



2021 Annual Report 2022

St John Ambulance Australia Queensland Ltd



Vision

Our vision is to be the charity of choice, dedicated to the service of humanity, enhancing the lives of all people and their communities, and a trusted partner through their life's journey, a leader in the field in first aid and community health resilience.

Mission

With you for life – we sustainably serve our community by building capacity, resilience, and wellbeing.

Values

Humanity – The generous quality of human nature. Being humane and kind, compassionate and sympathetic, respecting all people.

Excellence – The quality of being outstanding. Excellence means greatness – the very best.

Respect & Integrity – Having due regard for the feelings, wishes, or rights of others. Being honest, transparent and having strong moral principles.

Diversity – The practice or quality of including or involving people from a range of different social and ethnic backgrounds and of different genders, sexual orientations.

Collaboration & Innovation – Collaboration in the workplace is about people working together. And through cooperation, explore something new; a new idea, approach, method, or device that will achieve the team's goals.

Acknowledgement of Country



St John Ambulance Queensland respectfully acknowledges and pays respect to the First Peoples, the traditional custodians of the lands and waterways in which we operate and thank them for their continued hospitality.



We acknowledge and celebrate the continuation of a living culture that has a unique role in these regions. We also acknowledge Elders past and present, as well as our emerging leaders of tomorrow, and thank them for their wisdom and guidance.

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In this Annual Report, St John Ambulance Australia Queensland Limited will be hereinafter referred to as St John Ambulance Qld.

MESSAGE FROM THE Governor of Queensland

The name 'St John' has been synonymous with first aid and community care in Queensland for over 130 years.

As Dame and Deputy Prior of the Order of St John, I am proud to highlight my patronage of this charitable organisation, which aims to support Queenslanders in need and build safer and more resilient communities.

St John Ambulance Queensland's highly skilled staff and volunteers provide a wide range of humanitarian and community services throughout the State, with a mantra of "surplus for purpose".

One example is its First Aid in Schools program, which aims to train around 20,000 students each year in first aid and trauma resilience.

St John also provides training and services to other charitable organisations and, until recently, provided volunteers at Logan and Caboolture Hospitals free of charge. They also support non-commercial community events where first aid is required.

For many years, St John has also provided valuable support in the aged and disabilities sectors, and more recently, to veterans as well. This includes a transport program that gets people in need to medical appointments, the shops and social occasions they otherwise might not attend.

With the help of various Federal and State Government grants and contracts, St John plays a major role in providing this highly valued service to an important demographic in the Queensland community - the aged, the disabled, the unwell, and the isolated.

And it maintains contact with vulnerable people by visiting them at their homes or phoning them to offer support, reassurance or just some friendly conversation.

Additionally, St John Ambulance Queensland's partnership with the previously named Indigenous Diabetes Eyes and Screening (IDEAS) Van demonstrates its focus on supporting rural, remote and Indigenous communities. The rebadged St John EYE Van continues to service these communities and their patients.

I commend St John Ambulance Queensland on another exceptional year of charitable work and community service.



A handwritten signature in black ink that reads "Jeannette Young". The signature is written in a cursive, flowing style.

**Her Excellency the Honourable
Dr Jeannette Young AC PSM**
GOVERNOR OF QUEENSLAND

Message from the Chairman

Rev. Professor (adj) Peter Devenish-Meares, DBA, OStJ, Chairman

As I reflect on 2021-22 let me begin by *acknowledging and thanking everyone for their contributions over the past year – their work and sacrifices given in the service of humanity. We are certainly “One St John” team and I celebrate this.*

Service and care: These are our constant catchcries. It may be something that everyone noticed or that no one saw, yet it helped another. This reminds me of the Good Samaritan in the Gospel; the least likely ‘swerving to serve’ the vulnerable where it was needed most.

Careful growth: I celebrate the *growth of Health and Medical Services (HMS)* as our wonderful volunteers return to local shows, events, finish lines, and festivals to serve others. We cannot grow as quickly as we would like, due to limited resources. Please be patient and spread the word that *we need more volunteers*. In return, we will provide comprehensive training and many opportunities to serve, so that we can meet human need and community expectations of safety, standards and accountabilities.

Renewed strategy: All of what we report on was done against the backdrop of *our renewed strategy in 2022*, which is focussed on who we care for, why we care, how we do this, and in developing the finances and resources to make it all happen.

Eye care: As part of St John International’s core ophthalmic focus, how wonderful it was to launch The St John EYE Van this year. The van does amazing work across regional and rural Queensland – *restoring hope and dignity*. Our local work is truly connected to the St John Eye Hospital, which I visited in Jerusalem in October 2022. I was warmly welcomed and I saw amazing care in action, be it emergency care or disease treatment.

Constant review: As we face the future, we must have *the highest expectations of each other*, as we account for what we have and what we do. We are in a *state of constant change and ongoing review* – be it structure, locale(s), community needs, methods and accountabilities. That may sound a bit dramatic, yet I can assure you that it is crucial. We must face change and adapt constantly to ensure that our resources are stewarded well, that our reputation is sound, and we that have the necessary finances.

Special thanks: I am mindful of the departure of two members of the executive team this year. Leo McNamara (GM Health and Medical Services) retired after guiding the organisation with his extensive knowledge and experience in training and clinical support in director and various management roles since 2012. Leo retires with our best wishes and extreme gratitude. Stephen Porter (CEO) resigned in late 2022 and I wish to acknowledge his impact and contribution since early 2021. Stephen reimagined our vision and has positioned the organisation for growth. For his service, we are truly grateful.

At times there will be challenges and setbacks, however, the past three years have proven that with unity, focus, openness and goodwill, we can get through anything. If you have an idea, concern or comment, please reach out to me at chairman@stjohnqld.com.au

Thank you again. Every best wish and blessing.



Devenish

**Rev. Professor (adj)
Peter Devenish-Meares**
DBA, OStJ, Chairman

“We are certainly “One St John” team and I celebrate this.”

Message from the Chief Executive Officer

Stephen Porter, AO, AM (Mil), CEO

It has been yet another challenging and eventful year for St John Ambulance Qld and for the communities that rely on our services and support.

Consistently over the year, Team St John has stepped up to the plate, responding to the community's changing needs, approaching our endeavours in a positive spirit and demonstrating resolve to achieve and deliver high-quality service outcomes. If anything, this year has reminded us of the vital role we play in enhancing the lives of Queenslanders through building safer and more resilient communities.

We as a management team are proud of the agile way in which our team has responded to the many challenges. We have continued to build on our strong foundations, taking a holistic approach to our efforts, and demonstrating strength and capabilities that restore our leadership as a humanitarian organisation. We remain committed to providing support to the marginalised and disadvantaged and engaging with rural, remote, isolated, and Indigenous communities.

“During the year, we commenced our journey to deliver on the longer-term goals of our new strategic direction, while continuing to deliver on ‘business as usual’ work. We have sought to increase our reach, reshape our relationships, and achieve greater impact in our community.”

We have continued to consolidate the organisation's position, focusing on being operationally efficient and effective, mindful of costs, and ensuring we have the capability and capacity for growth. With an improved emphasis on the customer, a clear understanding of our strengths, the environment, future opportunities, and a desire to continually improve, we emerge a better organisation – innovative and poised for further success. But, as always, we have more to do and need to maintain focus to ensure we remain capable and relevant to the great needs around us.

This year we welcomed the ophthalmic capability into our organisation through the St John EYE Van. This facility was gifted to St John Ambulance Qld from the Board of the IDEAS Van Partnership in January 2022. The St John EYE Van makes it possible for more ophthalmologists to bring their expertise to those marginalised due to the tyranny of distance, social and physical constraints and economic considerations. Through the van, we strengthen our support of rural, remote, isolated and Indigenous communities.

The St John EYE Van is supported by a highly passionate team of ophthalmic medical professionals and volunteers who give their time to provide these services and promote the great work of St John. My sincere thanks for your ongoing service and support.

In our training area, we have continued our journey of expanded offerings of short and qualification courses, providing alternate approaches to attaining qualifications and exploring different delivery modes.

In the product and service areas, we focused on our clients to ensure their requirements are met efficiently and effectively. This is a critical area of our business as the quality of the surplus allows us to further invest in our charitable purpose. I thank everyone involved with its success.

In our communities area, we are making a real difference to people who are lonely, marginalised and disadvantaged. Our work has seen us continue to deliver transport, community access and group activities in the aged-care sector, and expand into supporting people with disabilities, through our pilot program. We are exploring how to better support our veteran community through the programs we undertake in the aged-care and disabilities sectors.

We continued the wonderful work of our First Aid in Schools Program (FAiS) by educating primary school children in fundamentals to be better prepared in an emergency. The FAiS volunteer team trained around 20,000 primary school students.

My thanks to everyone involved in the delivery and coordination of our community programs – your passion for our purpose is truly inspiring.

The rebuilding of Health and Medical Services contributed to our community impact over the year. These services are our visible presence in many areas and provide the expertise and assurance to communities suffering from stress and disasters. Through these efforts we support both community and commercial activities as well as preparing for response, recovery and community resilience building activities.

We have seen this capability develop slowly, with many new St John volunteers giving their spare time. These volunteers are key ambassadors of St John and I thank them for their service.

We acknowledge the outstanding members of Team St John and our many great achievements. I would also like to thank all our stakeholders, sponsors and donors, partners, and customers for your support. Through your assistance and efforts, we can continue our work within the community. A huge thank you to the executive and management team who so ably lead Team St John. Lastly, I would like to thank the board for the generous input of their time and knowledge.



Stephen Porter
AO AM (Mil), CEO

Message from the Council of Members

Dr Vlas Efstathis, AM KStJ RFD, President

It gives me much pleasure to report on the activities and progress made by the Council of Members and working group participants in advancing engagement with the general membership of St John Ambulance Qld.

Council is an advisory body whose primary role is to assist the board in the effective engagement and communication with the Queensland membership and Members of the Priory of the Order of St John Australia regarding activities that support the efforts of St John Ambulance Qld. The Council of Members operates as a sub-committee of the board, with the president reporting directly to the chairman.

The objective of the council program is to engage members in building awareness of the services and achievements within St John Ambulance Qld programs delivered to Queensland communities. Member feedback endorses the current direction of the organisation.

Under the policy and governance arrangements prescribed in the Council of Members Charter, developed by the council in consultation with members and approved by the board in December 2019, quarterly meetings constitute as two formal business meetings of council and two fellowship and seminar events:

- > Formal business meeting of Council of Members conducted on 25 August 2021
- > Annual member networking event on 24 September 2021, Brisbane
- > Annual member networking and annual awards event 04 December 2021, Brisbane
- > State-wide webinar on 18 May 2022 (developed and hosted by Sandra Moore):
 - CEO, Stephen Porter, presented an overview of progress of the St John Ambulance Qld Transformation and Modernisation program.
 - *A Queensland Volunteer's Journey with St John International in Europe*: Dr Warren John Henry MRCVS presented his journey of volunteering at the St John Eye Hospital in Jerusalem and visiting several St John International offices in Europe.
- > Annual Church Service on 26 June 2022 at the Anglican Church of the Annunciation in Camp Hill.

We work closely with the executive team to provide member input into the development of the Functional Transformation

Project and the Strategic Plan 2022-2024. Of direct interest is the council's role in assisting with the progress and achievement of *Our People and Performance Strategic Goal: performance excellence through strong leadership and values driven 'Team St John' culture*. The relevant project work involves:

- > Understand modern volunteering across a person's life and develop a flexible continuum of volunteering service.
- > Implement the Team St John culture - "St John member first".
- > Develop and implement functional and individual KPIs linked to St John values.
- > Performance appraisal review and implementation.
- > Team St John reward and recognition strategy.
- > Integration of ophthalmic capability to St John.

The ongoing activities within council are organised through standing working groups directed by and reporting back through the president.

Priory ceremonies and function:

Chair, Peter McMurtrie AO KStJ

Historical Society of Queensland:

Chair, Robert De Vere OStJ

Ophthalmic working group:

Chair, Professor Graham Lee, assisted by Sandra Moore MStJ.

Finally, I wish to acknowledge my appreciation to council members, particularly the chairs of the working groups and our esteemed Council Executive Officer, Noel Gillard OAM CStJ.



Dr Vlas Efstathis
AM KStJ RFD, President

Message from Our Chaplain

Fr Harry Reuss, OStJ, State Chaplain

I am delighted to give my Chaplain's report for the past year. St John is like that 'Old Man River' which keeps rolling along, providing a sure refuge for those who seek the services our Order so generously provides.

I was unable to attend the annual service for the birth of St John the Baptist held on 26 June 2022, however, we are greatly indebted to the Rev. Chris Tyack of the Anglican Parish of Camp Hill for conducting the worship at which our Chairman, the Rev. Peter Devenish-Meares, preached an uplifting sermon with the flag of St John firmly planted in the delightful Church of the Annunciation.

During the year, our grand old Dame, Beth Dawson AM DStJ, passed to her eternal rest and I was privileged to attend with many others her memorial service in St Lucia which was a moving tribute and celebration of her life.

Our visit to Government House on 21 October 2022 for the Investiture Ceremony was a particular delight. The Governor of Queensland, Her Excellency the Honourable Dr Jeannette Young AC PSM, was admitted as a Dame of Grace in the Venerable Order. Her Excellency, along with her husband Professor Graeme Nimmo, were excellent hosts.

Following the Investiture Ceremony, I was pleased to attend the blessing of the St John EYE Van which took place with the rain gently falling like Holy Water to add to the Holy Water which I duly blessed to the amusement of the kitchen staff who were amazed when I asked for some salt to mix with the water to make the Holy Water.

The Maltese Cross: It is universally agreed that the four arms of the cross stand for the four cardinal virtues – prudence, temperance, justice and fortitude – and its points stand for the eight beatitudes which spring from the practice of those virtues:

1. Blessed are the poor in spirit; for theirs is the kingdom of heaven.
2. Blessed are those who mourn; for they shall be comforted.
3. Blessed are the meek; for they shall inherit the earth.
4. Blessed are those who hunger and thirst after righteousness; for they shall be satisfied.
5. Blessed are the merciful; for they shall obtain mercy.
6. Blessed are the pure in heart; for they shall see God.
7. Blessed are the peacemakers; for they shall be called the children of God.
8. Blessed are those who suffer persecution for righteousness' sake; for theirs is the kingdom of heaven.

“May I take this opportunity to wish St John members a happy and holy Christmas and blessings for the New Year.”



Fr. Harry Reuss
OStJ, State Chaplain

Message from Historical Society of Queensland

Bob Devere, OStJ, Chairman, St John Ambulance Historical Society of Queensland

Comprised of 13 members including the chair, the Historical Society committee continues to meet monthly, unless prohibited by COVID restrictions.

Meetings are mostly held at the Queensland Ambulance Service (QAS) Museum on the second Saturday of the month at 10am. The partnership with QAS has been very fortuitous as we have a great working relationship with them and may, at some stage, be able to display some of our items.

Meetings predominantly involve sorting, inspecting, and identifying items and materials from the storage locker. Many of the boxes holding the items needed repairing so as part of this process we have started to catalogue the items in each box for easier identification.

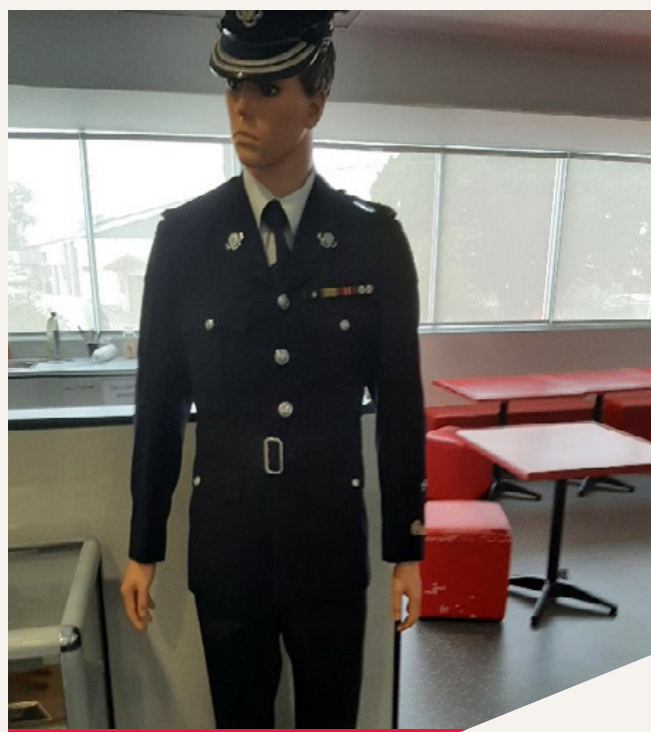
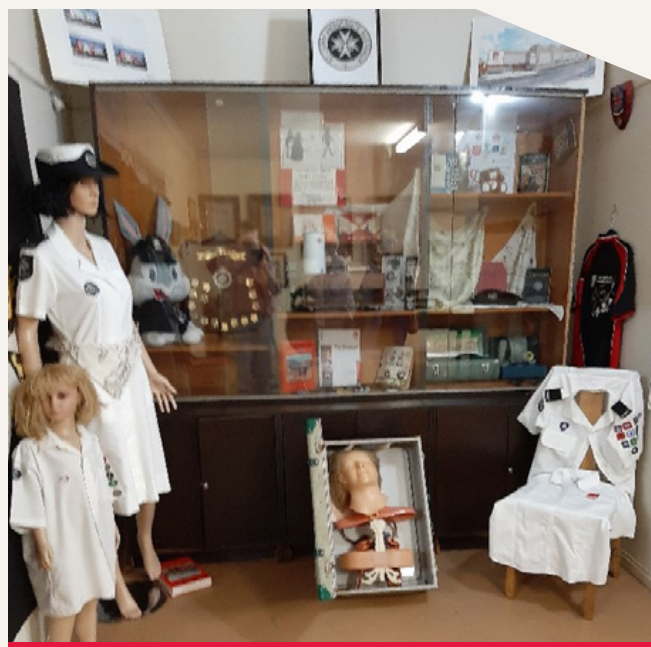
This year was a sad one with the passing of Beth Dawson AM DStJ who was a stalwart worker for the Historical Society and for the promotion of the importance of our Order and its work.

Accomplishments this year include putting a display in our major training centre at Yeerongpilly, and an agreement in place for another display at Beenleigh Historical Village and Museum in October this year.

The committee acknowledges and congratulates the service given to St John Ambulance Qld by Anne Demaine DStJ, Dr Fred Ledischke KStJ and the late Beth Dawson AM DStJ who received their Ultra Long Service Medal this year.



Bob Devere
OStJ, Chairman, St John Ambulance
Historical Society of Queensland



Emerging from the Pandemic

Major General Professor John Pearn, AO GCStJ RFD MD

The 2021-22 year has seen many changes and adaptations. As a community, we have learned to respect others' personal space, a habit imposed by social distancing. As individuals, we have been more conscious of hand hygiene — hitherto a significant source of interpersonal spread of disease.

Those based in hospitals are aware that if hand washing discipline fails, or is slack, the spread of what doctors call "nosocomial disease" means that perhaps 40 percent of those admitted to hospital contract a disease "in-house". With scrupulous hand washing discipline, the rate falls to less than three percent.

These two changes in social behaviour hopefully will endure as a positive legacy of what otherwise has been three years of personal, professional and social disruption.

Despite another year of the pandemic, St John Ambulance Qld has achieved much. We have delivered around 4,000 training courses, with around 24,500 individuals trained in bystander first-aid. Who benefits from first-aid training? We know from research studies that in more than 60 percent of instances, the bystander is helping a family member, loved one, or work colleague. Individuals who graduate from our first-aid training classes learn the drills and skills of basic bystander first aid to potentially serve those closest to them.

It is particularly significant that St John Ambulance Qld is not Brisbane-centric, that our public courses have been

delivered in 12 cities and towns throughout Queensland, ranging from the Gold Coast to Cairns. Our commercial training teams have given these crucial life skills to populations in Bamaga, Coen, Thursday Island, Aurukun, Palm Island, Ravenshoe, Dingo, Dysart and Hughenden.

The year has also been successful in that more than \$3.5 million has been raised to underpin the training remit of St John Ambulance Qld and our charitable works.

"Pandemics have always brought great challenges but, in so many instances, have resulted in increased compassion for those in need."



Major General Professor John Pearn
AO GCStJ RFD MD



Our Governance

The St John Ambulance Qld Board of Directors sets the direction of our organisation and ensures strong governance in terms of responsibility, self-regulation, prudent management of funds, best practice, and community services consistent with the culture and values of the Order of St John and the St John Ambulance Qld Constitution. All board director positions are voluntary.

Day-to-day management of affairs and implementation of corporate strategy and policy initiatives are delegated by the board to the chief executive officer, who is supported by an executive management team.



“The board and executive management team are committed to principles of good corporate governance. These principles emphasise transparency, accountability and independence.”



Our Board



Rev. Professor (adj)
Peter Devenish-Meaures



Associate Professor
(adj) Glen Morrison



Dr Angus McDonnell



Alison De Marco



Ray Thurlow



Michael Andrews



Judy Morgan



Brett Mildwaters



Angelique Ettia

St John Ambulance Qld has a very knowledgeable team of volunteers who provide governance, oversight and strategic direction to ensure the organisation maintains their delivery of high quality services to the community, with agile and innovative approaches to meet the needs of those we support, train and service.

OUR BOARD

Rev. Professor (adj) Peter Devenish-Meaures DBA OStJ

KHS FFin FRSA FGIA BBus(Accounting)
GCSocSc(Pastoral Care) MCom(Hons)
MLitt GDMinistry GDTheol
GradDipCoupleTherapy C.Dec

Chairman

Appointed 30 June 2020

Director

Appointed 24 January 2018

Associate Professor (adj) Glen Morrison OStJ

DipParamedical Science DipBusMgt MBA

Deputy Chairman

Appointed 23 November 2017

On leave of absence from
15 November 2022

Dr Angus McDonnell BM KStJ

MBBS(Hon), BSc(Hon), BAppSc, MSc, MHSc,
GDipHNut, GDipEmHlth, GCetAeroMed,
FACRRM, FRACGP, FARGP

Director

Appointed 20 September 2016

Alison De Marco MStJ

LLB LLM

Director

Appointed 15 June 2018

Ray Thurlow MStJ

CMC JP AdvDipOHS AssocDipAppSc
DipBus DipCouns

Director

Appointed 29 November 2018

Michael Andrews MStJ

BParaSc

Director

Appointed 27 November 2019

Judy Morgan

MBA, BSc Jap Lang

Director

Appointed 20 November 2020

Brett Mildwaters

Exec.MBA(USyd) BInfoTech(QUT) MAICD
MACS CP IP3P

Director

Appointed 30 October 2021

Angelique Ettia

BComm, GradCertBus (Philanthropy)
MAHRI, AMIF, MFIA

Director

Appointed 30 June 2022

FAREWELLED



Sharon Houghton

Sharon Houghton BComm(Accounting)
FCA FCA

Director

Appointed 27 November 2019

Retired 16 December 2021

Our Executive Team

Responsible for the delivery of our strategic priorities and management of the operations of the organisation, our Executive Team are a group of experienced professionals who are dedicated to the success of the organisation for the membership, community and our customers, aligned to the mission of St John Ambulance.

Glen Morrison OStJ
DipParamedical Science DipBusMgt MBA
Interim Chief Executive Officer
Appointed 15 November 2022

Adele Elze MStJ
JP(QUAL)
Executive Assistant to the CEO
Appointed 20 May 2003

Steve Moren
BBus GradDipBus(IR) CDec
General Manager
Commercial Services
Appointed 4 July 2016

Peter Ciereszko
BCom CA FAIM
Chief Financial Officer
Appointed 12 April 2021

Angela Burdon
MBA
General Manager Community Care
and Support Services
Appointed 7 June 2021

Lyndall De Marco AM
BCom CA FAIM
General Manager Ophthalmology
Programs
Appointed 29 November 2021

David Martin
Head of Service Development
and Engagement
Appointed 1 June 2022

Audrey Moirt
BA BNursing AHPRA
General Manager Health
and Medical Services
Appointed 11 July 2022

Rick Vine
BCom(HRM,IR) Dip Front Line Mngt
Head of People and Culture
Appointed 16 August 2022

Darryl Stewart
BBus(Logistics & SupChainMngt)
Dip.Logistics Mngt
General Manager Training
Product and Service
Appointed 24 October 2022

Marni Ryan
Cert(StratMktg) B Comm(BusMktg)
General Manager Marketing
and Corporate Affairs
Appointed 21 November 2022



Glen Morrison



Adele Elze



Steve Moren



Peter Ciereszko



Angela Burdon



Lyndall De Marco



David Martin



Audrey Moirt



Rick Vine



Darryl Stewart

RETIRED / RESIGNED

Leo McNamara OStJ
MBA MHlthSc FCHSM CHE
General Manager Health and
Medical Services
Appointed 9 September 2014
Retired 19 August 2022

Stephen Porter AO AM(Mil)
BSc MBA MA FAIDC
Chief Executive Officer
Appointed 15 February 2021
Resigned 20 December 2022



Leo McNamara







Stephen Porter



Our Reach

Service / Program

-  Community Transport (funded/commercial)
-  Disaster Management Support (MOU on demand)
-  First Aid in Schools Program (charitable)
-  Health & Medical Services (charitable/commercial)
-  NDIS Services (from July 2022)
-  Ophthalmology Program
-  Product Sales & Restocking (commercial)
-  Social Support Services (funded/commercial)
-  Training - First Aid and Mental Health (commercial)
-  Training – Qualifications (commercial)
-  Workplace First Aid & WHS Services (commercial)

CAIRNS 

TOWNSVILLE 

MACKAY 

Statewide | 

Online/Virtual | 

Interstate | 

EMERALD 

GLADSTONE 

ROCKHAMPTON 

MARYBOROUGH / HERVEY BAY 

BUNDABERG 

CHERBOURG 

SUNSHINE COAST 

TOOWOOMBA 

GREATER BRISBANE 

GOLD COAST 

Strategic Plan 2022-2024

Vision

OUR VISION IS TO BE THE CHARITY OF CHOICE, DEDICATED TO THE SERVICE OF HUMANITY, ENHANCING THE LIVES OF ALL PEOPLE AND THEIR COMMUNITIES, AND A TRUSTED PARTNER THROUGH THEIR LIFE'S JOURNEY, A LEADER IN THE FIELD IN FIRST AID AND COMMUNITY HEALTH RESILIENCE.

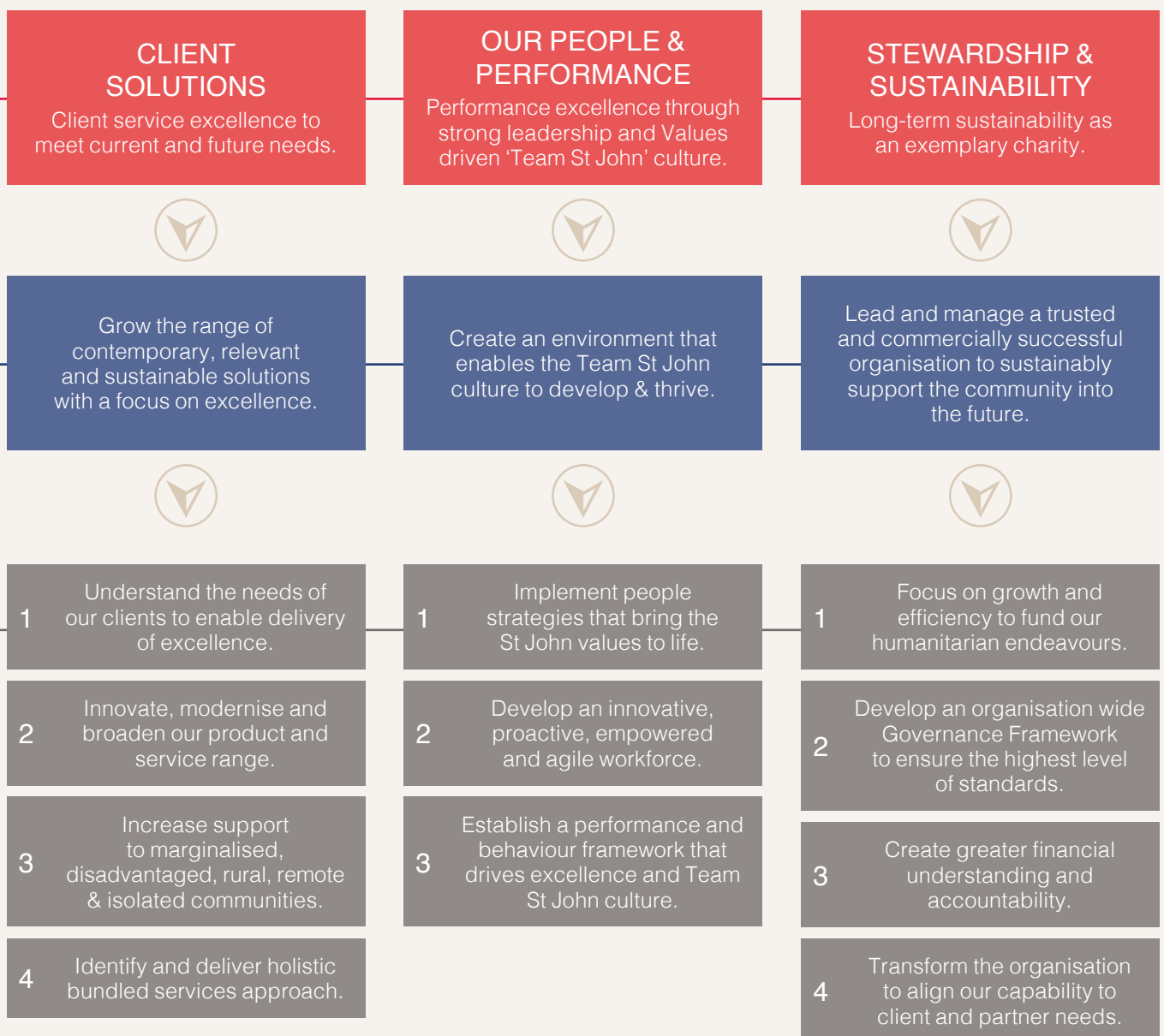


Mission

WITH YOU FOR LIFE – WE SUSTAINABLY SERVE OUR COMMUNITY BY BUILDING CAPACITY, RESILIENCE, AND WELLBEING.

Values

HUMANITY, EXCELLENCE, RESPECT & INTEGRITY, DIVERSITY, COLLABORATION & INNOVATION,



Key Statistics and Highlights

COMMUNITY SERVICES

15,300 hours
OUTREACH CALLS
OF SUPPORT 

81,208
TRIPS MADE

751,775
KILOMETRES
TRAVELLED

79,813
CLIENTS TRANSPORTED

4,151
CLIENTS IN RECEIPT
OF A SERVICE
OR SUPPORT

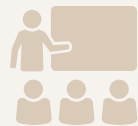
1,700
SOCIAL TRIP
BOOKINGS

28
AGED CARE
FACILITIES
VISITED

SUPPORT TO HOSPITAL PROGRAMS
Logan Hospital 5,752 hours
Caboolture Hospital 2,567 hours

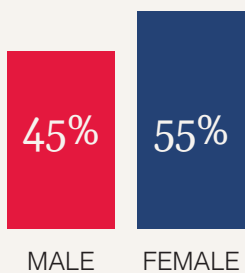
FIRST AID IN SCHOOLS

21,867
CERTIFICATES ISSUED



60
SCHOOLS ATTENDED

OUR PEOPLE



159
FTE PERSONNEL

OUR LONGEST
SERVING STAFF
MEMBER STARTED
1996

5%
VOLUNTEERS SPEAK
ANOTHER LANGUAGE

TOTAL NUMBER OF
VOLUNTEERS **389**

OUR OLDEST
VOLUNTEER **89 years**

Volunteers - Community Services	221
Volunteers - HMS	84
Volunteers - FAiS	21
Hours of volunteer support	25,091
Volunteer value (replacement cost)	\$1,057,084

HEALTH & MEDICAL SERVICES

95

EVENTS



135

TREATMENTS

18

PATIENTS TO HOSPITAL



1,833

DUTY HOURS

TRAINING



ALL COURSES

3,857

FIRST AID COURSES

3,758

MENTAL HEALTH COURSES

96


24,587
PEOPLE TRAINED / STUDENTS


STUDENT FEEDBACK
(RECOMMEND ST JOHN)
9.6/10

PRODUCT & SERVICE

17,531

FIRST AID KITS SERVICED



WAREHOUSE DIFOT

95%

WE SOLD

8,526

FIRST AID KITS

671

DEFIBRILLATORS

3,479

SERVICES COMPLETED

EYE VAN

20

CLINICS HELD

500

PATIENTS TREATED

11,000

KILOMETRES TRAVELLED

Community Care and Support Services

Angela Burdon, General Manager, Community Care and Support Services

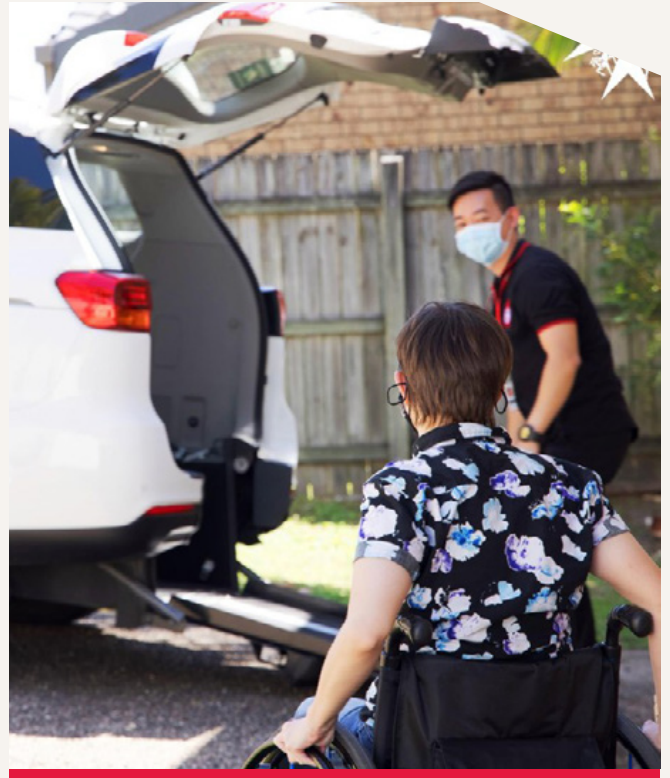
The communities department operates a variety of programs in support of the Queensland community. At the last Census, 95% of Australians aged 65 years and over lived in their own home.

Of this group, 25% lived alone. Through our nationally funded programs, we provide activities that focus on connecting older people living in their homes with their local community and facilitate personal connections. Our breadth of service offerings further expanded throughout the year, making 2021-22 our busiest year yet.

Community transport is our primary service and we transported a total of 79,813 clients, travelling *more than 128,000 kms* across Queensland.

The team has worked hard to ramp up the social trips on offer to our clients, leading to increased bookings of over 1,700 across the year. This year, our clients have enjoyed trips to the Ginger Factory on the Sunshine Coast; a sightseeing cruise on the Gold Coast canals; art gallery tours; outings to many informative museums; and lunches by the beach.

During the year, the Australian government announced its intention to create a change to the way they fund support of Australia's ageing population. The announcement to move to the newly created Support at Home Program gives us the impetus to consider new ways of service delivery and,



although the launch of the program has been delayed to mid-2024, the department is actively working towards new ways of delivering our transport services.

St John Ambulance Qld is a volunteer organisation at its heart and for people who volunteer with us, we have a suite of opportunities to give back. Whether it is aiding our team of support workers and drivers; accompanying our community of older adventure-seekers on their social trips; visiting an older person in their home; or making a phone call to chat with a person once a week, there is a way for everyone to participate in volunteering.

One of our community volunteers, Colin joined St John Ambulance Qld in November 2021 and has made a massive impact. Colin's passion is singing and he has been wowing the residents at Regis Caboolture and BallyCara Scarborough with his amazing voice. His concerts attract

“It is heartwarming to see the faces of the residents light up when we walked into the rooms with the dogs. Some welled up with tears of joy. Many of the residents shared their memories and stories of pets they once had. It is lovely!”



St John Ambulance Qld Volunteer Coordinator, Leisa said: “It is heartwarming to see the faces of the residents light up when we walked into the rooms with the dogs. Some welled up with tears of joy. Many of the residents shared their memories and stories of pets they once had. It is lovely!”

First Aid in Schools

The youth focused first aid education program established by St John Ambulance Qld provides free first aid awareness, education and training to primary school students at no cost to schools, children, or parents throughout the school year. St John Ambulance Qld first piloted the First Aid in Schools (FAiS) program in 2018 in a limited capacity, but in 2021-22 the team trained over 20,000 primary school children.

The learning is age-appropriate and integrated with the Australian curriculum and can be tailored to a community’s specific requirements. Skills gained in our FAiS program significantly contribute to building a more resilient community.

Notably, a student from Somerset College was inspired by the program to collaborate with the FAiS educators to write and illustrate a picture book to be used to instruct students in the younger grades about first aid.

many of the residents, with some even getting up for a dance! Thank you, Colin, for sharing your amazing talent with the residents of these aged-care facilities. Our community volunteers truly have the ability to inject a bit of fun in the lives of our clients!

Colin said: “It is such a great privilege to volunteer for St John Ambulance Qld and touch the hearts of so many residents through my love of singing.”

St John Ambulance Qld community volunteer, Angie, regularly takes her three gorgeous pooches – Bella, Pixie, and Christie – to meet with the residents at Regis Caboolture. The residents receive a one-on-one visit with the furry friends where they get to cuddle and pat each of the dogs. Bella, Pixie, and Christie love all the special attention they get!



Angela Burdon

General Manager, Community Care and Support Services

Health and Medical Services

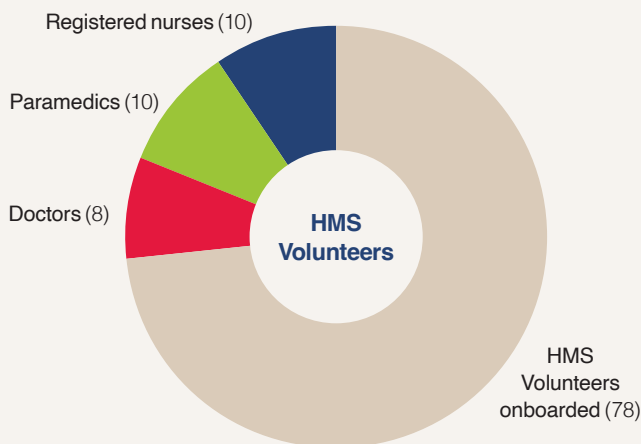
Audrey Moirt, General Manager, Health & Medical Services

The 2021-22 year saw Health and Medical Services (HMS) continue the organisational growth and development while having a clear focus on supporting community resilience, disaster recovery and response, and event prehospital care.

With the re-establishment of key partnerships and the beginning of integration into the state-wide health service COVID-19 response over the past 12 months, St John Ambulance Qld has provided a range of opportunities for clients and members.

Total number of Volunteers in HMS	106
Total number of events attended	95
Total number of people given pre-hospital care and transported to hospital	18
Total number of people assessed and managed for minor illness and injury	114
Total number of people assessed and managed for major illness and injury	3
Total number of duty hours	1,833

A balance between building our teams and relationships to compete in the growing private pre-hospital care industry, whilst maintaining our humanitarian drive to support our communities through our volunteer programs, is key to HMS success.



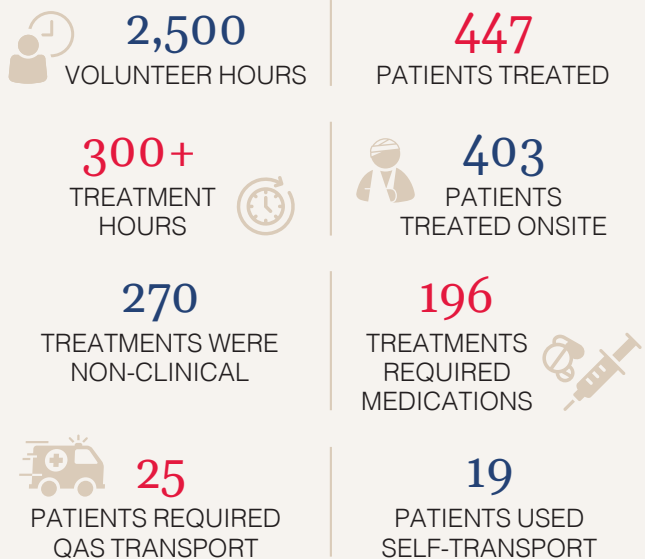
In the year ahead, there will be continued effort to understand the ongoing volunteering opportunities and challenges, and develop improved ways of communicating, training, recognising and valuing our volunteers.



Ekka 2022

“After two years of closures due to COVID-19 the Ekka opened its gates again in 2022, with more than 340,000 visitors enjoying all it has to offer” [Queensland Government Newsroom 2022]. St John Ambulance Qld was again one of the key partners delivering a vital service presence at one of Queensland’s most iconic events.

Ekka 2022 – Key Statistics:



Ophthalmic Programs

Lyndall De Marco, General Manager,
Ophthalmology Programs

The St John EYE Van joined St John Ambulance Qld on 1 January 2022, starting a new chapter for ophthalmic programs in Queensland. Established in 2013, the van came with its own successful history of providing facilities for the delivery of bulk-billed eye treatment in Indigenous communities and rural hospitals.

The St John EYE Van is a 19 metre, three room facility outfitted with all the equipment necessary to treat all eye conditions, excluding those requiring surgery. A fully equipped optometry room facilitates the supply of bulk-billed spectacles. The van is completely self-contained with its continuous power source from mains, battery, generator and solar. It has hot and cold water and stores grey water. The three rooms facilitate optometry, diagnostics and ophthalmology and is, in effect, a fully operational ophthalmic outpatient facility. The first of its kind in the world.



HMS Going Forward

- > HMS benefited from the experience of preparation, set up and delivery for two large and many other smaller events throughout the year.
- > Training and education will have a significant focus for 2022-23, with a 12-month training plan currently being mapped out.
- > The HMS team are working to ensure that there are appropriate governance structures in place to support our operational service delivery. As we continue to experience the impact of extreme weather events (floods, cyclones, etc) we are getting prepared! HMS is updating Memorandums of Understanding (MOUs) with stakeholders.
- > To increase communication lines and platforms, the HMS gazette has been produced with good success.
- > We are continuing to recruit HMS volunteers and have already seen an increase in our numbers.



Audrey Moirt
General Manager,
Health & Medical Services



Lyndall De Marco
General Manager,
Ophthalmology Programs

The operating model for rural hospitals makes it possible for Emerald and Gladstone Hospitals to program monthly ophthalmology outpatient clinics.

The Indigenous program is run differently and is focussed on culturally safe delivery of treatment in communities who manage the clinic and take care of patients. The St John EYE Van facility arrives in the community with patients requiring treatment already prepared. An ophthalmic team of ophthalmologist, optometrist, orthoptist and registrar fly in to treat the patients. Any follow-up is managed by the Aboriginal Medical Service who manage the clinic.

Training, Product and Service

Steve Moren, General Manager, Commercial Services
Darryl Stewart, General Manager, Training, Product and Service
David Martin, Head of Service Development and Engagement

COMMERCIAL MARKET AND CLIENTS

The Training Product and Service department operates a “surplus for purpose” commercial solutions business to meet customer needs – anywhere, anytime, safely and sustainably. The surplus provides valuable funds for the charitable and community programs that St John Ambulance Qld continues to provide.

2021-22 saw a welcome rebound from the previous year that was heavily impacted by COVID-19. The team worked extremely hard to deliver a high-quality experience for students, corporate customers and individual clients. Trading was strong with both our existing and new clients, and we thank them all sincerely for their support in 2021-22.

We were again successful in securing a grant from Construction Skills Queensland (CSQ) to deliver mental health training to eligible workers in the Queensland building and construction industry.

Overall, the business unit has been very active and successful in 2021-22. The strategy to diversify and respond with greater agility to market needs was again evident as St John Ambulance Qld continued to position itself as “a supplier of choice” in the market.

First Aid and WHS Training Business Unit

There was a steady rebuild of public and onsite training in 2021-22 following a previously disrupted ‘COVID-19’ financial year.

Public courses were delivered across 12 St John Ambulance Qld venues and multiple hired venues in regional and metropolitan centres to provide local choice and convenience. Workplace onsite training remained an

“Our trainer was excellent. He was engaging, very knowledgeable, organised and related well to our group. I have done first aid training in the past, but this was the first time I had used training versions of a defibrillator, epi-pen, inhaler etc.”

St John Client Satisfaction Survey, 2022



important focus for business and industry clients. The Yeerongpilly Training Centre remained a popular venue, so the centre was upgraded to include four large training rooms, offices, product and first aid kits shop, and kitchen and breakout area for staff and students. Other venues are being progressively upgraded to meet community standards and student expectations.

The St John way of training with practical hands-on instruction, real first aid equipment, and modern clinical course material continued to set the market standard.

The team continues to offer customised and contextualised solutions to meet customer needs and winning the advanced course delivery for Queensland Fire and Emergency Services (QFES) in southeast Queensland was a major achievement. Diversification, modernisation, quality, flexible learning and accessibility remain key drivers for the team’s growth agenda.

“Great success was achieved by setting up product stores at multiple outdoor expos across Queensland. These stores proved popular with attendees, boosted the St John brand to a new generation of clients, and were praised by the older generations who were glad to see St John back.”





Mental Health and Qualifications Training Business Unit

The demand for mental health training continued to evolve in 2021-22, especially driven by the social isolation caused by the pandemic and working from home arrangements. The team responded to this demand with development of bespoke or contextualised courses to service the specific needs of various industry sectors and clients.

The CSQ grant again provided impetus to deliver mental health and peer support training to building and construction workers across Queensland.

The popularity of virtual classroom delivery increased in response to demand for remote learning. Online micro-courses were promoted with increasing enthusiasm from customers for these short bite-sized education packages which offer low-cost convenience.

The St John Training College continued to evolve with development work on certificate level courses continuing, which will provide a broader range of solutions to those students and corporate clients who are seeking high-quality advanced course training.

Product Business Unit

The product business unit continued to grow with increased sales of defibrillators and accessories. Defibrillator (AED) sales neared \$0.9m, doubling last year's sales.

The influence of COVID-19 remained with sales fluctuating around government restrictions and community risk profiles. Personal protective equipment (PPE) sales varied as the community transitioned back to normal life, while sale of AEDs, first aid kits and servicing also fluctuated around 'work from home' and 'return to office' trends.

Great success was achieved by setting up product stores at multiple outdoor expos across Queensland. These stores proved popular with attendees, boosted the St John brand to a new generation of clients, and were praised by the older generations who were glad to see St John back.

Servicing Business Unit

The servicing team continued to hold market share and grow business with an increase of 20% on the previous year. Working closely with the supply chain team, service consultants continued to innovate by offering specialised kits to meet our customer first aid needs – at work, home and play!

Service delivery was enhanced with many vans in the fleet upgraded and outfitted with tech enabled workstations. This improved safety and productivity for the team, as well as facilitated mobile kit builds when outside a customer's facilities. The new van graphics also provide a great mobile billboard for St John.

Partnership Development

The team continued to make connections with various representatives from government, industry and community to promote the value of St John Ambulance Qld in the broader community. Partnership discussions were also advanced with Department of Defence, RSL Queensland, Tennis Queensland, Equestrian Queensland and Pony Clubs Queensland.

St John Ambulance Qld attended the Queensland Parliament's Flood Appeal Reception at Parliament House on 30 March 2022, to support the raising of funds for the victims of the floods in early 2022. Our own Shayne Western was in attendance as part of a Logan community contingent, in which Shayne was recognised as a "local hero" for his community work during the Logan floods.



Steve Moren

General Manager
Commercial Services



Darryl Stewart

General Manager Training
Product and Service



David Martin

Head of Service Development
and Engagement

Finance, Information Technology and Corporate Services

Peter Ciereszko, Chief Financial Officer

2021-2022 was another busy year for the finance, information technology and associated corporate services support areas of St John Ambulance Qld. We continue to make progress in developing processes and refining systems that support business operations and allow us to place a greater emphasis on delivering high-quality services to our customers and clients.

To foster and accommodate informed decision-making across all functional business units, a comprehensive overhaul of the general ledger chart of accounts was undertaken. This included the creation of a substantial number of new cost centres to better reflect the diversity and complexity of the operations of the business.

Additionally, activity-based costing was introduced across all business units to facilitate an improved understanding of the true cost of operations within each cost centre.



Initiatives such as these provide managers with a new level of business agility to respond to changes in the economic climate and the prevailing business conditions.

Investments were also made in people, processes, and systems to support and drive the various initiatives across the business. These investments will continue as St John Ambulance Qld seeks to better utilise technology, automation, integration, and new platforms to identify further efficiencies across operations. We are confident that efficiency dividends will materialise across all business units as a consequence of the new finance and information and communication technology (ICT) initiatives and improved decision-making capabilities.



Peter Ciereszko
Chief Financial Officer

Initiatives such as these provide managers with a new level of business agility to respond to changes in the economic climate and the prevailing business conditions.



People, Culture and Volunteering

Rick Vine, Head of People and Culture

PEOPLE AND CULTURE

The people and culture of St John Ambulance Qld has always been something that sets our organisation apart from many others.

While traditional human resource functions like payroll and recruitment are transactional necessities in an organisation, in 2021-22 a strategic planning process undertaken by the board and executive management team crystallised the importance of the bigger “people and culture” agenda to the organisation’s achievement of its mission. While this more fundamental enabler for success was threaded across all five strategic goals, it was this dedicated goal that cemented the importance of people and culture:

“Our people and performance - Performance excellence through strong leadership and values driven ‘Team St John’ culture.”

This strategic goal is designed to focus on what we need to do to create an environment that enables the Team St John culture to develop and thrive. Initiatives that were identified as high priority were:

- > Implement people strategies that bring the St John values to life.
- > Develop an innovative, proactive, empowered and agile workforce.
- > Establish a performance and behaviour framework that drives excellence and Team St John culture.

Work on these priorities has now begun, but it is a never-ending journey as we strive for constant improvement to achieve and maintain the focus to meet contemporary best practice and community standards.

The St John Ambulance Qld organisation structure continues to transform to align to the new strategic plan, with the bigger structural changes, including departments redefined and executive roles filled, mostly completed.

People systems were upgraded during the year, with usage of HRIS/payroll system (Employment Hero) bedded down and functionality better understood; Better Impact (My St John Impact) used extensively for volunteer communications; and the Go1 Learning Management System used to roll-out compliance training modules to staff and volunteers.

Government funded traineeship programs were also leveraged to upskill our people to ensure career progression within St John and to provide a higher level of professional service to clients and customers.

The modernising of our governance framework was also advanced with further work completed on our policies and procedures.

The COVID-19 pandemic eased in 2021-22 but pockets of government and health department directives did lead to

some sporadic periods of interruption to services. Health and safety of our office and front-line staff and volunteers was paramount, so work-from-home and use of PPE continued where necessary and practicable to minimise adverse impacts.

Communication continued to be a high priority to ensure our people were well-informed. Newsletters made a comeback with departments sharing valued work and social updates with their teams. The CEO led from the front, with regular written updates and video link and in-person ‘town hall’ meetings.

VOLUNTEERING

Like every year since 1889, St John Ambulance Qld has relied heavily on volunteers to help deliver the organisation’s mission. Although the nature of volunteering has changed over the past 133 years, at its core is still the desire by ordinary everyday Queenslanders to make a difference through volunteering to help others in need.

Team St John – while we may be engaged, organised, deployed and rewarded differently – we are all one team! Volunteers are a critical element of Team St John, providing services, companionship and social connection to clients across Queensland.

While the pandemic eased in 2021-22, many volunteers retired from service to concentrate on their own needs, and that forced us to attract new volunteers to the cause. This reality of a high turnover of volunteers is expected to be the normal, and that’s ok. It is all valued and each contribution helps, whether people can volunteer:

- > for a long indefinite period or a short sharp period;
- > regularly or occasionally;
- > to fill in those semi-idle days of retirement or unemployment;
- > to fit into spare time around studies, work or health;
- > to help gain experience as a bridge towards a new career;
- > to only contribute from home (on phone).

In the year ahead, there will be continued effort to understand the ongoing volunteering opportunities and challenges, and develop improved ways of communicating, training, recognising and valuing our volunteers.

For the year just past, we thank every one of our volunteers for their selflessness, their professionalism and their humanity. Your contribution has made a real difference to people’s lives, and that is priceless.



Rick Vine
Head of People and Culture

Financial Performance Summary

Peter Ciereszko, Chief Financial Officer

St John Ambulance Qld is an independent, profit-for-purpose humanitarian organisation and a registered charity. We generate revenue through the operation of commercial first aid training and first aid product sales and servicing, through commonwealth and state government grants for the provision of community services, through health and medical services events and through fundraising and community support. In 2022, we also expanded into ophthalmic services with the introduction of the St John EYE Van.

The overall net operating result for the 2021-22 financial year was a surplus of \$174,668. Whilst this is significantly lower than the previous financial year surplus of \$2,629,610, the previous financial year result was somewhat distorted by the inclusion of JobKeeper and other government cashflow boosts of \$2,336,300, which ceased in 2020-21.

Total revenue for the 2021-22 year was \$17,431,583. This is an improvement of \$609,447 over the previous financial year, where total revenue was \$16,822,136 and included JobKeeper and other cashflow boosts of \$2,336,300. There were notable increases in grant revenue, training income, product sales, transport contributions and event revenue, demonstrating growth across all business units.

Total expenditure for the 2021-22 year was \$17,256,915. This represents an increase of \$3,064,389 over the previous

financial year, where total expenditure was \$14,192,526. However, whilst the projects and programs for 2021-22 were again impacted by the COVID-19 pandemic, the increased expenditure reflects activity returning to pre-pandemic levels as the community learns to live with the threat of COVID-19, in addition to expenditure on new projects and growth initiatives.

We continue our focus on surplus improvement in our commercial operations, with strategies to further grow our training and product sales profitability to provide a sustainable and growing funding source for much needed and unfunded charitable and missional projects.

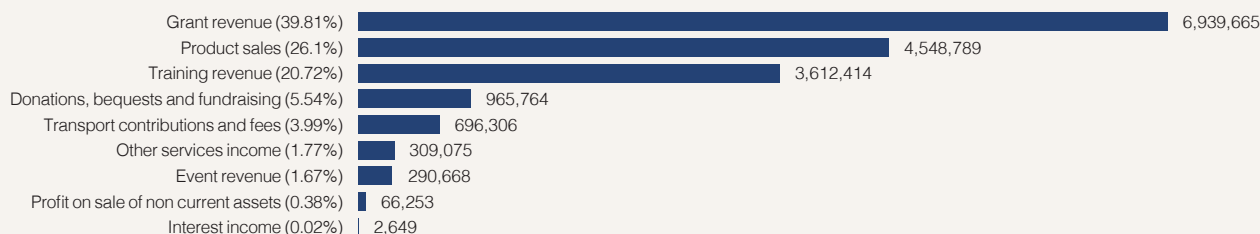
Full copy of audited annual financial statements

A full copy of the audited annual financial statements for the 2021-22 financial year are available on the website www.stjohnqld.com.au or by phoning 1300 ST JOHN (1300 785 646).

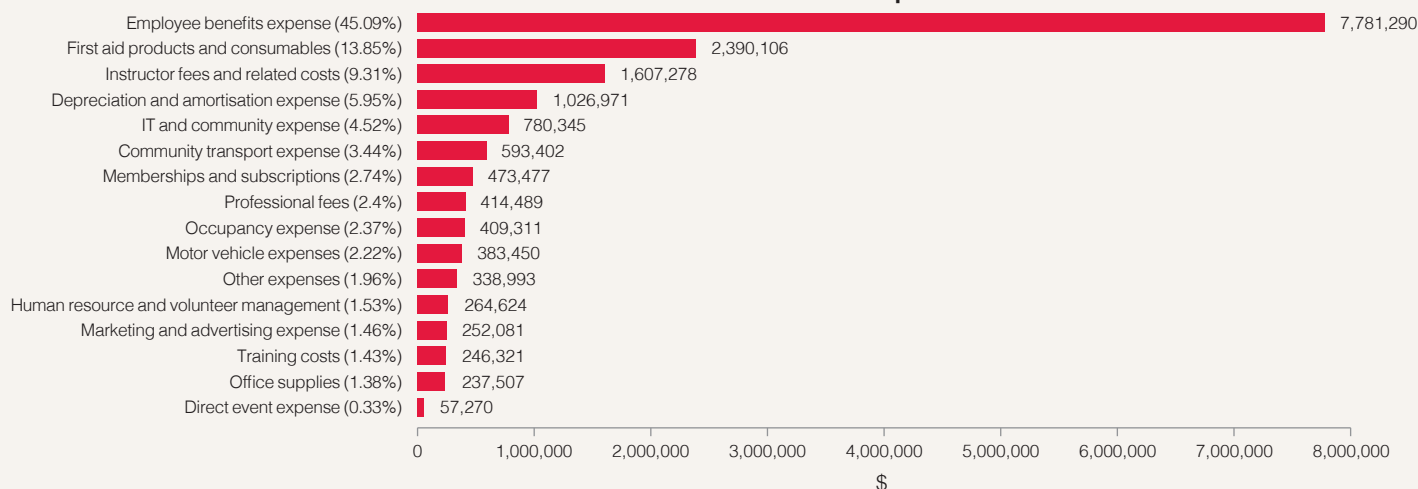


Peter Ciereszko
Chief Financial Officer

2021-22 Income



2021-22 Expenditure



St John Honours and Awards

ORDER OF ST JOHN – ADMISSIONS AND PROMOTIONS 2021

Membership of the Order, an honour sanctioned by the Governor-General on behalf of The Order's Sovereign Head, The King, is awarded for service rendered to the Order and its purposes.

2021 Admissions and Promotions were presented at Government House Brisbane on 21 October 2022. Our newly appointed Deputy Prior, Her Excellency the Honourable Dr Jeannette Young AC PSM was admitted to the Order as Dame of Grace by Chancellor, Cameron Oxley. The ceremony was followed by Her Excellency presenting our 2021 Admissions and Promotions to our members.

Admitted as Dame of Grace

Honourable Dr Jeannette Young AC PSM

Promoted to Knight of Grace

Professor Peter Leggat KStJ

Admitted as Member

Mrs Beverley Best MStJ	Mrs Vivian Larsson MStJ
Mr Justin Ganzer MStJ	Ms Robyn Lee MStJ
Mrs Maureen Hall MStJ	Mrs Cheryl Saunders MStJ

Service Awards 2021

The Service Medal of the Order of St John is an international medal awarded to members who have completed 10 years of voluntary service to their community through St John. A bar to the Service Medal may be awarded for each successive five years of service. An Ultra Long Service Medal is awarded for 50 years of service. A bar to the Ultra Long Service Medal may be awarded for each successive five years of service.

The Service Medal forms part of the Australian Honours and Awards system. These awards will be presented at the 2022 Annual Awards Ceremony.

10 Year Service Medal

Tyrone Andrews	Warwick Best
Jim Monsour	Thomas Sugget MStJ
Sheryll Monsour	

First Bar to the Service Medal

Simon Gideon MStJ

Fifth Bar to the Service Medal

Noel Sherrington OStJ

Silver Commendations

The Silver Commendation is awarded by the state/territory board chair (or chancellor for national volunteers or staff) for excellent achievement in the application of skills, judgment or devotion to duty.

The following Silver Commendations were awarded at our Annual Church Service on 26 June 2022:

Ruth Blunderfield MStJ	Dr Gerry Meijer CStJ
Dr Jeffrey Brown	Faran Neven OStJ
Dr Chris Cuneen MStJ	Dr Mathew Riggs
Lisa Dingwall MStJ	Noel Sherrington OStJ
Dr Paul Luckin CStJ	Ray Thurlow MStJ
Dr Angus McDonell KStJ	

Bronze Commendations

The Bronze Commendation is awarded by the state/territory board chair (or chancellor for national volunteers of staff) for noteworthy achievement.

The following Bronze Commendations were awarded at our Annual Church Service on 26 June 2022.

Melissa Carroll	John Peen
Ben Lynch	Sandra Thynne
Wendy Manteit	Shayne Western

Staff Service Awards

Staff Service Awards are awarded at 5-year intervals.

The following awards were presented at the 2022 Award Presentation on 2 December 2022:

5 Year Service Award

Megan Bennett
Christine Myers

10 Year Service Award

Gary Crook
Alan Crouther
Lesley Hayes
Lisa Holtby
Mark Richards



In Memory

We acknowledge the passing of our members and we give thanks to their contribution to St John Ambulance Queensland and the communities in which they served:

- > Miss Beth Dawson AM DStJ
Beth passed away on 14 July 2022
- > Dr Colonel Robert Jeffrey CStJ
Dr Jeffrey passed away on Good Friday 15 April 2022.
- > Mrs Robyn Mulcair MStJ
Robyn passed away on 13 October 2021
- > Dr Brian Purssey KStJ
Dr Purssey passed away on 18 September 2021

Supporting St John Ambulance Qld

St John Ambulance Qld is a self-funding “surplus for purpose” charity and support from all parts of the community is warmly welcomed, as we strive to continue providing vital support and services.

The Australian Charity Reputation Index (RepTrak®) surveys Australians to measure the overall reputation of the country’s 40 largest charities and ranks them using a scoring system that includes measures of trust, admiration, respect and overall esteem. St John Ambulance was ranked 6th Most Reputable Charity in the 2020 Charity Reputation Index, a testament to the trust that Australians have in the St John name.

By supporting St John Ambulance Qld you are helping us provide trained medical and first aid staff in times of disaster and emergency; volunteers for our community programs; support programs to the elderly, isolated and vulnerable in our community; and assistance such as emergency first aid and health services at community events.

How we can help each other and better serve the community:

> VOLUNTEER WITH US

Help us give back. Learn new skills. Join a humanitarian team. Make a difference. Volunteer today.

> USE OUR COMMUNITY AND SUPPORT SERVICES

If you are socially isolated, need transport, allied health or other NDIS services due to health and mobility needs, or simply need a social connection, call us!

> TRAIN WITH US

Meet standards. Learn critical skills. Realise your potential. Book a first aid, mental health, safety, or professional development course.

> SHOP WITH US

Be prepared. Shop for first aid kits, defibrillators, mobility equipment, safety supplies, medical alarms, incontinence aids. Engage us to provide compliance checks, kit restocking and workplace services.

> PARTNER WITH US

Make a difference. Realise the mutual benefits of sponsoring or partnering with St John. Let’s grow together.

> MAKE A BEQUEST

Once your loved ones are taken care of, leave a legacy – a share of estate, a fixed sum, a specific gift. Every contribution helps the community stay connected and safe.

> DONATE TO US

Donate any amount, regularly or one-off. Every bit counts. With your help we can give more. All donations are tax deductible.



To find more information on ways you can help, please visit our website www.stjohnqld.com.au, call **1300 ST JOHN (1300 78 5646)** or email enquiries@stjohnqld.com.au

Thank You

St John Ambulance Qld is delighted to increase its social impact in the Queensland community in 2021-22 through its various charitable, community and commercial programs and activities. This was only possible with the support of our numerous clients, customers, sponsors, partners and donors, either as individuals or as companies, associations, clubs or community groups. We gratefully acknowledge and thank them all for their support. These organisations provide a sample of the many wonderful contributors to our success in 2021-22:





2021
2022



CONTACT US

Phone: 1300 785 646 | Email: enquiries@stjohnqld.com.au | www.stjohnqld.com.au