

Beenleigh Division
Justice McPhail

Brisbane Central Division
Poppy Clark

Caboolture Division
Dana Beare
Matthew Breen
Daniel Coad
Joel Coad
Hannah Devon
Charlotte Weldon
Isabella Weldon

History and Heritage
Committee
Michael Andrews

Ipswich Division
Joanne Halls
Jaiden Handley
Analiza Reeves

Nundah Division
Holly Euler

South Australia

West Torrens Cadet
Division
Emily Hawke
Jemima Hedger

Tasmania

Hobart Division
Josphine Wilson
Lauren Wilson

Launceston Division
Dariah Porter

Victoria

Manningham Division
Raphael Yip

Maroondah Combined
Division
Eliza Allen

Maryborough Division
Bradley Singe,
Oliver Singe

Pascoe Vale Division
Zoe King
Renee Toscas

National Cadet Championships

At the core of our organisation, is our knowledge of first aid management, and our confidence in providing those skills to our community. The 2017 National Cadet Championships recognises the hard work and dedication of all our young State and Territory first aiders.

Cadet Teams

1ST	Victoria	Angus Dempsey, Eliza Geraghty and Jonathon Khuu
2ND	New South Wales	Ben Chapman, Alex Noh and Daniel Wilson
3RD	Northern Territory	Lauren Coghill, Hayley McLaughlin and Luke McLaughlin

Cadet Individuals

1ST	Michael Andrews, Queensland
2ND	Zoe Johnston, Northern Territory
3RD	Gabriella Iocco, Victoria

Cadet Leaders

1ST	Casey McDermott, Queensland
2ND	Farida Syed, New South Wales
3RD	Jessica Mercieca, Victoria

Overall State and Territory Champions

1ST	New South Wales	Manager: Ashleigh Hanson Team: Ben Chapman, Alex Noh and Daniel Wilson Individual: Laura Cook Cadet Leader: Farida Syed
2ND	Victoria	Manager: Luke Bethune Team: Angus Dempsey, Eliza Geraghty and Jonathon Khuu Individual: Gabriella Iocco Cadet Leader: Jessica Mercieca
3RD	Northern Territory	Manager: Kelly Raven Team: Lauren Coghill, Hayley McLaughlin and Luke McLaughlin Individual: Zoe Johnston

The Chancellor's report



I am pleased to present the Annual Report of St John Ambulance Australia Incorporated for 2017.

You will see that this year's report has been prefaced with the list of our Priory members, old and new, as well as recognition of our young members and some of their achievements during the year. Often, as we strive in our work to fulfil the goals of our organisation, we don't always fully acknowledge those volunteers and staff members who work so hard in order to keep this organisation strong, relevant and vital to, not only the Australian community, but their own colleagues and team members.

We can all be very proud of our organisation and its members who contribute so much to St John for the benefit of the Australian community.

2017 was a year of change., We saw the departure of Mr Robert Hunt as Chief Executive Officer of St John Ambulance Australia Inc. and we express our thanks to Robert for his dedicated service to St John. Mr Len Fiori, a previous St John National CEO and Priory Secretary, readily agreed to take on the mantle of CEO of St John Ambulance Australia Inc., again. Len is well known to many in St John and outside the organisation as a passionate and talented CEO and advocate for St John and all of its causes. Under Len's leadership, and together with the existing outstanding team at the Australian Office, St John will continue to move forward in key areas such as first aid training, event health service operations, first aid in schools, youth development programs and other priority areas. There were also the appointments of new CEOs in the St John offices in the Australian Capital Territory, South Australia and New South Wales.

St John International

My term as a member of the International Steering Committee came to an end in February 2017. My period on the Committee gave me the opportunity to contribute to international policy development for the Order, governance matters, contributing to ensure the ongoing integrity, reputation and high value of our honours and awards system and a number of other key aspects of the international work of the Order.

History was made in early 2017 when St John New Zealand hosted both the St John bi-annual Asia-Pacific Rim Conference, and the Pro Fide Committee of the Order with the College of Deans Conference in Auckland, New Zealand. Deans and Sub-Prelates from the Priors of England, Scotland, South Africa, Hong Kong, the USA, Australia and New Zealand participated.

The Pro Fide Committee of the Order, chaired by Archdeacon Monty Black (the Priory Dean of New Zealand), and with the new Prelate, Bishop Tim Stevens, led the conference, focusing on how chaplaincy across all eleven Priors of St John can work appropriately and effectively in a rapidly changing 21st century world. It is envisaged that Chaplaincy will be delivered across the Order and the operational life of St John in a far more relevant way, to facilitate member welfare and support.

There were many opportunities during the few days in Auckland for delegates to explore how the two great mottos of our Order '*Pro Fide*' and '*Pro Utilitate Hominum*' ('For the Faith' and 'For the Service of Humanity') directly complement and support each other. Our mottos are the pillars which underpin our organisation and all we do.

The Grand Council of the Order met for its annual meeting in Cape Town, South Africa on 23 and 24 May. In this beautiful environment, the diversity and reach of our Order was on show at this meeting. Grand Council heard of the challenges faced by St John on the African continent—a continent over 30 million square kilometres in size (dwarfing the combined size of the USA, India, China and Western Europe), and where St John operates in 11 African countries. Of particular interest is St John's mother and baby program run in Malawi, Zambia, Uganda and Zimbabwe. The program focuses on strengthening the delivery and use of local health services through outreach clinics and home visits. The program teaches mothers and husbands about pregnancy, labour and safe delivery, and post-natal care. The past two years has seen the program reach 53,000 people. The Grand Council meeting was very positive, with the work on governance review nearing completion. This review has seen the Council enhance the Order's regulations and Royal Statutes, with a focus on ensuring continued compliance with charity regulations in England.

St John Australia continued its support in the Asia-Pacific area, particularly in Papua New Guinea and Solomon Islands.

In PNG, regular visits by Peter LeCornu (National Training Manager with the Australian Office) providing training and governance support, saw fruit with the announcement of increased support to St John by the PNG Government. Matt Cannon, a St John NSW member and Ambulance NSW Paramedic, undertook the role of full-time position of Chief Officer in St John PNG.

With renewed support from the Ministry of Health, PNG's first-ever paramedic training program celebrated the graduation of its first ambulance officers, including Emergency Medical Technicians, Intensive Care Paramedics and the formation of a Special Operations Team that will work alongside specialist PNG police and fire fighters. The intensive six-week training course with senior intensive care paramedicine educators from St John Australia, included a placement in Port Moresby General Hospital in the obstetric and maternity wards, the emergency department and the operating theatres.

I was also honoured to be received at Government House in Papua New Guinea to officiate at the investiture as Knight of His Excellency, Grand Chief Sir Bob Boffeng Dadae, the Governor General of Papua New Guinea.

In the Solomon Islands, the donation of a fully equipped ambulance (thanks to the generosity of the Commandery of WA) was met with great excitement. St John Solomon Islands has been recently incorporated as a registered entity and charity in this country, and work is underway to establish a sustainable operation in the capital city, Honiara.

The community of Oecussi, Timor-Leste continued to receive eye health support from the Royal Australasian College of Surgeons and St John Ambulance Australia, as an extension of three years for the East Timor Eye Program was confirmed in 2017. The College and St John Ambulance Australia have collaborated since 2008 with financial support to the Program, for ophthalmology and optometry outreach, as well. The Program's volunteer ophthalmologists, including the College, are also involved in training the national health personnel.

The year also saw the formation of the St John Ophthalmic Association (SOA) Asia-Pacific, led by our Hospitaller, Dr Nitin Verma. Along with our Hospitaller, the Priory Secretary and Hospitallers from the priories of the UK, Australia, New Zealand, Hong Kong, Singapore and the USA, I attended the formal launch of SOA Asia-Pacific, in Perth in October. This is the first step to creating the worldwide St John Ophthalmic Association, focused on raising awareness and funds for our ophthalmic work. The history of the St John Eye Hospital in Jerusalem is well-known to all of you—it carries on some very important work to those people living in Palestine. The St John Eye Hospital has a very pressing need for services, training, mentoring and research, and this will be the initial focus of the St John Ophthalmic Association.

The Order

The Australian Priory was delighted to host three guests from the International Order during their visit to Australia. Known as the Great Officers of the Order, Australia played host to the Prelate Rev. Timothy Stevens, the Sub-Prior Mr John Mah, and the Lord Prior, Sir Malcolm Ross and his wife, Lady (Susan) Ross. The Prelate and Sub-Prior's visits were conducted whilst they were on their way to the St John Asia-Pacific Regional Meeting in Auckland, New Zealand. Sir Malcolm and Lady Ross attended the Member Convention in Tasmania in April, and they were treated to many events over this three-day convention. I then accompanied Sir Malcolm and Lady Ross to Canberra, where Sir Malcolm assisted our Prior, Governor General Sir Peter Cosgrove with an investiture. Following visits to the Australian Office and Victoria (which highlighted the First Aid in Schools program, and non-emergency patient transport services), the National CEO accompanied the Lord Prior and his wife on a tour of the world-leading St John operations in Western Australia.

During the year, I was honoured to be involved in the investiture of our Sub Prelate, The Right Reverend Bishop Richard Hurford OAM, as a Knight of Grace, at Government House Sydney with NSW State Governor and Deputy Prior, His Excellency General The Honourable David Hurley AC DSC KStJ. I also attended the investiture of the new Deputy Prior, Her Honour the Hon. Vicki O'Halloran AM, in the Northern Territory, and was delighted to welcome Mr Cameron Oxley as a Priory Officer (previously the Board Chair of St John Victoria). We were also pleased and proud to celebrate the promotions in the Order of Mr Glen Brewer, our Receiver-General to Knight of Grace and our Priory Officer, Ms Sally Hasler, to Dame of Grace, including two others from Western Australia; 3 promotions to Commander; 11 to Officer; and admissions to the Order of 5 Officers and 76 Members.

As Chancellor for the Priory in Australia, my task is made easier with the support of many, especially the directors of the National Board whom I personally thank for their contribution to the effective governance of St John Australia. To the small team in the Australian Office in Canberra, and the National Product Sourcing Unit in Sydney, thank you for all that you do to support the States and Territories in the work they do for the Australian community.

Finally, to the members across Australia, you continue to inspire us all with your service and commitment to helping others; and to your families and loved ones who in turn provide enormous support to you to allow you to contribute to the Order; to each and all of you—thank you.



Professor Mark R Compton AM GCStJ
Chairman
Chancellor

The Chief Executive Officer's report



It gives me great pleasure as your newly appointed Chief Executive Officer to report on the activities of St John Ambulance Australia for the year ending 31 December 2017. It is indeed an honour to return to the organisation I hold in such high esteem. Many of you reading this report will recall I held the position of CEO from 2001–2008 before moving to St Ambulance WA as the Ambulance Service Director. In accepting this role once again I know I am reconnecting with so many of you with whom I have shared so many wonderful moments over my 50 years with St John. I would like to pay tribute to my predecessor Mr Robert Hunt who left the organisation in September this year. His passion and enthusiasm for St John were hallmarks of his service and we very much appreciated the dedication he brought to the role. This report reflects the achievements by Robert during his time as CEO and for that I am grateful.

As always, the Australian Office has worked diligently to support the States and Territories in enabling the wonderful work they do for the community. The contribution of the Australian Office to Event Health Services, the first aid and member training courses, the supply of products and services to the St John entities, and youth development, is reflected in the following reports.

In previous years, the Annual Report of the Australian Office has reflected on the achievements of all the State and Territory St John entities under the One St John policy. This year, however, other than reporting on the impressive total figures that St John as a whole contributes to the community, you are encouraged to review the individual annual reports of the States and Territories for comprehensive reporting of their activities and governance throughout the year.

It is very pleasing that St John Ambulance Australia has retained its second place on the Charity Reputation Index, after the Royal Flying Doctor Service of Australia, and that we received the Australian Charities and Not-for-profit Commission's Tick of Charity registration. The Australian Office continued advocacy work for the Australian community. Federal, State and Territory governments were again approached in respect to continuing support of the public access defibrillation, and Learner Driver first aid awareness training. Position statements were produced for public awareness of burn injuries, and workplace mental health. The First Aid in Schools program saw 402,672 school children receive free first aid training.

In 2016 the National Board approved the expenditure for the development of a unified website as a single national entry point for all customers within Australia (excluding SJA-WA) to streamline and improve our customers' experiences in dealing with St John. This year a further investment was made to roll out a national customer relationship management system (CRM) called Salesforce, with a focus on improving how we transact with our customers in training, product sales, and event health services. The combination of a unified web and CRM quickly evolved in to what we now call our Business Enterprise System (BES) which has the potential to position St John Ambulance Australia as a modern contemporary organisation able to adapt quickly and service customers through one national data base. During the year, Salesforce was rolled into Queensland, Northern Territory, and the Australian Capital Territory. There remains a sense of cautious optimism for the Business Enterprise System (BES)

project moving forward with a full review of the project scheduled in February 2018. This review will then determine the future direction and any further investment needed in the continued development and roll in of the project.

While the primary focus this year was in building a modern and contemporary Business Enterprise System, the broader work of the Australian Office continued uninterrupted to ensure our State and Territory partners were supported across all of our activities.

The Member Convention held in Hobart in May introduced members to SJ ONE, the organisation's live-streaming channel. The Australian Office's IT and E-learning team successfully live-streamed selected seminars from the Convention to fans of the SJ ONE Facebook page. The goal of the webcast was to make the Convention accessible to all St John members. It took many months of preparation to ensure that the advertising, scheduling run-down, session formats, and on-screen graphics were ready to go for the big day. The team worked tirelessly to test everything—from the outbound Facebook video quality, to the wireless audio links used for live outdoor interviews. The result—8 straight hours of livestreaming with more than 6000 viewers. SJ ONE will continue to produce exclusive clinical professional development content for members, as well as coverage of national events.

An added bonus of the Member Convention was the public announcement by the Lord Prior that our Chancellor, Professor Mark Compton AM, is to be promoted to the highest grade in our Order—that of Bailiff Grand Cross (GCStJ)—a fitting acknowledgement of a lifetime of service to the Order.

In addition to establishing SJ ONE, the National IT and E-learning team continued their support of State and Territory Event Health Services by providing high quality e-learning courses. More than 5000 courses completions were logged by members during 2017. The IT and E-learning team also worked with the National Product Sourcing Unit to: complete customisation work for national clients to facilitate B2B course bookings; deliver new courses into the commercial space for the retail sector; and, in a first for St John, combine the use of e-learning courses with physical first aid kit product lines.

The National Product Sourcing Unit (NPSU) continued to provide States and Territories with excellent service for online product sales, course bookings, and the convenience of central billing services for national clients. National client revenue saw a 30% increase from 2016, and \$2.76M was received in sales from the online shop, with rebates of over \$1.5M paid to the State and Territory entities. The NPSU continued with innovation and development of new kits and consumables, with some specific co-branding kits manufactured for national clients.

It is pleasing that St John continued to be the largest provider of first aid training for Australia, with almost 1M Australians trained in first aid during the year. This is reflective of St John's focus on quality and continuous improvement in the training arena, supported by the Australian Skills Quality Authority renewal of our registration for a period of 7 years: unconditional with no auditing requirements. A highlight for 2017, was the National Training Program's introduction of the 'White Card' training course. In partnership with the Australian Institute of Builders, St John received approval to deliver a combined first aid and white card certificate to all AIB members, around the country. And in continuing support of all our volunteers and staff, professional development courses were produced for online delivery, including leadership and management training via webinars.

In continuing support of all State and Territory Event Health Services and Community Care members, the National Publications Unit (NPU), with the Medical Advisory Panel, supported the work of the National Training team and IT and E-learning team, in ensuring the currency and quality of first aid management in all training courses and resources.

As an organisation we are constantly challenged by an ever-changing landscape. We need to continue to adapt and prepare for new and emerging opportunities as they present, and to always endeavour to remain relevant and focused on our purpose 'the service of humanity through the relief of persons in sickness, distress, suffering or danger'.

I would like to thank the Chancellor and National Board of Directors for their continued support and trust in me to guide St John Ambulance Australia. To my state and territory CEO colleagues who, collectively through the National Leadership Group, help set and drive the day-to-day activities of the organisation. To the dedicated and loyal team at the Australian office who together continue to deliver a quality, timely and essential range of services to our jurisdictional partners.

Finally, I would like to take this opportunity on behalf of St John Ambulance Australia to congratulate all of our members across the nation for your unrelenting and tireless effort and commitment to the work we do in the community on behalf of this great Order of St John.

A handwritten signature in black ink, appearing to read 'Len Fiori', with a long horizontal flourish extending to the right.

Mr Len Fiori CStJ
Chief Executive Officer
Priory Secretary

St John's service to the community

Training

962,533 Australians trained in first aid
(3.9% of the Australian population)

First aid in schools

402,672 School children received free first aid training

Event Health Services

17,375 St John EHS volunteers
19,758 Events and emergencies attended
114,976 Community members provided with a service
910,790 Hours of service given

Community care

3,812,062 Hours of community care provided
11,446 Community care volunteers

Youth

449 Juniors **2301** Cadets **1059** in other youth programs
486 members between 8 and 12 years of age
3877 members between 18 and 26 years of age

Ambulance

2572 Volunteer ambulance officers (WA)
944 Career paramedics (WA & NT)
292,233 Emergency calls (WA & NT)
241,376 Patients transported (WA & NT)

Patient transport

439 Volunteer drivers
152,854 Trips completed

St John Ambulance introduced first aid training to the Australian community in 1883. Since then, the organisation has grown to be the recognised and trusted provider of initial health care in our community.

2017 Charity Reputation Index

www.amr-australia.com/

'It's clear that Australians trust charities helping individuals with physical illness or emergency ...'.

Maree Taylor, AMR, Managing Director

1. Royal Flying Doctor Service of Australia
(1st place for the 7th year running)
2. **ST JOHN AMBULANCE AUSTRALIA**
(2nd place for the 2nd year running)
3. CareFlight
(first year included in the survey)

Tick of Charity



St John's registration for the ACNC's Tick of Charity was approved in 2017.

The ACNC Tick of Charity Registration gives reassurance to the public that the charity is transparent and accountable by highlighting its presence on the ACNC Charity Register.

The Charity Tick provides the public with trust and confidence in the work of St John Ambulance Australia.

ISO Certification



'International Standards make things work. They give world-class specifications for products, services and systems, to ensure quality, safety and efficiency'.

www.iso.org/home.html

The ISO certification endorses the activities of St John Ambulance Australia's National Product Sourcing Unit—to develop, procure and supply first aid medical devices including online sales.

RTO status



'The Australian Skills Quality Authority promotes quality training so that students, employers, and industry have confidence in Australia's training sector'.

<https://www.asqa.gov.au/>

St John Ambulance Australia's registration as a Registered Training Organisation (RTO) with the Australian Skills Quality Authority was renewed for a period of 7 years. The approval was unconditional with no audit requirement. This reflects St John's insistent focus on quality and continuous improvement in the training space.

National Training Program

St John continues to be the leading provider of first aid training in Australia with **962,533 Australians trained in first aid** during in 2017.

Training resources

All national training resources including facilitator guides, assessment tools and support resources were thoroughly reviewed and updated. These resources now reflect all changes in protocol as advised by St John's Medical Advisory Panel. Recommendations made during validation workshops were also implemented as a Registered Training Organisation requirement.

The 'White Card'

In 2017 St John added the unit, CPCWHS1001 Prepare to work safely in the construction industry, to its scope of registration. This unit is more commonly known as the 'White Card' and is a requirement for all workers in Australia intending to work on a construction site. Approval to deliver the course required authority from both Australian Skills Quality Authority and SafeWork. In partnership with the Australian Institute of Builders (AIB) St John can provide AIB members with a Provide First Aid certificate and a White Card as a packaged product. This unit provides a number of opportunities for St John.

Health certificate courses

All Health Certificate courses and qualifications currently on the St John scope of registration were thoroughly reviewed and updated. The updates reflect outcomes of validation processes and changes to training package requirements. This review process ensures that St John continues to provide the very best quality product.

Cert. IV in Leadership and Management

Resources to support the Certificate IV in Leadership and Management were also updated to incorporate feedback and address recommendations from a national validation process. The updated resources will better prepare St John managers to undertake their role of leading and managing teams within St John.

Caring for kids

Resources for the Caring for Kids course, a short non-accredited course designed for parents and grandparents, were substantially revised during 2017. A standard approach to delivering this important course was agreed across all States and Territories.

Safety Officers

A Safety Officers training course was developed to train safety officers at major venues about health and safety practices. Given the potential for major safety issues at large stadiums this training is essential for safety officers employed at these locations. This program was also delivered for the first time in 2017.

Registered Training Organisation

St John Ambulance Australia's registration as a Registered Training Organisation (RTO) with the Australian Skills Quality Authority was renewed for a period of 7 years. The approval was unconditional with no audit requirement. This reflects St John's insistent focus on quality and continuous improvement in the training space.

Earlier in the year training managers agreed to adopt a single set of national training policies. These policies have been developed in line with the Standards for Registered Training Organisations and are now in use. This ensures a consistent approach to training operations across the country.

During 2017 States and Territories prepared for the introduction of compulsory Unique Student Identifiers (USI) from 1 January 2018. From this date it is a Government requirement that all students have a USI a Government number allocated to each student. If a student does not provide their USI on enrolment then St John cannot issue a certificate to the student. Whilst USIs have been available for several years the requirement for it to be compulsory from the start of 2018 places significant extra workload on St John State and Territory offices.

In 2017 St John continued to meet its reporting requirements under the VET legislation. Changes were made and continue to be made to our systems to ensure the amount of labour required to provide clean and accurate data to government bodies is achievable.

Volunteer and staff training

In 2017 the latest version of the Health Certificate courses were implemented. This included upgrading a significant number of St John volunteers to the latest version of the Certificate II in Medical Service First Response and Certificate III in Basic Health Care. St John also delivered for the first time the Certificate IV in Ambulance Communications (Dispatch).

The Australian Office continued to deliver leadership and management training for members in State/Territory offices. This included delivery of this training via webinars which particularly benefitted members who are normally not able to access such training.

It is a requirement of being a Registered Training Organisation that trainers undertake ongoing professional development in relation to training and assessment. In 2017 an online course was developed and implemented covering how trainers can best assist learners with language and literacy needs in the first aid classroom. It is expected that all trainers will have completed this program by early 2018.

National IT & E-learning

The development of e-learning products remains a focus for St John as the full benefits of **flexible delivery methods** are realised, and St John's commitment to **continuous improvement** is fulfilled.

Supporting EHS learning

The National IT & E-learning program continues to support the activities of State and Territory Event Health Services by providing world-class e-learning courses that can be accessed anywhere, anytime. In 2017, more than 5000 course completions were logged by St John Volunteers from a range of disciplines, including:

- Customer Service Awareness training
- Certificate II in Emergency Medical First Response
- Certificate III in Basic Health Care
- National child and Vulnerable Persons' Safety Awareness
- HLTAID004 Provide an emergency first aid response in an education and care setting.
- HLTAID008 Manage first aid services and resources
- EHS Module 2 Your Safety and Wellbeing
- EHS Module 4 Behind the Scenes at Complex Events
- First Aid for Retail (Non Accredited)
- Manual Handling (Non Accredited)

Quality assurance testing, and hosting, was provided by the National IT & E-learning team for St John Victoria, for:

- FISH (a human resources module)
- Stress Management, Incident Response and Mental Health
- Rod Laver Arena Online Induction
- Hisense Arena Online Induction
- Margaret Court Arena Online Induction.

National clients' booking portal

With the National Product Sourcing Unit, the National IT & E-learning team completed customisation work for national clients to facilitate B2B course bookings. These clients included: Australia Post, AMP, Virgin Australia, Boral, Officeworks, Collins Group, Coles, Athleisure and the CBRE Group Australia.

A number of new courses were delivered into the commercial space to better meet the needs of our retail customer segment. In a first for St John, the National IT & E-learning team, working with the National Product Sourcing Unit, have combined the use of e-learning courses with physical first aid kit product lines.

PFA iPad E-learning

The National IT & E-learning team finalised development of an iPad-friendly version of the *Provide First Aid* pre-learning—a significant step in modernising the online resources for St John's flagship training product. St John South Australia and St John New South Wales training and commercial teams provided quality assurance support by testing the pilot program.

The package was released in April with customer support tickets closely monitored by the National IT & E-learning team to ensure the package was working as expected.

Business Enterprise System program

With the initial recognition by the State and Territory entities of the business imperative to strengthen their customer experience through improved BES technology and move to implement a new platform to support their business operations, a full review of the project, to start in early 2018, was agreed by the Australian Office and IT Governance Committee. The review will be completed by an independent third-party with the aim to determine if the current BES project approach will address organisational goals in the most efficient manner.

The BES program focused primarily on the Customer Relationship Manager (Salesforce) project. During the year, Salesforce was rolled into Queensland, Northern Territory, and the Australian Capital Territory. It is expected that throughout 2018, the National IT & E-learning team will assist these entities by implementing further features and functionality.

The primary objective of SJ ONE is to provide a single destination for Event Health Services personnel to access video-based professional development content.



SJONE is an internal St John media outlet which was launched in 2017. SJONE has built a presence on Facebook and Instagram to connect with the volunteer base, and the channel plans to offer regular professional development content in 2018. SJONE

is staffed by a small number of Australian Office staff, and all the preparation work is done on a volunteer basis.

The 2017 St John National Member Convention was the first event streamed live on the SJONE channel, receiving an overwhelming reception from the St John community. The webcast included multiple keynote sessions, a Q&A panel, and exclusive SJONE product demonstrations.

Every video view represents an EHS volunteer who was able to participate in the St John National Member Convention without the need for costly travel, or time away from home.

Future plans for SJONE include the production of exclusive clinical professional development content in addition to coverage of significant national events.

in 2017 ...
18,000 video views
(20,000 minutes
 of viewership
 engagement)

National Product Sourcing Unit

Throughout 2017, the National Product Sourcing Unit continued to provide exemplary service to the national organisation with product sourcing, development, manufacture, TGA registration; online course bookings and sales; and national client billing.

Quality and cost compliance

The NPSU audits and certifies all suppliers of St John products for quality, service and cost. Competitive bidding is carried out regularly to ensure St John receives the best outcome in quality, price and service.

Key suppliers are audited by external parties for ethical sourcing practices to ensure St John brand protection.

The NPSU is certified to AS/NZS ISO 9001:2008 Quality Management system. All products are registered with the Therapeutic Goods Administration. The NPSU maintains local and international registration for first aid kit manufacturing.

Central billing for national clients

On behalf of St John entities, the NPSU provided the convenience of central billing services for national clients. This included all training and restocking services conducted by the States and Territories. Monthly receivables and remittances, including reports to entities and clients were also managed.

- 7000 invoices processed
- 30 national clients invoiced
- \$1.5M revenue received (↑ 30%)

Innovation

60 new products were developed collaboratively with St John entities, including:

- Workplace modular first aid kit—clearly labelled first aid kits supplied in a metal cabinet (or individually): to treat burns, major bleeding, eye injuries, sprains and strains, minor wounds, and personal protection.
- Marine kits for three main vessel classifications
- waterproof kits, and travel kits
- First Aid in Schools merchandise
- Safety and emergency items: safety vests, protective equipment, stretchers, splints and cervical collars
- AED cabinets, signage and training products.

Kits and consumables

- 420,000 St John branded kits supplied, nationally.
- 75 types of St John kits developed
- 3,000,000 units of 189 different components, manufactured and procured from 20 suppliers across 4 countries.
- 66 shipping containers of St John products, received, inspected, receipted, stored and dispatched to St John entities, including direct shipments to St John entities and larger clients such as Bunnings and ALDI.

Specific co-branded retail kits were manufactured for ALDI, Costco, Officeworks and Bunnings.

St John Papua New Guinea was supported with the supply of publications, kits and consumables.

shop.stjohn.org.au

The online sales of St John products grew by \$1 M on the previous year, with growth in use of the site seen in all states and territories. Rebates of over \$1.5 M were paid to St John entities based on their purchases.

The Online Shop serves both business and individual customers. The NPSU continues to drive sales by using state-of-the-art customer engagement tools such as web chat, marketing promotions, electronic newsletters and proactive customer interactions. 30% of our customers return, with the balance (70%) being new customers.

- 145,000 customer visits
- \$2.76M in sales
- 9000 orders

2017 customer satisfaction survey results

93% overall satisfaction with the shop

99.2% delivered on time

100% system reliability

0.01% returned goods

96% operator response time

95% operator knowledge

96% operator manner/courteous

National Publications Unit

In 2017, the role of the National Publications Unit was recognised as having changed over the past few years, in response to the shift in how learning resources are provided. The demand for our national elearning resources for trainers and clients has grown but the result has seen a drop in sales of printed resources. More staff and EHS member training resources for online learning were developed in 2017. Client expectations in the training arena are demanding online training resources to suit their specific needs, and to allow the flexibility of how and when their organisations can do the learning.

However, despite the slow-down of sales of print resources, the quality and efficacy of our product—St John's first aid protocols, knowledge and skill—demands that editorial diligence is applied to all elearning resources. As such, editorial oversight, during the year, of St John's teaching resources, policies, standards, web content, marketing etc, ensured that material was consistent and correct, and that the content, language, style and layout suited the purpose, and met the needs of our team and clients.

As Secretariat to the Medical Advisory Panel, the National Publications Unit also ensured that the all-important first aid protocols were maintained, changes broadcasted quickly and widely, and that the material was appropriately delivered to our EHS members and clients via our training resources and other communication channels.

Given the demand for online resources, the Unit also liaised with the National Training Program to define which existing print resources can be developed for online distribution; five titles were identified for development for PDF distribution (with conversion, testing and uploading incurring no costs for the State and Territory entities). The Unit also liaised with the National Product Sourcing Unit to identify print resources for kits, modules or individual sale on the online shop. This will be further pursued throughout 2018.

In the final quarter of the year, the Unit developed a proposal on how best to use one of our most valuable resources—the *Australian first aid* manual (which celebrates 50 years in 2019, since it was first published)—and received a budget to build an agile authoring pilot program which will ensure version and quality control of this knowledge that is used throughout our organisation. It is hoped that 2018 will see the development of AFA as an subscription-based online resource (in the form of a 'wiki'), including a short print run and development of an ebook.

On behalf of the State and Territory entities, the NPU negotiated a heavily discounted CopyrightAccess Licence with the Australian Copyright Agency. This commercial licence will ensure that all entities are compliant with the Australian *Copyright Act 1968*, and that permissions are in place that will allow St John employees to copy, distribute, reuse and store content, in ways that would otherwise be in breach of the terms and conditions of the *Act*.

Following the release of the National Branding Guidelines, the NPU distributed the guidelines to all State and Territory CEOs, CEO Assistants, Training and Marketing programs. The rebranding of any organisation can take some years to introduce, particularly in the case of buildings and vehicles. However, it is hoped that the following year will see more of the new branding appearing.

Medical Advisory Panel

At St John, we pride ourselves on delivering absolute best practice programs. All St John first aid training courses, and online and print resources are overseen by a highly skilled and dedicated Medical Advisory Panel (MAP), who provide their expert professional advice on all aspects of best practice first aid, in training, research, and healthcare requirements.

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. MAP also acknowledged the need to meet the requirements of the National Health and Medical Research Council in respect to gender equality, by advertising Expressions of Interest to be a member of St John's Medical Expert Panel, and St John's Human Research Ethics Committee. A number of responses were received, and interviewing will be undertaken in early 2018.

During 2017, Professor Peter Leggat was reappointed as Director of Training for another three years. In this role, he also chairs MAP and the Human Research Ethics Committee (HREC). Dr Jason Bendall was reappointed for another three years as Deputy Director of Training.

St John First Aid Research Funding

Following Board approval in late 2016 for funding of first aid-related research in Australia, a call for research proposals was advertised in early 2017. MAP received eight applications for St John research funding. St John's Human Research Ethics Committee reviewed the submissions for ethics approval, and MAP awarded funding to four proposals .

Event Health Services

The scope of the Medical Advisory Panel includes determining whether change is required in first aid procedures used in the Event Health Services arena. During the year, MAP advised our first aiders on diverse subjects ranging from the management of bleeding; treating a diabetic emergency, and the important changes to using EpiPens for allergic reactions, to ticks, nosebleeds, and how a first aider should response where 'Do not resuscitate' is in place.

It was agreed that there was an urgency to progress the review of the Clinical Practice Guidelines, as part of St John's risk and compliance policies. The Chief Medical Officer and Chief Paramedic in consultation with the Deputy Director of Training will be meeting in 2018 with representatives of Event Health Services member from each State and Territory, as well as relevant members of the Medical Expert Panel.

National Advocacy

In 2017 the Australian Office developed a number of key positions and policy documents aimed at activities that further our charitable purpose, and the wellbeing of our members.

Public access defibrillation

Sadly, coronary heart disease remains the leading underlying cause of death in Australia.¹ St John is pleased to see that public access defibrillation received significant media attention in 2017, with the City of Adelaide agreeing to trial this life-saving technology in public places for a period of 12 months.² St John hopes to see other jurisdictions adopt similar schemes and the Australian Office will continue to champion public access defibrillation with Federal Government, and maintain our publicly available AED register.

New driver first aid

With 1225 deaths on Australian roads in 2017 and injuries sustained due to a road vehicle traffic crash increasing on average 9% per annum, driver first aid awareness remains an important and topical issue.^{3,4} As such, St John continues to advocate the importance of new drivers, particularly young people aged 15–24 years, receiving first aid awareness training as a condition for obtaining a learner driver permit. 2017 saw several meetings with Federal Government representatives in order to pursue this goal.

First aid learning for school-aged children

Achieving the milestone of one million kids trained in basic first aid learning demonstrates the value our community places in first aid learning. St John believes that first aid learning should be cemented in the Australian curriculum for all school-aged children, not just mandatory for those in years 9–10. As such, a *Position Statement of First Aid Learning for School-Aged Children* was developed in 2017 with a key focus being on advocacy to governments for the inclusion of basic first aid learning in the Australian curriculum for all school-aged children, for which representations were made by the Australian Office.

First aid awareness for burn injury

Each year, 200,000 Australians experience burn injuries.⁵ As the leading provider of first aid training and products, St John has a big role to play in ensuring that our community is aware of the correct treatment of burn injuries following an accident. Our *Position Statement on First Aid Awareness for Burn Injury* aims to guide St John in its endeavours to increase awareness of correct management of burn injuries in the Australian community. This includes increasing emphasis in existing training courses on the importance of correct management, and collaborating with other organisations to increase community awareness.

Workforce mental health

St John recognises that the costs of mental health conditions in the community are significant, having not only great personal and economic cost to individuals and their loved ones, but to workplaces and the community members we serve.^{6,7}

2017 saw the finalisation of St John's *Workforce Mental Health Standards and Guidelines*. The Standards aim to ensure that all St John entities put in place a strategy to create and maintain a mentally healthy workplace for all members. In addition, the *Guidelines* were developed based on the latest literature in the field, aimed at supporting each entity in developing a comprehensive strategy that will serve members needs. The Australian Office has developed its own Mental Health and Wellbeing Strategy that will be reviewed tri-annually. No problem is ever so big that it cannot be spoken about. Support is available.

- 1 <https://www.aihw.gov.au/reports/life-expectancy-death/deaths-in-australia/contents/leading-causes-of-death>
- 2 <http://www.cityofadelaide.com.au/media-centre/media-releases/adelaide-city-council-votes-to-install-defibrillators-throughout-the-city>
- 3 https://bitre.gov.au/publications/ongoing/road_deaths_australia_monthly_bulletins.aspx
- 4 Australian Institute of Health and Welfare. Henley G & Harrison JE (2015). 'Trends in serious injury due to road vehicle traffic crashes, Australia 2001 to 2010' in *Injury research and statistics* Series no. 89. Cat. no. INJCAT 165. Canberra: AIHW.
- 5 <http://www.burnstrust.com.au/>
- 6 Kleim B & Westphal M (2011). 'Mental health in first responders. A review and recommendations for prevention and intervention strategies' in *Traumatology*, 17(4), 17–24. Retrieved from PsychInfo.
- 7 Beyondblue (2016). Heads Up. Good practice framework for mental health and wellbeing in first responder organisations (BL/1675 03/16). Retrieved from <https://www.headsup.org.au/>

Australian Youth Advisory Network



AYAN is St John Ambulance Australia's primary body for communicating and consulting with young members aged 12 to 26 years, and representing their views.

e-Learning

In collaboration with the National Training Manager, the e-Learning survey aimed to explore young members views on what role eLearning plays as a learning tool in the training environment, as well as how young members currently utilise e-Learning. The survey aimed to illustrate similarities and differences between participating States and Territories, as well as age cohorts. The results will be made available early 2018.

2017 National Youth Member Survey

The second St John Ambulance Australia National Youth Member Survey aims to gauge the satisfaction of young members regarding their experience of the organisation. The Survey also looked at young members' ratings of St John in particular areas that are important to the organisation such as opportunities, recognition, flexibility, wellbeing, communication, decision making, career progression, challenge, value and future in St John. In 2017, AYAN will compare and contrast the results from both the 2016 and 2017 surveys to look for trends and emerging issues. The final 2017 report will be available mid-2018.

Digital footprint

AYAN expanded its social media presence by adding an Instagram account into the mix, as well as adding to their website. Accounts on multiple platforms that young people frequent helps AYAN to consult with as many St John members as possible.

[instagram.com/stjohnayan](https://www.instagram.com/stjohnayan)

99 posts
95 people following
4156 total reached
7062 total impressions

[facebook/stjohnayan](https://www.facebook.com/stjohnayan)

222 posts
81 people following

ayan.org.au

111,890 total reached
230,217 total impressions

Boundless 2018

After its great success in 2016, preparations for Boundless 2018 were started in 2017 to bring together young St John leaders (aged 18–26) for networking, professional development opportunities, and to provide their ideas around topics that matter to themselves and the organisation via consultation. Boundless 2018 will be held in Sydney in September 2018.

Boundless On-Air

Boundless On-Air is aimed at reaching and engaging young members within St John Ambulance Australia, and providing them with an additional personal and professional development opportunity, with a series of webinars. The webinars provide young people with essential skills that they can bring to their roles as young leaders. While it is targeted at young members, anyone and everyone is welcome to tune in. Boundless On-Air is accessible to all people, regardless of their geographical location.

The inaugural Boundless On-Air was held in May 2017, and saw Michael Andrews, the Marketing, Communications and Events Coordinator for AYAN, present 'How to use social media effectively?' It was a great success for AYAN's first webinar, with a total of 440 people from around Australia tune in to gain valuable skills they can use in roles as leaders.

Ambassador Program

AYAN continued to engage Ambassadors in participating jurisdictions in 2017. AYAN Ambassadors are members of all ages who help AYAN to share resources, information about consultation opportunities and events, and occasionally undertake consultation activities amongst their own network. Ambassadors help AYAN to connect with and engage with a broader range of stakeholders across the nation and are central to the success of AYAN.

AYAN would like to take the opportunity to thank all of our 2017 Ambassadors, past and present, for their contributions throughout the year.

2017 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 in St John. The Award intends to support up to two outstanding young members every year, for their activities as leaders in St John, promoting their contributions on a national state, and providing further professional development pathways.

The 2017 Norma Bell National Youth Leader Awardees included Damian Kaushik of New South Wales, and Melanie Fulton of Tasmania. A runner up prize was awarded in 2017 to Mr Adam Denaro of Queensland. Congratulations to all awardees for their outstanding contributions to St John and the community.

National Cadet Group

A large part of 2017 was devoted to undertaking policy development on issues that are important to the youth movement, including International Cadet Camp rules, standards and guidelines, the management of health conditions and behaviour management. In addition, a significant body of work has been undertaken to review and revitalise the Youth Leadership Training course. The new course will be available towards the end of 2018.

Mental health and wellbeing was a priority for the National Cadet Group in 2017, with an update and new look for the *Personal Safety Toolkit* underway, including the development of a new resource on understanding differences. The revised *Toolkit* will be available in the first quarter of 2018. As always, a review and update of several Youth Program publications occurred, including the Junior and Cadet first aid workbooks and the proficiency course program.

2018 National Cadet Camp

Over 90 campers had a fantastic time and enjoyed the friendly atmosphere and fun program that was NatCamp 2018. The camp was held 4–11 January, at the Mylor Adventure Camp site in the Adelaide Hills. The camp saw Cadets and Leaders participate in a range of activities including flying fox, adventure course, rock climbing, raft building, water and pool activities. Campers visited Victor Harbor and Hahndorf, and experienced a fantastic Gala Dinner at the Adelaide Zoo.

NatCamp 2018 also included the National Cadet and Youth First Aid Championships held at the Noarlunga St John Centre during extreme heatwave conditions. Our 2018 National Champions came from three states: South Australia won the Cadet/Youth Leader category, New South Wales were successful in the Cadet Individual scenarios, while Victoria triumphed in the Cadet Team event. New South Wales won the overall Champion State/Territory trophy. Congratulations to all competitors and their managers for displaying so much resilience and perseverance in the extreme conditions.

The camp and competitions would not have been possible without the hard work and dedication of many South Australian Officers, Leaders and members all putting in many extra hours throughout the past 12 months to bring off such a successful NatCamp. Particularly, special mention must go to Camp Manager Cathy Fletcher and her deputies, Kelly Guthberlet and Tammy Maria, who managed both the NatCamp and competition programs from the outset.

St John youth will meet again in Victoria, in January, for NatCamp 2019. Hopefully, many more youth will be attending this key national event.

Youth numbers

449 Juniors

2301 Cadets

1059 in other youth programs

3877 18–<26 years of age

2533 <18 years of age

486 8–12 years of age

Ophthalmic Program

2017 was an eventful year for the ophthalmic activities of St John in Australia. The highlight of the year was the launch of the St John Ophthalmic Association's Asia-Pacific branch, and the global organisation, in Perth in October 2017. The Hospitaliers from the USA and New Zealand, as well as the Chairman of St John Ophthalmic Association Europe, were present. A number of people signed up to be members of the St John Ophthalmic Association, and alliances were made between other Priors in the region (Hong Kong and Singapore) and global St John Ophthalmic Programs. The Perth Eye Hospital, with St John WA and The Australian Priory gave generously of their resources to enable this opportunity to bring international focus to St John's ophthalmic charitable activities.

The St John Eye Hospital Group (the Hospital) continued to receive valuable support from the Australian Priory as well as St John in Western Australia. Most of the support has been towards the salaries of nurses as well as that of an out-reach nurse trainer. However, the formation of the St John Ophthalmic Association will allow doctors, academics and researchers to associate with the Hospital and help them in education and research. The St John Ophthalmic Association also plans to meet at a global level every two years, but also during the Annual Scientific Congresses of the Royal Australian and New Zealand College of Ophthalmologists in Australia, and the American Academy of Ophthalmology in the US. This marks a very important step in supporting the St John Eye Hospital Group which is so important to those involved with St John world-wide.

The annual eye team visit to Oecussi in East Timor was made in August 2017. The team was accompanied by Dr Bill Glasson, a former St John Hospitalier. The team, along with a Timorese ophthalmologist and staff, screened over 400 patients, and carried out 67 operations in Oecussi. In addition the team also stopped by in Dili and carried out some complex surgeries that were kept for them there. The overall plan is to make the Timorese health system self-sufficient in the provision of eye-care so that they are not dependent on teams from overseas. It is hoped that this status is achieved by the year 2020 (an auspicious year for eye programs).

The involvement of St John in East Timor represents responsibility of our organisation in our neighbouring countries, and in the Western Pacific region.

The Ophthalmic Week in October was celebrated all around the country and messages regarding eye health and safety, were disseminated to the members.

During the Annual Meeting of St John in Adelaide, a presentation on volunteering was made during the Congress which attracted a lot of interest from members. It is hoped that this will certainly increase

the enthusiasm for all things related to eye health and also increase St John's involvement with this discipline.

Through a referral from one of the Board members, Mr Cameron Oxley, and the CEO of the Australian Office met with Mr Rob McGuirk, a senior member of Rotary who is leading a project to end the medical condition, trachoma, in Australia. Whilst on a trip to the border of northern South Australian/southern Northern Territory (the most trachoma affected area in Australia), Mr McGuirk saw on several occasions a St John Ambulance team teaching first aid. Following his visit, Mr McGuirk investigated how St John Ambulance might get involved in the Rotary project. The project's ophthalmic focus, community resilience aspect and straight-forward prevention by cleanliness (first aid focus) do align with several of St John's key objectives. The CEO of the Australian Office made contact with the St John entities in South Australia and the Northern Territory to consider further discussions with Rotary.

A handwritten signature in black ink, appearing to read 'Nitin Verma', with a long horizontal line extending to the right below the signature.

Dr Nitin Verma AM CStJ
Hospitaller

St John Historical Society of Australia

The informal motto of the St John Ambulance Historical Society of Australia is 'Preserving and promoting the St John heritage'.

During 2017 the Historical Society did much to attain the objectives implicit in that motto. In all States and Territories as well as nationally, members of the Society were at the forefront of effort to help the St John organisation affirm and celebrate the historical values and traditions of the Most Venerable Order of St John.

The Historical Society is a federal body with State and Territory branches as well as a national organisation. The membership, totalling about 285, is drawn from all Australian States and Territories with a number of overseas members.

The Historical Society underwent something of a 'sea-change' during 2017 as a new generation of leaders took over from the 'old guard'. An executive comprising Dr David Fahey (President), Mr James Cheshire (Secretary) and Mr Stuart McEwan (Treasurer-Membership Manager) were elected at the Society's 16th Annual General Meeting in Hobart on 28 April 2017. Significantly, none of these key office-holders from the 'younger generation' were among the group of 'old hands' that guided the Society into existence during the years 1999–2001. During the year, Dr Matthew Glozier, the Honorary Archivist for St John Ambulance in New South Wales, was appointed Co-Editor for the Society.

The Society's two main annual events, the History Seminar and the Annual General Meeting, were held in conjunction with the St John National Members' Convention, held in Hobart, in April. The audiences for the seminar and AGM were favoured with an excellent program at each event. A feature of the seminar was a presentation by the Lord Prior, Sir Malcolm Ross, on 'Learning from history'. This was the first occasion on which a Lord Prior has been on the Society's seminar program.

The Historical Society also published its annual journal, *St John History*, the 17th volume of which was released in April 2017. The ever lively quarterly newsletter, *Pro Utilitate*, saw its 16th year of publication. As well as these publications, three Historical Society members (Dr Matthew Glozier, Dr Ian Howie-Willis and Professor John Pearn) were the co-editors of the third volume of *One St John*, the annual on-line international historical journal published on the website of St John International.



Dr Ian Howie-Willis
Historical Advisor

Strategies

We will follow the endorsed One St John policies and standards, and in particular:

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

Values

St John is a charity in the Australian community working for the service of humanity.

Our vision for the future, whether acting alone or in partnership with others, is the provision of charitable and humanitarian services to individuals, groups and organisations. Our relief work for persons in sickness, distress, suffering or danger recognises no barrier of race, colour or creed.

Funds raised for the services St John provides are a means for achieving our overall humanitarian objectives. Fund raising is not, nor will be allowed to become, an end in itself.

St John takes pride in its volunteer ethos, its ethical standards and its independence. These together provide the firm foundation on which St John determines the best means of achieving the objectives to which it is dedicated.

The Receiver General's Report



It is a privilege to present to you the financial report for St John Ambulance Australia Incorporated, in respect of the year ended 31 December 2017. Revenues from operations during the year were \$10.68 million (in 2016, \$10.65 million) and expenses were \$11.29 million (in 2016, \$10.78million) causing a net operating loss of \$602,000 (in 2016, \$134,000 loss). After including the gain on market value in the investment portfolio, this loss reduced to \$267,000 (in 2016, \$206,000 profit).

Once again the Board endorsed an operating budget for this 2017 year which included the funding formula to apply for State and Territory contributions to National Office activities. More recently, the preference of jurisdictions has been to adopt a user-pays model for funding rather than the previously adopted formula which more closely reflected an ability to pay. A direct consequence has been that total contributions received during this 2017 year actually declined by four percent from the 2016 year. The National Office endures a constant tension to maintain functions and services within a tightening budget.

The National Product Sourcing Unit continues to supply jurisdictions and national customers with quality merchandise and uniforms, provide logistics, maintain competitive pricing, and absorb foreign exchange fluctuations for the broad benefit of St John Ambulance in Australia.

The collaboration between States and Territories to develop improved digital capabilities in sales, customer relations and websites has continued in this 2017 year. With Board approval, a further \$1.32 million (in 2016, \$783,000) has been spent and capitalised. In addition, significant National Office salaries and resources have also been applied and expensed on these projects. Challenges emerged during the year as individual jurisdictions presented their varied IT systems for integration and began to express differing expectations or needs. An internal review will help determine the path forward.

As at 31 December 2017, the market value of the managed investment portfolio was \$11.2 million (in 2016, \$12.8 million). During the year the portfolio increased through distributions and revaluations totalling \$969,000 (in 2016, \$1.03 million) against withdrawals of \$2.6 million (in 2016, \$1.6 million). Net withdrawals funded National Office operations and the digital projects on behalf of States and Territories.

During the 2017 year there were happenings of a regulatory nature in the not-for-profit sector: draft legislation to control relationships between Australian charities and overseas agencies; the founding Commissioner of the Australian Charities and Not-for-Profit Commission (ACNC) finished her term and was not renewed (in a surprise move the Government appointed her replacement from outside the sector); a review of the ACNC is to occur; and the Australian Tax Office is nominated to enquire into Deductible Gift Recipient administration. Any of these events sends ripples through the sector in which St John Ambulance exists and we remain vigilant.

Scheduled meetings for the Risk and Compliance Committee, and the Budget Committee, were held throughout the year, with secretarial support from National Office staff. To all the respective members of these two Board sub-committees, I express appreciation for your valuable contribution and support.

Where possible our meetings were treated to high calibre keynote presenters of interest and relevance to governance, risk and finance, with reports to the Board relaying valuable insights.

My role as Receiver General of the Australian Priory is assisted and made enjoyable by all the support and counsel I receive from Board colleagues, staff and members, for which I thank you all.

It was a disappointment when Robert Hunt resigned as National CEO, but I now enjoy working closely again with Len Fiori.

A handwritten signature in black ink, appearing to read 'Glen Brewer', with a horizontal line underneath.

Mr Glen Brewer
Receiver General

The Financial Report

The Auditor's Report



Manser Tierney & Johnston
Chartered Accountants & Wealth Management

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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 2017, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies and the certification by members of the committee on the annual statements giving a true and fair view of the financial position and performance of the association.

In our opinion, the accompanying financial report gives a true and fair view of the financial position of the association as at 31 December 2017 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements and the requirements of the *Associations Incorporation Act 1991 (ACT)* and Div 60 of the *Australian Charities and Not-for-profits Commission Act 2012* 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.

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist the association to meet the requirements of the *Associations Incorporation Act 1991 (ACT)* and for the purpose of fulfilling the financial reporting requirements under the *Australian Charities and Not-for-profits Commission Act 2012*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

The Auditor's Report continued



ManserTierney&Johnston
Chartered Accountants & Wealth Management

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ST. JOHN AMBULANCE AUSTRALIA INCORPORATED
ABN 83 373 110 633

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

Emphasis of Matter – Software and Website Development

We draw your attention to Note 9 to the financial report regarding Software and Website Development. Our opinion is not modified in respect of this matter.

Responsibilities of the Committee for the Financial Report

The committee of the association is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the *Associations Incorporation Act 1991 (ACT)* and the *Australian Charities and Not-for-profits Commission Act 2012* and for such internal control as the committee determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the committee is responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the committee either intends to liquidate the association or to cease operations, or have no realistic alternative but to do so.

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.

The Auditor's Report continued



ManserTierney&Johnston
Chartered Accountants & Wealth Management

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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' 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 4th day of May 2018.

MTJ AUDIT PTY LTD

DANE TIERNEY
Partner

Committee's Report

Your Committee members submit the financial statements of St John Ambulance Australia Incorporated (ABN 83 373 110 633) for the financial year ended 31 December 2017.

Committee members

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

Professor Mark R Compton
Mr Glen Brewer
Ms Sally Hasler
Professor Peter Leggat
Mr Bill Bunton
Mr Richard Neal (to March)
Ms Sarah Lance (from March to November)
Mr Sean McGuinness (from November)
Mr Roland Chin
Ms Shirley Watson
Mr Malcolm Hyde (to December)
Ms Karen Limb (from December)
Mr Steve Smith
Mr Cameron Oxley
Mrs Virginia Bourke (from April)
Mr Shayne Leslie

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 and its charitable first aid and community service work.
- b. The production of online and print 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 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 deficit of the association for the financial year amounted to (\$266 911).

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



Professor Mark R Compton
Chancellor



Mr Glen Brewer
Receiver General

Dated this fourth day of May, Two thousand and eighteen

Statement by members of the Committee

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 44–55:

1. present a true and fair view of the financial position St John Ambulance Australia Incorporated as at 31 December 2017 and its financial 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* 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 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 R Compton
Chancellor



Mr Glen Brewer
Receiver General

Dated this fourth day of May, Two thousand and eighteen

Statement of comprehensive income

for the year ended 31 December 2017

	Note	2017 \$	2016 \$
Revenues from ordinary activities	2	10 684 186	10 650 398
Cost of sales of publications first aid kits and components and uniforms	3a.	(5 948 864)	(6 216 894)
Employee benefits expense		(1 853 070)	(1 761 918)
Depreciation and amortisation expenses		(115 490)	(93 438)
Other expenses from ordinary activities		(3 368 552)	(2 712 376)
Net current year surplus		(601 793)	(134 228)
Other comprehensive income			
Net gain (loss) on remeasurement of managed investments		334 882	340 453
Total other comprehensive income for the year		334 882	340 453
Total surplus (deficit) for the year	3d.	(266 911)	206 225

Statement of financial position

for the year ended 31 December 2017

	Note	2017 \$	2016 \$
Current assets			
Cash assets	4	1 232 778	845 507
Receivables	5	1 128 166	1 571 611
Inventories	6	687 349	686 405
Other	7	158 741	138 079
Total current assets		3 207 033	3 241 602
Non-current assets			
Other financial assets	8	11 202 418	12 803 438
Property plant and equipment	9	4 434 631	3 109 420
Total non-current assets		15 637 049	15 912 858
Total assets		18 844 083	19 154 462
Current liabilities			
Payables	10	878 409	947 399
Provisions	11	285 669	245 171
Other	12	2 888	17 864
Total current liabilities		1 166 967	1 210 434
Non-current liabilities			
Total non-current liabilities		—	—
Total liabilities		1 166 967	1 210 434
Net assets		17 677 116	17 944 027
Equity			
Reserves	13	240 928	388 236
Retained surplus	14	17 436 187	17 555 791
Total equity		17 677 116	17 944 027

Statement of cash flows

for the year ended 31 December 2017

	Note	2017 \$	2016 \$
Cash flow from operating activities			
Receipts from customers		11 242 354	9 428 805
Investment Income		176 268	116 296
Payments to suppliers and employees		(12 178 035)	(10 293 564)
Net cash provided by (used in) operating activities	20b.	<u>(759 413)</u>	<u>(748 463)</u>
Cash flow from investing activities			
Proceeds from sale of property, plant and equipment			
Payment for property and plant		(1 416 034)	(827 693)
Transfer from managed portfolio		2 562 718	1 639 600
Transfer to Bell Reserve		—	—
Net cash provided by (used in) investing activities		<u>1 146 684</u>	<u>811 907</u>
Cash flow from financing activities			
Net increase (decrease) in cash held			
Cash at beginning of the year		387 271	63 444
Cash at beginning of the year		845 507	782 063
Cash at end of the year	20a.	<u>1 232 778</u>	<u>845 507</u>

Statement of changes in equity

for the year ended 31 December 2017

	Note	2017 \$	2016 \$
Reserves	13		
Opening balance 1 January 2017		388 236	536 392
Add: movements to/(from) reserves		(147 308)	(148 156)
Closing balance 31 December 2017		240 928	388 236
Retained profits	14		
Retained profits at 1 January 2017		17 555 791	17 201 413
Add: operating surplus/(deficit) for 2017		(266 911)	206 223
		17 288 880	17 407 636
Add: transfers (to)/from Reserves		(147 308)	(148 156)
Retained profits at 31 December 2017		17 436 187	17 555 791
Total equity		17 677 116	17 944 027

Notes to the financial statements

for the year ended 31 December 2017

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 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.

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 <i>Income and expenditure statement</i> .
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 *continued*

for the year ended 31 December 2017

i Revenue and other income	Revenue is measured at the fair value of the consideration received or receivable.
	Interest revenue is recognised using the effective interest rate method.
	Grant and donation income is recognised when the entity obtains control over the funds which is generally at the time of receipt.
	All revenue is stated net of the amount of goods and services tax (GST).
j Leases	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.
	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.
	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.
k Goods and services tax (GST)	Revenues expenses and assets are recognised net of the amount of GST except where the amount of GST incurred is not recoverable from the Australian 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 <i>Balance sheet</i> .
l Financial assets	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.
m Account payable and other payables	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.
n Member's liability	Members are liable for the amounts each member owes the Association in respect of their membership ie fees or subscriptions due to the Association.
	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.
o Comparative figures	Where required by accounting standards comparative figures have been adjusted to conform with changes in presentation for the current financial year.

Notes to the financial statements for the year ended 31 December 2017

Note	Note	2017 \$	2016 \$
2	Revenue		
	Operating activities		
	State and Territory contributions	1 817 881	1 888 218
	Sale of first aid kits components and uniforms	8 036 106	7 852 182
	Donations	43 741	68 024
	Other	47 575	26 276
		<u>9 945 303</u>	<u>9 834 700</u>
	Non-operating activities		
	Interest receivable	2 787	4 520
	Return on managed investments	633 852	693 986
	Sponsorship	8 200	16 617
	Rental income	94 043	100 575
		<u>738 882</u>	<u>815 698</u>
	Total revenue from ordinary activities	<u>10 684 186</u>	<u>10 650 398</u>
	Unrealised gain on investments	<u>334 882</u>	<u>340 453</u>
	Total revenue	<u>11 019 068</u>	<u>10 990 851</u>
3	Surplus from ordinary activities		
	Surplus from ordinary activities has been determined after:		
	a. Expenses		
	Cost of first aid kits components and uniforms	5 948 867	6 216 894
	Depreciation of property plant and equipment	115 490	93 438
	Net loss on disposal of plant and equipment	—	10 455
	Stock write offs	103 957	47 546
	Remuneration of the auditor—audit or review	17 451	14 600
	b. Revenue and net gains (losses)		
	Net gain (loss) on disposal of property plant and equipment	—	(10 455)
	Unrealised gain on investments	334 882	340 453
	c. Significant revenues and expenses		
	The following revenue and expense items are relevant in explaining the financial performance		
	Contributions receivable from States and Territories	1 817 881	1 888 218
	d. Surplus (deficit) by function		
	National Office	(432 297)	47 183
	National Product Sourcing Unit	165 386	159 041
		<u>(266 911)</u>	<u>206 224</u>
4	Cash assets		
	Cash on hand	1 500	1 300
	Cash at bank	831 795	767 162
	Cash on deposit	399 483	77 045
		<u>1 232 778</u>	<u>845 507</u>

Notes to the financial statements for the year ended 31 December 2017

Note	Note	2017 \$	2016 \$
5	Receivables—current		
	Trade receivables	—	—
	Other receivables	—	—
	Related entities	1 128 166	1 571 611
		<u>1 128 166</u>	<u>1 571 611</u>
6	Inventories—current		
	Raw materials and component stores at cost	439 087	325 984
	Publications at cost	156 094	262 335
	Merchandise and memorabilia at cost	92 168	98 086
		<u>687 349</u>	<u>686 405</u>
7	Other assets		
	Prepayments	158 641	126 427
	Deposits	100	11 652
		<u>158 741</u>	<u>138 079</u>
8	Other financial assets		
	Managed investments—at market value	11 202 418	12 803 438
		<u>11 202 418</u>	<u>12 803 438</u>
9	Property plant and equipment		
	Plant and equipment—at cost	590 353	534 793
	Less accumulated depreciation	(422 664)	(335 421)
		<u>167 689</u>	<u>199 373</u>
	Software and website development—at cost*	2 104 733	783 011
	Less accumulated depreciation	—	—
		<u>2 104 733</u>	<u>783 011</u>
	* NOTE: Due to development issues and evolving user requirements identified in these IT projects, directors commenced a review and consequently caution that some doubt exists about whether the carrying value of this asset will be fully realised. No impairment was booked as at 31 December 2017 while the review is ongoing.		
	Land and buildings—at cost	1 932 426	1 932 426
	Less accumulated depreciation	(46 256)	(34 692)
		<u>1 886 170</u>	<u>1 897 734</u>
	Leasehold improvements	324 651	261 234
	Less accumulated depreciation	(48 613)	(31 931)
		<u>276 038</u>	<u>229 303</u>
	Total property, plant and equipment	<u>4 434 631</u>	<u>3 109 420</u>
	Property plant and equipment—movement in carrying amounts		
	Plant and equipment		
	Balance at beginning of year	199 372	169 673
	Additions	55 560	153 086
	Disposals	—	(44 500)

Notes to the financial statements for the year ended 31 December 2017

Note	Note	2017 \$	2016 \$
Depreciation expense		(87 243)	(68 433)
Profit/(loss) on disposals		—	(10 455)
Carrying amount at end of year		<u>167 689</u>	<u>199 370</u>
9 cont. Software and website development*			
Balance at beginning of year		783 011	—
Additions		1 321 722	783 011
Disposals		—	—
Depreciation expense		—	—
Profit/(Loss) on disposals		—	—
Carrying amount at end of year		<u>2 104 733</u>	<u>783 011</u>
Land and buildings			
Balance at beginning of year		1 897 734	1 909 300
Additions		—	—
Disposals		—	—
Depreciation expense		(11 565)	(11 565)
Profit/(Loss) on disposals		—	—
Carrying amount at end of year		<u>1 886 170</u>	<u>1 897 735</u>
Leasehold improvements			
Balance at beginning of year		229 303	227 689
Additions		63 418	15 059
Disposals		—	—
Depreciation expense		(16 682)	(13 445)
Profit/(loss) on disposals		—	—
Carrying amount at end of year		<u>276 039</u>	<u>229 303</u>
10 Payables			
Trade creditors		776 220	819 404
Accrued expenses		102 189	127 995
		<u>878 409</u>	<u>947 399</u>
11 Provisions and employee entitlements			
Current			
Employee entitlements (Long service)		142 492	102 638
Employee entitlements (Annual leave)		143 177	142 533
		<u>285 669</u>	<u>245 170</u>
Non-current			
Employee entitlements (Long service)		—	—
		<u>—</u>	<u>—</u>
Number of employees at year end		<u>19</u>	<u>17</u>

Notes to the financial statements for the year ended 31 December 2017

Note	Note	2017 \$	2016 \$
12	Restricted funds—current		
	Overseas Aid	2 888	17 864
		<u>2 888</u>	<u>17 864</u>
13	Reserves		
	Ophthalmic Reserve	—	—
	Publications Development Reserve	—	161 644
	Foundation Reserve	—	6 596
	National Office Marketing Reserve	—	—
	Norma Bell Youth Reserve	240 928	219 996
		<u>240 928</u>	<u>388 236</u>
	Ophthalmic Reserve—movements during the year		
	The Ophthalmic Branch 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	—	—
	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	161 644	282 937
	Annual program increments	—	—
	Annual program decrements	(161 644)	(121 293)
	Closing balance	—	161 644
	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	6 596	41 596
	Annual program increments	—	—
	Annual program decrements	(6 596)	(35 000)
	Closing balance	—	6 596
	Norma Bell Youth Reserve—movements during the year		
	The Norma Bell Youth Reserve records the funding available for youth initiatives.		
	Opening balance	219 995	211 859
	Annual program increments	20 933	8 136
	Annual program decrements	—	—
	Closing balance	<u>240 928</u>	<u>219 995</u>

Notes to the financial statements for the year ended 31 December 2017

Note	Note	2017 \$	2016 \$
14	Retained surplus		
	Accumulated surplus at the beginning of the financial year	17 555 791	17 201 409
	Net surplus (deficit) attributable to the Association	(266 911)	206 224
	Transfer (to) from Ophthalmic Reserve	—	—
	Transfer (to) from Publications Development Reserve	161 644	121 293
	Transfer (to) from National Office Funding Reserve	6 596	35 000
	Transfer (to) from National Office Marketing Reserve	—	—
	Transfer (to) Norma Bell Youth Reserve	(20 933)	(8 136)
	Transfers to Reserves	—	—
	Accumulated surplus at the end of the financial year	17 436 187	17 555 791
15	Capital commitments		
	As at 31 December 2017 amounted to nil.		
16	Contingent liabilities		
	The Directors are not aware of any contingent liabilities.		
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 Incorporated (the Association) is the incorporated operating body of the Priory in Australia of the Most Venerable Order of the Hospital of St John of Jerusalem (the Order). The Order is incorporated by Royal Charter.		
	Internationally the Association is related to the Grand Council of the Order as the governing body of the Order. During the year the Association contributed amounts totaling \$218 837 towards the operating costs of the Grand Council and incurred conference costs of \$32 553		
	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 online and print 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.		

Notes to the financial statements for the year ended 31 December 2017

Note	Note	2017 \$	2016 \$
20 cont.	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	1 500	1 300
	Cash at bank	831 795	767 162
	Cash on deposit	399 483	77 045
	Bank overdraft	—	—
		<u>1 232 778</u>	<u>845 507</u>
20b	Reconciliation of cash flow from operations with profit from ordinary activities after tax		
	Surplus (deficit) from ordinary activities	(266 911)	206 224
	Non-cash flows in surplus (deficit) from ordinary activities		
	Amortisation	—	—
	Depreciation	115 490	93 438
	Net gains on disposal of plant and equipment	—	10 455
	Increase in market value of investments	(334 882)	(340 453)
	Return on investments	(483 671)	(574 817)
	Changes in assets and liabilities		
	Decrease (increase) in receivables	290 610	(479 598)
	Decrease (increase) in other assets	(20 662)	(62 298)
	Decrease (increase) in inventories	(944)	69 077
	(Decrease) increase in payables	(68 990)	314 529
	(Decrease) increase in provisions	25 523	14 980
	Cash flows from operations	(14 976)	—
		<u>(759 413)</u>	<u>(748 463)</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
www.stjohn.org.au

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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.**

AUSTRALIA'S MISSION

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

AUSTRALIA'S VISION

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