Supporting Queenslanders since 1889.
With you for life.

ST JOHN AMBULANCE QLD CAPABILITY STATEMENT 2020 - 2021

1300 ST JOHN (785 646)
enquiries@stjohnqld.com.au
www.stjohnqld.com.au

Vision, Mission and Values

Vision Statement

Partnering with every Queenslander for their first aid and community social support needs and being the leading provider of these services.

Mission Statement

To be a partner in building the capacity and resilience of Queenslanders through the delivery of first aid expertise, training, community services and charitable programs which meet the diverse and changing needs of Qld communities.

Values Statement

At the core of our values is humanity, and the saving of lives is paramount. We treat all who come to us with integrity; respect; care; dedication and compassion. We are dedicated to helping people in sickness, distress, suffering or danger.

Organisation Overview

St John Ambulance Australia Queensland Limited is a self-funding charity in the Queensland community working for the service of humanity. For over 130 years, the nature of how we support individuals, employers, associations and the broader Queensland community continues to grow and evolve. Every day, we're continuing our mission to enhance the lives of Queenslanders and their families. We are a trusted organisation of skilled staff and volunteers who provide a broad range of humanitarian services around our core expertise of first aid, health care and community social support services. Although headquartered in Brisbane, we service the entire state through multiple regional centres and teams.

Company Profile

Business name - St John Ambulance Australia Queensland Limited
Trading name - St John Ambulance Qld
Type of industry - First Aid & Health Services Training / Community Services / Charity / Not for Profit
Business structure - Company Limited by Guarantee
A.B.N - 74 264 019 231
A.C.N - 614 553 356
Related Entities - St John Holdings Limited (A.C.N. 009 752 372)
Australian Charities and Not-for-profits Commission (ACNC) - Registered charity
Queensland Office of Fair Trading - Registered charity No. CH0354
National Disability Insurance Scheme (NDIS) - NDIA Registered provider No. 4050020633
Australian Taxation Office (ATO) endorsements - Endorsement as a Deductible Gift Recipient - 4.1.1 Public Benevolent Institution / Charity Tax Concessions / Registered for GST **Registered Training Organisation (RTO)** - St John Ambulance Australia Limited holds TOID 88041 from the Australian Skills Quality Authority
Quality Management Certification - St John Ambulance Australia Limited holds ISO 9001
ARTG Certificate - Identifier 177877 Class IIb – First Aid Kit
Health (Drugs and Poisons) Regulation 1996 - S18(1) Approval No. AG 005896316 Obtain, Possess and Administrator / Licence No. POIR003855513 Licence to sell controlled drugs by wholesale

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Products and Services

Community Services

- Community transport - in Brisbane, Wide Bay, Townsville and Toowoomba
- Community Visitors Scheme – state-wide
- Community and Security Calls - friendship & reassurance – state-wide
- Personal shopping service and collection service
- Medical alarms and monitoring – state-wide
- First aid & first response services - community events - situations of sickness, distress, suffering or danger - natural disaster emergency / recovery

Commercial Services

- Training services covering courses in:
  - First Aid
  - Mental Health & Wellbeing
  - Workplace Health and Safety
  - Training & Assessment
  - Leadership & Management
- Workplace first aid needs analysis and compliance
- First aid products, kit restocking services, defibrillators, WHS signage, merchandise, and related health equipment
- Event Health Services at commercial events and workplaces
- The surplus generated from our commercial activities helps fund our humanitarian objectives

Charitable Programs

- First Aid in Schools program - free first aid awareness training to primary school students
- Hospital support programs - social and practical support by volunteers at Logan, Brighton and Caboolture hospitals
- Mainly funded from our commercial operations – plus from sponsorships, donations and bequests

Facilities and Equipment

St John Ambulance Qld offers:

Modern supply chain, including warehouse, distribution channel and kit restocking service to provide customers with first aid kits, products and equipment across the state

Training RTO, delivering industry best-practice, accredited and non-accredited courses, through 12 dedicated centres, via face to face, virtual classroom, and multiple delivery modes

High quality and diverse transport fleet comprised of green (hybrid) vehicles, sedans, vans, with wheelchair lifts and bariatric capability

Highly skilled workforce with appropriate probity checks (including Blue/Yellow Card, national police check) and current first aid training

Capabilities and Expertise

The St John Ambulance Qld team has a wide range of capabilities and expertise to deliver the full suite of services to the community:

- Ability to manage large service delivery contracts to governments and employers
- Community service and support workers (drivers)
- Social support workers
- Volunteers
- Disaster recovery support expertise
- Health professionals
- VET accredited First aid, mental health & WHS trainers
- First aid compliance advisors
- Registered NDIS service provider
- Funded by State & Federal governments to deliver services to aged and disability clients to support them to be active participants within their community

St John

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Board of Directors

Chair – Rev. Peter Devenish-Meares
Deputy Chair – Glen Morrison
Director - Alison De Marco
Director - Sharon Houghton
Director - Dr Angus McDonnell
Director - Ray Thurlow
Director - Michael Andrews
Director - Judy Morgan

Chief Executive Officer

Steve Moren (interim until Jan 2021)
Stephen Porter AO (from February 2021)

Council of Members

President - Dr Vlas Efstathis

Customers / Clients and Partners

- Queensland Government departments
- Australian Government departments
- Energy Queensland Limited
- Archdiocese of Brisbane
- Queensland Rail
- Aurizon
- Boral
- Coles
- Aldi
- Rockhampton Regional Council
- Construction Skills Queensland
- Queensland Department of Communities, Disability Services and Seniors
- Queensland Health
- Australian Department of Health
- St John Ambulance Australia Limited

Testimonials

“St John Transport Services give me flexibility and the opportunity to access the community where and when I want to, rather than relying on my family. St John has enabled me to become more independent.”
(Lachlan, client)

“It is a small thing for me to make a call and have a chat, but to some, that call makes their day, and nothing beats hearing the change in their voice when they know someone is calling to just check in and have a chat.”
(Mitch, volunteer)

“St John’s First Aid in Schools is a wonderful program that is interactive, well planned and well delivered."
(Coolum Beach Christian College)

“...the St John’s team who currently service all our sites defibrillators do an absolute incredible job from the customer service and relationship to understanding our environment ... “
(Facility Coordinator, BHP)

“I walked away with more knowledge and new ways and approach to first aid.”
(Kym, student)

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