

St John Ambulance Australia Queensland Limited

Annual Report 2022/23



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.

Cover image: Story Bridge in Brisbane lit up in St John Ambulance red to celebrate 140 years of saving lives.

St John Ambulance recently marked a remarkable 140 years of saving lives in Australia. During that time, the organisation has been at the forefront of providing urgent health and medical support during times of crisis, empowering individuals with life-saving skills, and offering vital companionship to those in need.

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

MESSAGE FROM THE Governor of Queensland

Her Excellency the Honourable Dr Jeannette Young AC PSM, Governor of Queensland

As Deputy Prior of the Order of St John, and as Governor of Queensland, I commend St John Ambulance Australia Queensland Limited on another year of lifesaving activities across our State.

St John Ambulance recently marked a remarkable 140 years of saving lives in Australia. During that time, the organisation has been at the forefront of providing urgent health and medical support during times of crisis, empowering individuals with life-saving skills, and offering vital companionship to those in need.

Amid deserved celebrations, the organisation's core activities continued apace, with the St John Eye Van making a triumphant return to Bundaberg post-pandemic, delivering essential ophthalmic treatment to 800 patients in rural hospitals and remote communities.

The organisation also announced the revival of its First Aid in Schools program for 2023, offering vital education to children free of charge. Last year, over 13,400 Queensland children were trained, highlighting the need to expand this life-saving knowledge.

And St John Ambulance continued to advocate for measures to reduce road fatalities in a state with one of the highest rates of accident-related death and injury in Australia.

All the while, this admirable organisation continued to provide essential health and medical services, ensuring community safety across Queensland.

Its 140-year legacy of saving lives remains an ongoing priority, as does its firm commitment to the well-being of all Australians.



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-Mearns, DBA, OStJ, Chairman

As we reflect on the past year, I am reminded of the remarkable journey we have embarked upon together and I am filled with a profound sense of hope and determination.

Thank you all for your hard work serving others. The theme that resonated throughout our journey this year was 'rebuilding' - not just in terms of bricks and mortar with a new Head Office in Brisbane, but of the lives we touch, the communities we support, and the very essence of our organisation's purpose.

Health and Medical Services (HMS) is core to our purpose, and we further invested in its rebuild this year. I want to celebrate that our advanced responders provided more than 225,810 volunteer hours of First Aid support at 134 events, including Brisbane's EKKA and FIFA Fan Festival™ Brisbane/Meanjin where we provided assurance and pre-hospital care when needed to crowds of up to 400,000 visitors. How amazing is that?

We continue to stand strong in our mission to be "with you for life," and beyond the rebuild of HMS, our impacts were significant. From helping to prevent avoidable blindness to delivering First Aid education and fostering a sense of belonging, our work has touched many lives. For example:

- > We equipped more than 27,600 Queenslanders with the skills to save a life through our First Aid training courses
- > We taught First Aid in Schools to more than 13,400 students
- > We drove more than 2,500 people to medical appointments or on shopping trips and social outings, travelling more than 525,000 kilometres
- > We spent almost 4,000 hours on calls to those who were lonely or needed support
- > The St John Eye Van travelled more than 20,000 kilometres to reach and treat 800 eye patients in remote and rural areas

As we celebrated 140 years of St John Ambulance in Australia this year, it was a delight to see so many at the concurrent Brisbane and Townsville church service and



celebrations on Sunday 25th June. I felt a real connection and unity that day, as we celebrated not only our rich history but a focus on building a positive future too – in service of humanity.

In June 2023 we hosted the meeting of the St John Ambulance Australia Federal Council. The Council is convened by the Chancellor (National Board Chair) and includes the Board Chair and Chief Executive from each state and territory. This was a great opportunity to showcase Queensland and to look for ways to learn from and collaborate with each other and build consensus on matters of national relevance.

After a rigorous and extensive recruitment process, I am delighted that our Interim Chief Executive Officer, Bill Lyon, was officially appointed as our new Chief Executive Officer (CEO). Bill has already played a pivotal role in guiding us through both challenging and inspiring times. I would also like to acknowledge Glen Morrison who acted in the Interim CEO role while the Board conducted the recruitment process.

Having a solid financial position is essential to ensuring our long-term commitment to the communities we serve. While the overall loss for 2022/23 was disappointing it has resulted in some strategic changes and looking ahead, an even stronger focus on efficient operations, lower costs and sustainable ways of working. Our decision to invest significantly in rebuilding our organisation's framework, modernising our approaches, and expand our outreach, reflects our unwavering commitment to ensuring a sustainable future for St John Ambulance in Queensland. We are actively working to diversify our income and funding sources, improve our operational efficiency, and engage with our supporters and partners to ensure that we continue to fulfil our mission effectively. The Board, who I thank wholeheartedly, is confident that the sacrifices we make today will bear fruit in the form of a stronger and more resilient organisation in the years to come.

As we prepare to rebuild, strengthen, and grow, I want to take this opportunity to express my heartfelt gratitude to each and every one of you who has stood by us through thick and thin. Your unwavering support and care for others, provided through your time, expertise, and dedication, has been the driving force behind our success in the community.

With heartfelt gratitude and every blessing,



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

MESSAGE FROM THE Chief Executive Officer

Bill Lyon, CEO

It has been another prosperous and busy year for all at St John Ambulance Queensland, and a first for me after joining the team in June.

During my short time with the organisation, I have been inspired by the passion, dedication and resilience of our staff, volunteers, and wider community. I am proud to be leading a team that places such immense pride on their work and contribution to our cause, as clearly demonstrated throughout a number of key achievements throughout this past year.

Our business has undergone a significant amount of change throughout the past year, which has provided us with some challenges in delivering our core business priorities but has also built a platform for us to succeed in 2023, and deliver on our strategy. I want to thank all our staff, volunteers and members, customers and the wider community for your patience and understanding as we navigate our new landscape and renew our focus to operate as One Team to serve our community.

I would also like to extend my thanks to Glen Morrison, who was appointed to the role of Interim Chief Executive Officer last November. Glen greatly contributed to our business during this time and was a key leader behind our Learner Driver campaign and securing the funding to relaunch our First Aid in Schools program.

On Saturday 24th June St John Ambulance celebrated 140 years of saving lives in Australia. Since 1883, we have been at the forefront of providing urgent health and medical support during crises, empowering individuals with life saving skills, and offering vital companionship to those in need. In Queensland we marked this momentous occasion with a light up of key historical landmarks across the state, including locations across Brisbane, Rockhampton, Townsville and Cairns. We were also pleased to receive endorsements from a number of our key advocates, including Her Excellency the Honourable Dr Jeannette Young AC PSM, Governor of Queensland, who provided a message of support on the day. We look forward to continuing to celebrate our 140th anniversary with you all throughout the year, including the launch of our fundraising campaign in early 2024, which will help to drive support for First Aid in Schools, Health and Medical Services, the St John Eye Van and our Community Programs.

This year we continued to provide essential First Responder support through our Health and Medical Services team, with our dedicated volunteers keeping communities safe at events across the state. We once again returned to the Ekka to provide First Aid support throughout both Beef Week and

the main exhibition event. We were also thrilled to secure the contract for FIFA Fan Festival™ Brisbane/Meenjin, with our Health and Medical Services team onsite during the live screening of every match throughout the tournament.

We were pleased to announce the continuation of the St John Ambulance First Aid in Schools program at the beginning of the year, thanks to an anonymous donation from within our community. This vital program empowers primary school children with the skills to administer vital First Aid in an emergency, and we are so thankful for the generosity of this individual, as we are for all our donors.

Our St John Eye Van facility continued to travel to rural and remote locations across the state including hospitals and First Nations communities. This state-of-the-art mobile ophthalmic treatment facility returned for our Bundaberg and Rockhampton First Nations clinics, providing patients with crucial medical treatments.

As a profit-for-purpose business, the revenue generated from our training, products and workplace services provides vital funding for our charitable services to the community. Through the hard work and dedication of our team, our revenue streams continue to grow. Over the past year, we added a range of new offerings to our portfolio including a Baby First Aid Kit and a First Aid for Seniors training course. In the year ahead we will be looking to deliver innovative online training and partnering with our customers to improve the training experience to reflect contemporary delivery and content.

As I write this report, I am enjoying the view from our new Head Office location in Nundah. This facility has provided us with a great opportunity to accommodate all of our corporate business units under the one roof, ensuring greater collaboration across our entire business. Our Nundah facility will also be the new home for our Health and Medical Services Store Room and also our First Aid Products and Services Warehouse.

These are just some of the incredible achievements our team have worked together to achieve over the past 12 months, more of which are detailed throughout this report. I am proud of what we have achieved to date, and look forward to working closely with our dedicated staff, volunteers, members and customers to continue operating as One Team to serve our community sustainably.



Bill Lyon
CEO

MESSAGE FROM THE Council of Members

Dr Vlas Efstathis, AM KStJ RFD, President of the Council of Members

The Annual Investiture Ceremony was conducted at Government House on Friday 21st October 2022. In addition to our six recipients, the Governor of Queensland, Her Excellency the Honourable Jeanette Young AC PSM was invested in the Grade of Dame of Grace by our Chancellor, Cameron Oxley KStJ. The Governor received this award in her role of Deputy Prior of St John Ambulance Australia, Queensland.

One of the important roles of the Council is to communicate with our members. We have found, following Covid, that one of the most effective ways to do this is through webinars, which we have held from time to time. In choosing the subject matter we have had a mix of technical, international St John and local St John themes. The last webinar was held on Thursday 27th October 2022 where Dr Paul Luckin AM CStJ spoke on 'hypothermia', Dr Warren Henry spoke from London on volunteering at the museum archives at St John's Gate, and CEO Stephen Porter AO gave an update on the company. This event was well supported.

The Honours and Awards Sub Committee met on Wednesday 15th February 2023 to review nominations for admission and promotion within the Order of St John. All nominations are considered in detail and endorsed according to our national guidelines. I urge you all to consider the nomination of our many members giving exceptional service, according to the criteria.

Additionally, this Committee has been tasked by our Board to review the National Emergency Medal. We believe there are several eligible individuals who have not received the medal. We have modified the application form and called for applications. Nominations will be reviewed according to the national published criteria.

Registrar of Order Affairs (Queensland) has an important role in St John. State Council of Members as one of its delegated functions appointed Peter McMurtrie AO, KStJ to represent Order members on the Council of Members. This includes

coordinating activities such as an Annual Church Service, assisting in the conduct of Investiture Ceremonies of newly admitted members of the Order, and participating as a member of the Honours and Awards Investigation Committee, in recommending to the Australian Priory admissions to and promotion within the Order. Coordination of the State Colour Party is an allied responsibility. Other functions of the appointment are to encourage the growth of membership of the Order, to maintain contact with Order members and their welfare, and to follow on the illness or death of members in partnership with the State Chaplain. The position represents Queensland on the National Registrar of Order Affairs group, which holds quarterly National Teleconferences.

I wish to note with sadness the passing of my friend and member of Council, Professor Peter Leggat AM KStJ. Peter had given superlative service to St John nationally and in Queensland. Last October he was promoted to Knight of Grace. We will miss him.

Council is having discussions with the St John Board Chairman relating to the future role and opportunities for Council to continue to assist the Board with the engagement and well-being of members across Queensland.



Dr Vlas Efstathis
AM KStJ RFD, President of the Council
of Members

MESSAGE FROM Our Chaplain

Fr Harry Reuss OStJ CHOL, Queensland State Chaplain

I write this report with mixed feelings as it is only two weeks since the passing and funeral on Friday 29th September of our much beloved member and loyal colleague, Peter Leggat AM KStJ JP.

The Requiem Mass held at Our Lady of the Rosary Catholic Church, Kenmore was attended by a large congregation and enhanced by the moving eulogy given by Professor John Pearn, and subsequent speeches at the wake that followed. We will miss him greatly. *Rest in Peace Good and Faithful Servant Peter Leggat.*

I attended the Annual Investiture and Awards Ceremony held on Friday 21st October 2022 at Government House where Her Excellency the Honourable Dr Jeannette Young AC PSM Governor of Queensland was admitted to the Order in the grade of Dame of Grace and to the role of Deputy Prior of the Priory of Australia for Queensland when she then conferred the honour of Knight of Grace on Professor Peter Leggat as well as admitting five new postulants from St John Ambulance as Members of the Order, and presenting two outstanding Members with bars to their Ultra Long Service Medals.

The Governor also personally congratulated and thanked all members for their exceptional dedication to the mission and values of the Order. She further went on to explain the particularly close association between the Order of St John and the State of Queensland because the symbol of both is the ancient Maltese Cross which represents prudence, temperance, justice, and fortitude, and stands as a constant reminder of the importance of those cardinal virtues.

St John Queensland continues to be like the Biblical light – Matthew 5.16 ‘Let your light so shine before others, that they may see your good works, and give glory to your Father in heaven’. (NRSV)

During the year I have been in regular contact with the Chair, The Rev. Dr Peter Devenish-Mearns OStJ and Deputy Chair Judy Morgan who both have a profound knowledge and love for St John Ambulance Queensland, and oversee the enormous, good works that are carried out. I salute the work of Interim CEO Glen Morrison and Bill Lyon, the latter now our full time Chief Executive Officer.

I am incredibly grateful to the Rev. Fr. Patrick King of St Augustine’s Anglican Church, Hamilton for hosting our Annual St John Day Service on Sunday 25th June. It is always inspiring to see our Banners and the Sword of the Spirit carried with such dignity to surround the altar where the Holy Communion is so reverently celebrated. The service was followed by a sumptuous BBQ and great fellowship.

St John the Baptist was the one who paved the way for the coming of Jesus – St Matthew 3.1-3 ‘This is the one of whom the prophet Isaiah spoke when he said, ‘The voice of one crying out in the wilderness: ‘Prepare the way of the Lord; make his paths straight’.

May I thank and congratulate the members of Team St John for their service and commitment, reaffirming the Faith; Pro Fide and to the service of humanity; Pro Utilitate Hominum.

With my prayers and best wishes.



Fr. Harry Reuss
OStJ CHOL, Queensland State Chaplain

MESSAGE FROM Historical Society of Queensland

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

The Historical Society of Queensland committee continues to meet monthly at the Queensland Ambulance Service Museum at Wynnum.

It was with great sadness that we saw the passing of Beth Dawson AM DStJ last year. Beth worked tirelessly to promote St John Ambulance both internally and externally. We have been privileged to have been given her medals which we have mounted and will arrange for them to be displayed in an appropriate St John Ambulance Queensland facility.

The display at the Beenleigh Historical Village (BHV) has been named in her honour.

Brodie Taylor presented a webinar to members of the St John Ambulance Historical Society of Australia on “Caring for Your Collection”, which was very well received. The displays at BHV and Yeerongpilly are still in situ and are both visited and seen by many members of the public.

Two of our members were deservedly admitted to membership of the Order, namely Michael Andrews and Thomas Sugget.



Bob Devere

OStJ, Chairman, St John Ambulance
Historical Society of Queensland

Two of our members were deservedly admitted to membership of the Order, namely Michael Andrews and Thomas Sugget.



MAJOR GENERAL PROFESSOR UPDATE

Proud Heritage of St John

Major General Professor John Pearn AO GCStJ RFD

The day-to-day remit of St John Ambulance Australia is to teach the principles and practice of First Aid to all members of the public.

Paediatricians say, “Every parent a trained First Aider”; and every St John Ambulance member says, “Every member of the community, a trained First Aider”. In the chain of pre-hospital care, it is the actions of the bystander and their role in managing acute injury and illness that so often determines the outcome of sudden catastrophe – a situation that can confront any one of us, at any time.

In this year we celebrate 140 years of teaching First Aid to the public. Throughout this period, bystanders have been armed with the drills and skills of best-practice First Aid. As 21st century research has shown, in the case of acute heart attacks, a trained lay bystander can convert a chance of survival (with an intact brain) from 12% to 50% or more; and that by the simple application of cold running water to acute burns, convalescence is shortened, and scar formation is reduced. This is indeed a proud heritage.

Throughout the past year, Queensland members of St John Ambulance Australia have continued to serve in diverse roles – as policymakers, educators and clinicians – to promote best-practice care in the pre-hospital domain. St John’s role also includes support for the St John Eye Hospital in Jerusalem where many tens of thousands of patients are seen each year, and sight is preserved.

The heritage of that fine Hospital, the third Ophthalmic Hospital in the world, was recently recorded in the publication of “A Beacon of Hope,” compiled by three professional historians – Dr Ian Howie Willis KStJ, Dr Matthew Glozier CStJ and the author. The book was launched in London by the late Queen’s cousin, the Duke of Gloucester; and in Australia by our own Prior, the Governor General.

These facets of our heritage form the quiet underpinning of all the service that members of St John give in their voluntary and professional roles.



Major General Professor John Pearn
AO GCStJ RFD

In this year we celebrate 140 years of teaching First Aid to the public. Throughout this period, bystanders have been armed with the drills and skills of best-practice First Aid.

Our Board



Rev. Professor (adj)
Peter Devenish-Meares



Judy Morgan



Associate Professor
(adj) Glen Morrison



Dr Angus McDonell



Alison De Marco



Ray Thurlow



Michael Andrews



Brett Mildwaters



Angelique Ettia



Noel Gillard

St John Ambulance Queensland has a very knowledgeable team of volunteers who provide governance, oversight, and strategic direction to ensure the organisation maintains our 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 dedicated Board ensures that we will deliver on our promises with our people, and that our community is at the heart of everything we do.

OUR BOARD

**Rev. Professor (adj)
Peter Devenish-Meares** DBA OStJ
KHS FFin FRSA FGIA BBus(Accounting),
GCSocSc(Pastoral Care) MCom(Hons)
MLitt GDMinistry GDTheol
GradDipCoupleTherapy C.Dec MAICD

Chairman

Appointed 30th June 2020

Member Elected

24th January 2018

Judy Morgan

MBA, BSc Jap Lang MAICD

Deputy Chair

Appointed 23rd February 2023

Member Elected

20th November 2020

Associate Professor (adj)

Glen Morrison OStJ
DipParamedical Science DipBusMgt
MBA MAICD

Member Elected

23rd November 2017

On leave of absence from 15th
November 2022 until 30th June
2023 to perform the role of Interim
Chief Executive Officer.

Dr Angus McDonell BM KStJ
MBBS(Hon), BSc(Hon), BAppSc MSc MHSc
GDipHNut GDipEmHlth GCetAeroMed
FACRRM FRACGP FARGP MAICD

Member Elected

20th September 2016

Alison De Marco

MStJ
LLB LLM MAICD

Member Elected

20th September 2016

Board Appointed

2nd February 2023

Ray Thurlow

MStJ
CMC JP AdvDipOHS AssocDipAppSc
DipBus DipCouns MAICD

Member Elected

29th November 2018

Michael Andrews

MStJ
BParaSc MAICD

Member Elected

27th November 2019

Brett Mildwaters

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

Board Appointed

30th October 2021

Angelique Ettia

BComm, GradCertBus (Philanthropy)
MAHRI AMIF MFIA MAICD

Board Appointed

30th June 2022

Noel Gillard

OAM CStJ
FACP® ASIC Registered
Director MAICD

Member Elected

30th December 2022

Our Executive Team

Our Executive Leadership Team is responsible for establishing, maintaining, and growing partnerships through relationships by connecting, optimising, and bringing opportunities to life. Responsible for the delivery of our strategic priorities and management of the operations of our organisation, our Executive will ensure St John Ambulance Queensland continues to open doors and create pathways to achieve life saving and lifechanging outcomes for the individuals, groups and organisations in the communities we serve.

Bill Lyon BBus(Marketing), BBus(InternatBus), AssocDip Eng(Electronics & Telecomms), CertMgt
Chief Executive Officer
Appointed June 2023



Bill Lyon



Andrew Walker



Darryl Stewart

Andrew Walker
Chief Financial Officer
Appointed October 2023

Darryl Stewart
General Manager Operations
Promoted July 2023



Tammie Carter



Shari Armistead

Tammie Carter
General Manager People, Sales and Marketing
Appointed July 2023

Shari Armistead BBus(Comn), GAICD, FIML
General Manager Social Enterprises
Appointed September 2023

THANK YOU

The Executive Leadership Team would like to thank the following professional individuals for their immense contribution to St John Ambulance Queensland.

We thank the following staff members who remain with the organisation, but have changed roles:

Glen Morrison
Interim Chief Executive Officer, returned to Board Director July 2023

Opal Halliday
Interim General Manager Community Care and Support Services, appointed to Strategic, Innovation & Workforce Manager October 2023

St John Ambulance Queensland thanks the following staff for their contributions throughout the past year, and wishes them all the best for the future:

Lyndall De Marco
General Manager Ophthalmic Programs

Peter Ciereszko
Chief Financial Officer

David Martin
Head of Service Development and Engagement

Steve Moren
General Manager Training, Product and Service

Angela Burdon
General Manager Community Care and Support Services

Stephen Porter
Chief Executive Officer

Audrey Moirt
General Manager Health and Medical Services

Rick Vine
Head of People & Culture

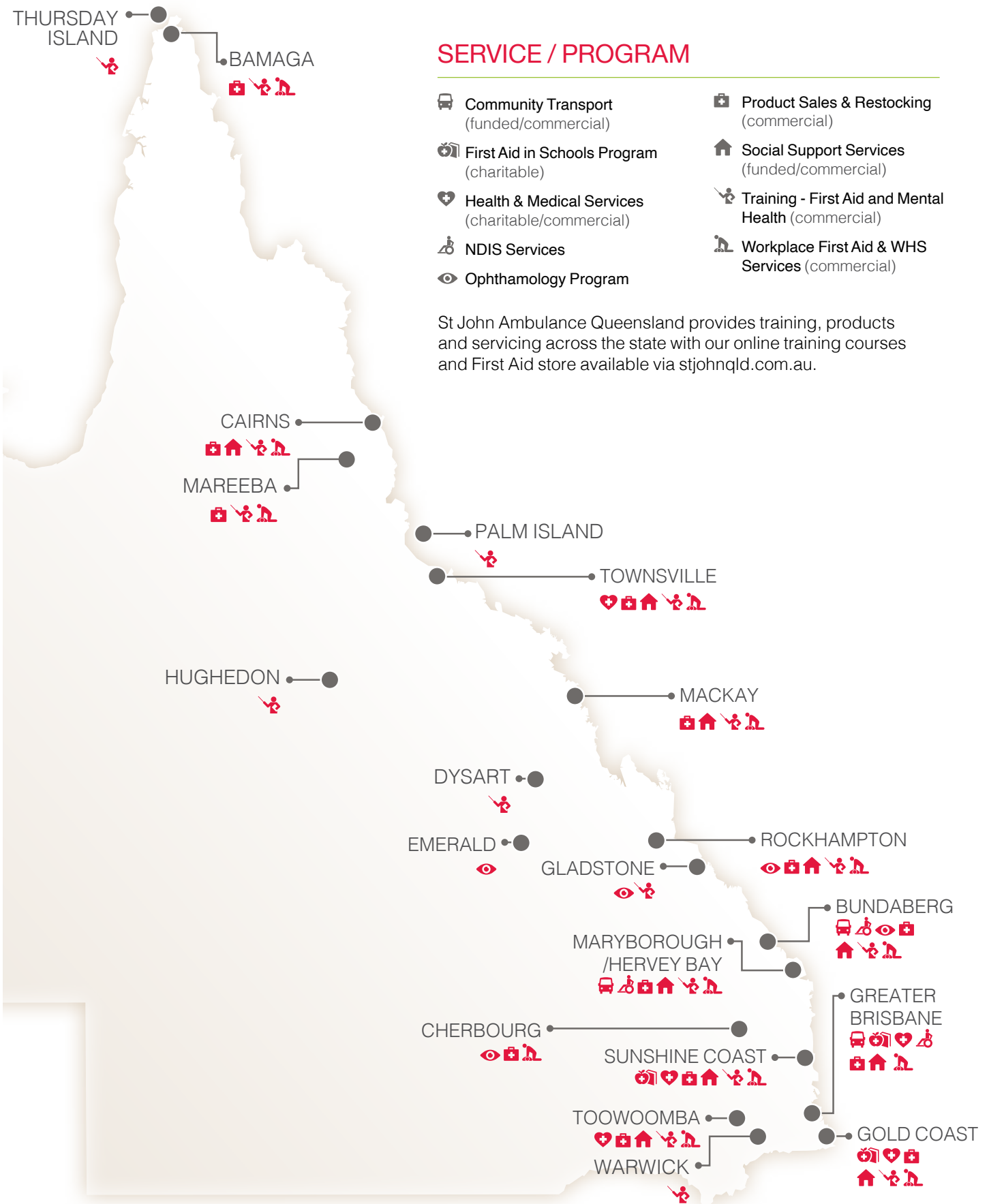
Marni Ryan
General Manager Marketing & Corporate Affairs

Our Reach

SERVICE / PROGRAM

- | | |
|---|--|
| Community Transport
(funded/commercial) | Product Sales & Restocking
(commercial) |
| First Aid in Schools Program
(charitable) | Social Support Services
(funded/commercial) |
| Health & Medical Services
(charitable/commercial) | Training - First Aid and Mental Health (commercial) |
| NDIS Services | Workplace First Aid & WHS Services (commercial) |
| Ophthalmology Program | |

St John Ambulance Queensland provides training, products and servicing across the state with our online training courses and First Aid store available via stjohnqld.com.au.



Our Impact Last Year

- > We equipped more than 27,600 Queenslanders with the skills to save a life through our First Aid training courses.
- > We drove more than 2,500 people to medical appointments or on shopping trips and social outings, travelling more than 525,000 kilometres.
- > We taught First Aid in Schools to more than 13,400 students.
- > We developed and delivered 109 bespoke mental health training courses across various industries.
- > We spent almost 4,000 hours on calls to those who were lonely or needed support.
- > The St John Eye Van travelled 20,000 kilometres to reach and treat 800 patients in remote and rural areas.
- > Our First Aid responders provided more than 225,810 volunteer hours of Health and Medical Services at 134 events, including Brisbane's Ekka, where we provided assurance and pre-hospital care when needed to its 400,000 visitors.
- > We sold more than 11,000 First Aid Kits and more than 1,000 defibrillators.



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,

CLIENT SOLUTIONS

Client service excellence to meet current and future needs.



Grow the range of contemporary, relevant and sustainable solutions with a focus on excellence.



- 1 Understand the needs of our clients to enable delivery of excellence.
- 2 Innovate, modernise and broaden our product and service range.
- 3 Increase support to marginalised, disadvantaged, rural, remote & isolated communities.
- 4 Identify and deliver holistic bundled services approach.

OUR PEOPLE & PERFORMANCE

Performance excellence through strong leadership and Values driven 'Team St John' culture.



Create an environment that enables the Team St John culture to develop & thrive.



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

STEWARDSHIP & SUSTAINABILITY

Long-term sustainability as an exemplary charity.



Lead and manage a trusted and commercially successful organisation to sustainably support the community into the future.



- 1 Focus on growth and efficiency to fund our humanitarian endeavours.
- 2 Develop an organisation wide Governance Framework to ensure the highest level of standards.
- 3 Create greater financial understanding and accountability.
- 4 Transform the organisation to align our capability to client and partner needs.

Key Statistics and Highlights

COMMUNITY SERVICES

3,936 hours

OUTREACH CALLS
OF SUPPORT



62,507

TRANSPORT
TRIPS

525,359

KILOMETRES
TRAVELLED

2,560

CLIENTS
TRANSPORTED

2,786

SOCIAL
TRIPS

31

AGED CARE
FACILITIES VISITED

FIRST AID IN SCHOOLS

13,485

CERTIFICATES ISSUED



45

SCHOOLS ATTENDED

OUR PEOPLE

39%
(178)

MALE

61%
(274)

FEMALE

55

VOLUNTEERS SPEAK
ANOTHER LANGUAGE

534

TOTAL NUMBER OF
VOLUNTEERS

OUR OLDEST
VOLUNTEER

89 years

HEALTH & MEDICAL SERVICES

134
EVENTS 

472
TREATMENTS

37
PATIENTS TO
HOSPITAL 


225,810
VOLUNTEER
HOURS

TRAINING

ALL COURSES
4,097


FIRST AID
COURSES
3,988

MENTAL HEALTH
COURSES
109


27,635
FIRST AID
STUDENTS


STUDENT FEEDBACK
(RECOMMEND ST JOHN)
9.7/10

PRODUCT & SERVICE

17,531
FIRST AID KITS
SERVICED



WE SOLD

11,072
FIRST AID KITS

1,049
DEFIBRILLATORS

3,479
SERVICES COMPLETED

ST JOHN EYE VAN

800
PATIENTS
TREATED

20,000
KILOMETRES
TRAVELLED

200
HOURS
TRAVELLED

13
FIRST NATIONS
CLINICS

39
CENTRAL QUEENSLAND
HOSPITAL CLINICS

 **150**
INJECTIONS
ADMINISTERED

60
CATARACT
SURGERIES BOOKED

LASER TREATMENTS
CONDUCTED ONBOARD **30**

Commemorating 140 Years of our Life-Saving Legacy in Queensland



In 2023, St John Ambulance Queensland embarked on an extraordinary journey to celebrate 140 years of dedicated service in saving lives. Our commemorative campaign extended a heartfelt invitation to the broader St John Ambulance Queensland community, rallying their support for our cause.

Central to our commemoration, we launched an appeal, inviting generous donations to champion our life saving initiatives and impactful programs, including Community Support Programs, First Aid in Schools, Health and Medical Services, and the St John Eye Van.

RAISING FUNDS, PUBLIC RELATIONS AND AWARENESS

Our comprehensive fundraising campaign engaged in a multi-faceted approach, embracing digital and traditional public relations avenues. We initiated a compelling email campaign directed at our valued stakeholders, coupled with a series of strategically targeted social media advertisements across our Facebook and Instagram platforms.

Our public relations campaign unfolded in the week following, extending its reach to local and remote radio, television, and print media outlets across the entire state. An additional SMS appeal was dispatched to our stakeholders.

Notably, between Wednesday 21st June and Friday 7th July, there were a remarkable 70 mentions across a range of media outlets related to the '140th Anniversary', with a potential reach encompassing approximately 2,759,756 individuals. The campaign generated an impressive Automatic Speech Recognition result valuing this coverage at AUD \$205,508. The most concentrated coverage, totalling 36 mentions, coincided with the campaign's launch and the celebratory anniversary weekend.

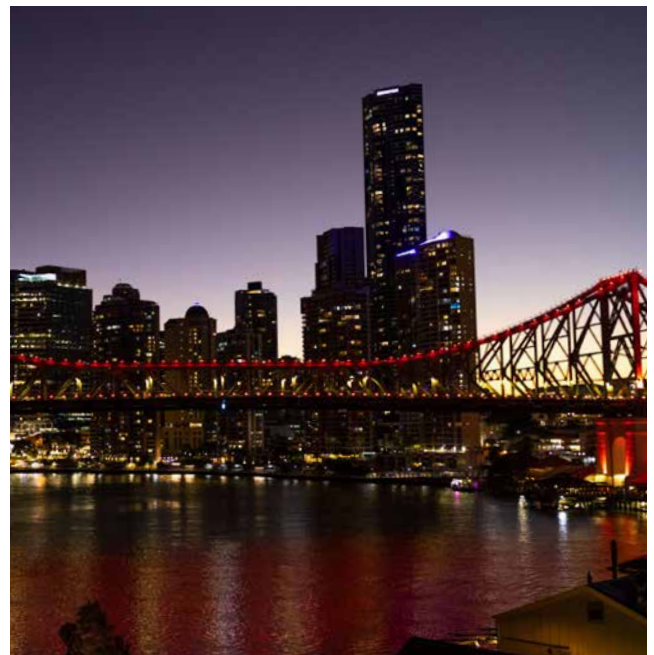
Key media outlets that promoted our campaign included Channel 10, Channel 7 and the ABC.

Our 'Appeal page' served as a testament to our dedicated programs and, most significantly, the unsung heroes behind them — our tireless volunteers. We wove a compelling narrative and highlighted poignant images to convey the remarkable work that St John Ambulance Queensland continues to uphold.

CELEBRATING WITH QUEENSLAND ICONS

Adding an exciting dimension to our 140th-year celebration, we welcomed several Queensland icons as our 140th Ambassadors.

These individuals included Jordan Riki (Brisbane Broncos), Mayor of the Bundaberg Regional Council Jack Dempsey, Lincoln Lewis (Actor), Mayor of Cairns Regional Council Bob Manning, Jodie Henry (Olympic Gold Medallist), Darren Lehmann (Cricket Legend), and Leader of the Opposition David Crisafulli.



Lighting up Queensland

To visually encapsulate our celebratory spirit, we illuminated 14 iconic Queensland landmarks in striking 'St John Ambulance red' across the state. These beacons of support included:

Brisbane:

- > Story Bridge
- > Breakfast Creek Bridge
- > Victoria Bridge
- > Reddacliff Place Sculptures
- > Wickham Terrace Car Park Architectural Wall

Gladstone:

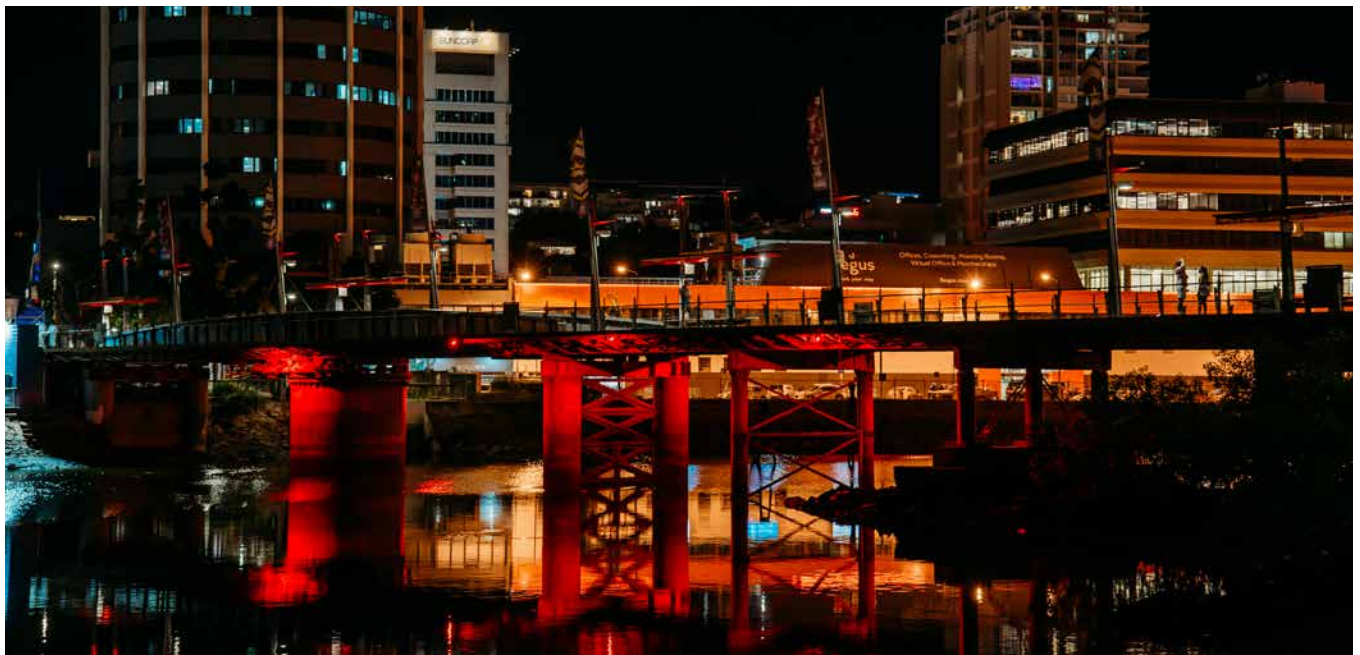
- > Civic Centre Building
- > Gladstone Regional Art Gallery and Museum Building

Rockhampton:

- > Heritage Façade

Townsville:

- > Victoria Bridge
- > Wharton Reef Lighthouse
- > George Roberts Bridge
- > Old Magistrates Court House
- > Central Park Boardwalk
- > Little Fletcher Bridge



Community Care and Support Services

Darryl Stewart, General Manager Operations

This past year stands as a testament to our enduring resilience, adaptability, and unwavering dedication to our vision.

Despite the extraordinary challenges posed by the global landscape, we have not only persevered but continued to innovate and deliver exceptional value to our St John Ambulance Queensland stakeholders. I assure you that our commitment to excellence in Community Services remains steadfast, our aspirations remain magnificent, and our determination remains unshakeable.

At St John Ambulance Queensland Community Services our mission is to empower individuals to lead healthy, self-sufficient lives while fostering a sense of community. To create a community where all clients are empowered to be independent and socially connected. We envision a diverse and inclusive community, where people are respected and enabled to make informed choices about the types of care they receive, to live their lives as they choose – regardless of age or disability.

This year is a testament to our unwavering commitment to our mission of serving the community with compassion and dedication. We extend our heartfelt gratitude to our dedicated staff, volunteers, and generous supporters whose tireless efforts have made these achievements possible.

In the past year, Community Services proudly provided essential community services, including transport, accompanied activities, NDIS services, social trips, phone services, and home visiting to a total of 3,738 clients across the regions of Brisbane, Wide Bay, and Townsville. This marks a significant milestone in our mission to support those in need.

Our transportation services have been instrumental in connecting communities. We provided an astounding 62,507 transport trips to 2,560 clients, covering a remarkable 525,359 kilometres in the regions of Brisbane, Wide Bay, and Townsville. These trips have been vital in ensuring that individuals have access to essential resources within their communities and opportunities for personal growth.

In response to the transportation needs of our community, St John Ambulance Queensland has launched various shuttle buses in the North Brisbane area, designed to assist people in getting to local shopping centres and major medical facilities, ensuring that essential services are easily accessible to all members of the community.

To enhance the quality of life for our clients, we provided 2,786 social trips across Brisbane and Wide Bay. These trips offer our clients a chance to engage with their community, promote social connection and well-being, and provide the opportunity to visit beautiful destinations. This year, our clients enjoyed trips to Rainbow Beach, various ballet performances, museums, river cruises, and many pubs!

PARTNERSHIPS AND VOLUNTEERS

St John Ambulance Queensland has been fortunate to partner with Australian Catholic University and host student volunteers on our social trips. These student volunteers provide a helping hand to our support workers (during the social trips), enriching the experience for both clients and volunteers.

Our dedicated volunteers visited 31 aged care facilities under the Aged Care Volunteer Visitors Scheme, providing companionship and social connection to elderly residents, brightening their days, and reducing isolation.

Our volunteers also reached out with care and compassion, recording 3,936 hours of community calls to isolated individuals, providing much-needed companionship and support.

STEADY GROWTH IN NDIS SERVICES

We are pleased to report that the growth of our National Disability Insurance Scheme services has remained steady. In the past year, we provided 5,432 services (both transport and community access) to 66 NDIS participants, making a meaningful impact on the lives of those with disabilities in our community.

THE FUTURE LOOKS BRIGHT

Looking forward, St John Ambulance Queensland Community Services remains committed to expanding our reach, enhancing our services, and strengthening community connections. As we anticipate upcoming aged care reforms, especially the Support at Home Program, we are focused on identifying and developing a clear plan and service delivery model to navigate these changes effectively. Community Services is committed to investigating how our aged care services can align with this program and meet the evolving needs of our community. Within the NDIS space, we will actively explore opportunities to further expand these services, ensuring that we can reach and assist even more individuals with disabilities.

We are immensely proud of the progress we have made in the past year. St John Ambulance Queensland Community Services remains steadfast in our mission to empower individuals, families, and communities. We look forward to another year of serving with compassion, resilience, and dedication.

FACILITATING SOCIAL CONNECTIONS

St John Ambulance Queensland has been actively working on facilitating social connections between the residents of Aveo Durack Retirement Village and Opal Aged Care Durack through the Community Visitors Scheme. Our dedicated volunteer, Pip, has been visiting residents at Opal Aged Care, and she is so passionate about her volunteering that she is making multiple visits, including group visits. Pip's previous experience in counselling and mental health services, along with her lifelong commitment to volunteering, is making a profound difference.



A VOLUNTEER'S PERSPECTIVE - TINA AGASSIZ

"One of the greatest things I have done in my life is committing myself to volunteering services with St John Ambulance Queensland and the Lutheran community. Life is so much bigger than ourselves, and when we have a lot of love to give, it is always best to share it, and those who need it appreciate it more than words can describe. Volunteering comes with hidden rewards that you may not identify right away. When you do, you'll find it to be incredibly rewarding because it changes your perceptions of certain things in life - well, it certainly has for me. Volunteering my time toward the elderly has allowed me to build long-lasting friendships with residents who have a lot to offer in both wisdom that comes with uplifting life blessings. Being able to spend time with the elderly, listening to their stories and learning new pieces of history sure does put things into perspective."

One social trip this year pulled on our heartstrings when we took one client back down memory lane. Her husband (now passed) worked at Lone Pine for many years as a koala handler. The client - seen below was able to have her own photo taken with a koala.

In closing this allows us to carry the spirit of unity, purpose, and determination. The challenges that lie ahead are not to be feared, but to be embraced as opportunities for growth and progress. We will move forward with confidence, guided by the principles of integrity, transparency, and responsibility.



Darryl Stewart
General Manager Operations

Volunteering my time toward the elderly has allowed me to build long-lasting friendships with residents who have a lot to offer in both wisdom that comes with uplifting life blessings.



Total first aid solutions



Health and Medical Services

Shari Armistead, General Manager Social Enterprises

Under the newly appointed Social Enterprise department, the Health and Medical Services (HMS) portfolio has continued its growth and expansion across the state, supporting the community through disaster recovery, response, and event pre-hospital care.

The focus this year was to gain traction within the community of the South East Queensland region, and as a result we have doubled our volunteer base, which shows brand recognition and expansion. With this expansion comes with it the challenges of ensuring that our volunteers are supported, and that the St John Ambulance Queensland ethos is upheld and scaled as required.

THE FUTURE OF HEALTH AND MEDICAL SERVICES

- > Continued, careful and cost effective expansion of services within the community through events is anticipated and expected during this period of growth and development.
- > The ongoing development and integration with the wealth of knowledge from our most experienced and longstanding volunteers within the HMS team and bringing that into the modern St John Ambulance Queensland vision, led by CEO Bill Lyon.

- > Further development and implementation of a training schedule for the calendar year of 2024. This is to ensure our volunteer skill set stays current and relevant to the St John ethos and real-world implementation.
- > The formation of a volunteer committee.
- > Working with other departments within the organisation to develop a better way to understand and manage HMS stock whilst working.



Shari Armistead
General Manager Social Enterprises



Training, Product and Service

Darryl Stewart, General Manager Operations

COMMERCIAL MARKET AND CLIENTS

The Training Product and Service department operates a commercial “surplus for purpose” training, product, and service solutions business to meet customer needs - anywhere, anytime, safely, and sustainably.

This past year saw a large growth in sales, led by defibrillator sales from the previous year - an increase of \$1,028,567 in sales this financial year compared to last.

The Training Product and Service team worked extremely hard and with a lot of passion to outperform their commercial targets and deliver a high-quality experience for students, corporate customers, and individual clients. The surplus achieved delivered valuable funds for the charitable and community programs that St John Ambulance Queensland continues to roll-out across the state.

We welcomed various new major clients including QFES, QLD Hydro, RAAF, Brisbane Isuzu, Beenleigh and Districts Senior Citizens Centre Inc.

The Training, Product and Service business unit continued to trade strongly with our existing major clients, including – 1300 Medic, Aldi, Alpha Vital, Archdiocese of Brisbane, Aurizon, Australian Government (various departments), BHP, BOC Gases, Boral, Coles, Eastern Well Services, Energy Qld Limited, Fitness Australia, Fletcher Building, Integrated Youth & Family Services, McNab Construction, Mirvac Construction, Moreton Bay Regional Council, Multicap, Powerlink, Queensland Government (various departments), Queensland Rail, Rio Tinto, Rockhampton Regional Council, SSS Australia, Suncorp, Woolworths and Youi.

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

Overall, the Training Product and Service business unit has been highly active and successful in FY23. The strategy to diversify and respond with greater agility to market needs was again evident as St John Ambulance Queensland continued to position itself as a “supplier of choice” in the market.

FIRST AID AND WHS TRAINING BUSINESS UNIT

The Training Department has performed exceptionally during the past financial year, solidifying our position as a leading provider of First Aid training. We are committed to building on this success by continuing to empower learners with the skills and knowledge to provide First Aid to our community members.

We welcomed various new major clients including QFES and MyCar.

We have strengthened our partnerships with our existing major clients, including – 1300 Medic, Aldi, Alpha Vital, Archdiocese of Brisbane, Aurizon, Australian Government (various departments), BHP, BOC Gases, Boral, Coles, Eastern Well Services, Energy Qld Limited, Fitness Australia, Fletcher Building, Integrated Youth & Family Services, McNab Construction, Mirvac Construction, Moreton Bay Regional Council, Multicap, Powerlink, Queensland Government (various departments), Queensland Rail, Rio Tinto, Rockhampton Regional Council, SSS Australia, Suncorp, Woolworths and Youi.

FIRST AID AND MENTAL HEALTH TRAINING BUSINESS UNIT

The First Aid and Mental Health Training business unit performed very well in FY23, which was supported by the introduction of SJx in January 2023.

SJx revolutionised our classroom delivery, as we adopted St John Victoria’s interactive learning technology. SJx is an interactive and time-efficient First Aid training solution, delivered in-person, that does not compromise quality or outcomes. It uses world-leading immersive technology to deliver a high-quality training experience in a reduced amount of time resulting in:

- > Improved participant outcomes
- > Access to consistent and standardised testing
- > An engaging, interactive experience
- > Improved ability to recall training in a real-life emergency situation
- > The peace of mind you are training with St John Ambulance Queensland
- > Efficient training delivery without compromising on learning quality
- > Delivered in half the time in comparison to the traditional delivery

We expanded our non-accredited offerings by developing and introducing two new courses: ‘Caring for Children First Aid’ and ‘First Aid for Seniors’. These courses have provided our participants with the opportunity to have hands-on experience and in-depth knowledge specific to the respective demographics.

Training was delivered across 12 St John Ambulance Queensland venues, plus multiple hired venues in regional and metropolitan centres to provide local choice, and we continued to take our courses onsite for business and industry clients.

St John Ambulance Queensland training facilities in Cairns, Townsville, Mackay, Rockhampton, Bundaberg, Maryborough, Buderim, Toowoomba, Banyo, Brisbane City and Yeerongpilly continued to provide convenience for individual and corporate clients alike. The Ashmore Training Centre moved one kilometre down the road to a larger facility, including two training rooms, an office, First Aid shop, kitchen and a breakout area for staff and students. Other venues are being progressively upgraded to meet community standards and student expectations. The St John Ambulance way of training with practical, hands-on instruction, real First Aid equipment, and modern clinical course material, sets the market standard.

The demand for Mental Health training continued to evolve in FY23 due to the need for development of bespoke or contextualised courses to service the specific needs of various industry sectors and clients. The growth in mental health training has been attributed to a combination of increased awareness, changing attitudes toward mental health and the recognition of benefits to individuals and organisations. As society continues to prioritise mental health, the demand for mental health training is likely to continue to grow.

As per years 2021 and 2022, we were successful this year in securing a grant from Construction Skills Queensland to deliver mental health training to eligible workers in the Queensland building and construction industry.

“The real-life scenarios and examples were useful as it helped put theory in practise. This allowed us to really practise important skills during the face-to-face session and apply knowledge,”

PROVIDE FIRST AID SJx COURSE STUDENT

Looking to the upcoming financial year, our Training Department is poised for further success. We plan to expand our non-accredited course offerings, enhance online learning options, and strengthen our industry partnerships. We remain attentive to industry trends and learner needs, ensuring that our training programs evolve to meet the ever-changing demands of the vocational education landscape.

PRODUCT BUSINESS UNIT

The Product business unit continued to grow during FY23 with increased sales of defibrillators and accessories. Defibrillators sales exceeded \$2 million; an increase of \$1.2 million on FY22.

We continued to work with ‘Australian Events’ attending 10 Caravan, Camping, 4x4 and Fishing expos across Queensland in 2023. These stores were extremely popular with attendees, producing strong products and training sales.

The Training and Product Services team for the first time in many years attended EKKA 2022, setting up a store in the John Reid pavilion. We attracted customers with unique CPR races, a child friendly space with the St John APP available for children to play and seating for customers to relax. First Aid Kits, mobility products and training products were sold resulting in \$32,000 in sales over the nine days.

Attending these events has continued to help introduce the St John Ambulance brand to a new generation of clients, and the older generation gave praise to St John Ambulance Queensland’s strong presence back in the community.

SERVICING BUSINESS UNIT

The team of Servicing consultants continued to grow in their regions by increasing sales by more than 20% to approx. \$2.5 million in the past financial year. This continued growth, generated by an expanded team, helped maintain St John Ambulance Queensland’s market share. Working closely with the supply chain team, Service consultants continued to innovate by offering specialised kits to meet our customers’ First Aid needs - at work, home, and play!

Service delivery and productivity was enhanced with many vans in the fleet being upgraded to the latest Hi-ace model, and outfitted with a workstation, USB power socket and fan in the cargo area to help Service kits when they are unable to use the customers’ facilities. The new graphics on the vans also provide a great mobile billboard for St John Ambulance Queensland.



Darryl Stewart
General Manager Operations

St John Eye Van

Shari Armistead, General Manager Social Enterprises

The year 2022-2023 was yet another dynamic and productive period for ophthalmology and optometry services provided by the St John Eye Van. This mobile clinic continued to serve Central Queensland communities, including its ongoing operation at Emerald Hospital for two days per week, with the exciting prospect of extending to a third day in the next fiscal year.

Furthermore, plans were set in motion to resume our valuable services at Bundaberg, Rockhampton and Cherbourg First Nations clinics, post-pandemic.

The clinics in Central Queensland played a pivotal role by acting as outpatient services for both Gladstone Hospital and Emerald Hospital, offering much-needed services without any cost burden to the rural community. The St John Eye Van stands as a self-sufficient mobile clinic, proficient in delivering optometry, diagnostics, and ophthalmology services throughout rural communities.

We are grateful for the unwavering support of a dedicated group of clinicians who have been instrumental in our mission. Dr Rowan Porter and his team have been diligently flying to the Cherbourg clinic every second month, providing a full day's worth of treatment. Notably, Professor Paul Mitchell, in collaboration with Dr Porter, played a pivotal role as co-founders of the St John Eye Van. Professor Mitchell and his team have provided invaluable guidance, along with a facility and service for our Retinal Screening Program. Prospective patients visiting the St John Eye Van clinics have their retinal images taken, which are then forwarded to Professor Mitchell and his team for a thorough diagnosis. This information is subsequently relayed back to the respective clinics and patients who may require the specialised services of the St John Eye Van.

We extend our heartfelt appreciation to Dr John Kearney and his clinical team, whose dedicated work at both Gladstone

Hospital and Emerald Hospital has been instrumental in providing outpatient services. Their unwavering commitment is pivotal in continuing this vital and much-needed work in these locations.

A special thanks to Lyndall De Marco AM, one of the co-creators of the St John Eye Van, who retired in late September. St John Ambulance Queensland acknowledges Lyndall's tireless dedication to the St John Eye Van, an initiative that has flourished under her visionary leadership since 2013. The St John Eye Van officially became part of St John Ambulance Queensland in 2022 and has continued to thrive and evolve ever since.

Thank you to our valued partners, UD Trucks for the prime mover, its registration, servicing, and maintenance; and Followmont Transport for providing a Brisbane home for the St John Eye Van at its Eagle Farm premises and for servicing the trailer.



Shari Armistead
General Manager
Social Enterprises



People and Culture

Tammie Carter, General Manager People, Sales and Marketing

People and Culture serves as the heartbeat of any organisation, particularly for a purpose-driven charity such as St John Ambulance Queensland. The significance of our people cannot be overstated, as they constitute the driving force behind innovation, productivity, and overall success.

Our culture is firmly grounded in principles of compassion, collaboration, and the pursuit of a positive impact. It is a culture where every individual collaboratively endeavours to support others, finding profound satisfaction in their contributions. This embodiment of our values, rooted in kindness and community, exemplifies that when we unite and work harmoniously, we have the power to make the world a better place.

Throughout the year, our unwavering commitment has been channelled toward realising our strategic objectives. Among these, one objective stands out as it underscores the pivotal role of people and culture within our organisation. This strategic objective serves to focus our attention on the actions necessary to nurture and sustain the vibrant Team St John culture. The key initiatives identified as top priorities encompass:

- > **Implementing People Strategies Aligned with St John Ambulance's Core Values:** We are dedicated to ensuring that our people strategies breathe life into the core values of St John.
- > **Fostering an Innovative, Proactive, Empowered, and Agile Workforce:** Our aim is to cultivate a workforce that is characterised by innovation, proactivity, empowerment, and agility.
- > **Establishing a Performance and Behaviour Framework:** We have put in place a framework that not only encourages excellence but also strengthens the Team St John culture.

These endeavours signify our steadfast commitment to nurturing a dynamic and thriving environment that upholds our values and empowers our team for sustained success.

We are delighted to report the successful consolidation of our Brisbane teams under one roof at our Nundah location, fostering a stronger sense of camaraderie and cohesion among our team members. Our commitment to health and safety remains unwavering, exemplified by our focus on providing Mental Health First Aid Training to all team members.

Our dedication to compliance is evident through the ongoing rollout of training via Go1. The initiation of the performance and behaviour framework actively promotes excellence and reinforces the Team St John culture, as seen through the completion of quarterly achievement reviews for our staff. Also, we are updating our induction and leadership training programs to ensure they are aligned with our evolving goals and values.



Tammie Carter
General Manager People,
Sales and Marketing

Volunteering

Since 1889, St John Ambulance Queensland has continued to rely on the unwavering dedication of its volunteers to fulfil the organisation's mission.

Over the past 134 years, the landscape of volunteering has evolved, yet at its core remains the steadfast commitment of everyday Queenslanders to create a positive impact through their voluntary efforts in assisting those in need.

Within Team St John, we may assume various roles, structures, and assignments, but fundamentally, we stand together as a single, cohesive team.

Volunteers constitute an indispensable cornerstone of Team St John, extending essential services, companionship, and

social connections to individuals across Queensland. In the coming year, we remain committed to gaining a deeper understanding of the challenges and opportunities our volunteers encounter and to finding more effective ways to communicate, train, recognise, and appreciate them.

As for the past year, we extend our heartfelt gratitude to every volunteer for their selflessness, professionalism, and compassion. Your contributions have genuinely changed and saved lives, and that is something invaluable.



HOW CAN I HELP? DRABCD

D	DANGER Stop! Check it is safe.	
R	RESPONSE Can you hear me?	
S	SEND FOR HELP Call 000 - get an adult	
A	AIRWAYS Check mouth - blocked or clear?	
B	BREATHING Are they breathing?	
	RECOVERY - RESUSCITATION C-2 - no matter who	
	AED (AED) Get an adult	

ST JOHN QLD
PH (785 646)
www.stjohnqld.com.au
stjohnqld.com.au
Book for First Aid training.

First Aid in Schools

Shari Armistead, General Manager Social Enterprises

The St John Ambulance First Aid in Schools program made a triumphant return to Queensland schools, emerging even stronger in 2023, allowing us to re-evaluate the evolving needs of our schools.

During this pause, we undertook the program's largest-ever recruitment drive, welcoming 24 dedicated Volunteer Educators to our existing team. Their passion and commitment have been instrumental in shaping the program's success.

Our program delivery method was tailored to meet the diverse needs of schools. Most sessions were conducted in a face-to-face format, while the online model was thoughtfully implemented for remote and regional schools. This flexible approach ensured that all students, regardless of location, had access to crucial First Aid knowledge.

The quality of our program delivery has consistently received glowing feedback from schools, highlighting the value it brings to students' education.

Throughout the 2022-2023 period, the St John Ambulance Queensland First Aid in Schools team successfully trained an impressive 13,485 students across 45 schools. These students are now equipped with valuable life saving skills, contributing to safer and more prepared school communities.

Looking ahead, the remainder of the year holds great promise for the First Aid in Schools program. We have been heartened by the significant interest expressed by numerous schools eager to secure bookings. This enthusiasm underscores the program's value and the critical role it plays in equipping the next generation with essential First Aid skills to save a life.



Shari Armistead
General Manager
Social Enterprises

Throughout the 2022-2023 period, the St John Ambulance Queensland First Aid in Schools team successfully trained an impressive 13,485 students across 45 schools.

Finance, Information Technology and Corporate Services

Andrew L Walker, Chief Financial Officer

2022-2023 was another busy year for the finance, information technology and associated corporate services support areas of St John Ambulance Queensland.

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 internal customers and clients.

The organisation will continue to develop the current systems to support the business unit managers. Our focus this year will include detailed forecasting and building a zero-based budget to be able to control costs.

This will allow for timely reports from the financial department to identify opportunities for improvement and cost control.

Processes are currently under review to further improve the across business response to customers, clients and internal management teams.

The new Executive Leadership Team has invigorated the entire organisation and we are confident each business unit will be managed effectively. 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 Queensland seeks to better use technology, automation, integration, and new platforms to identify further efficiencies across operations.

Financial Performance Summary

St John Ambulance Queensland 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.

The overall net operating result for the 2022-23 financial year was a deficit of \$800,322. Whilst this is a significant deficit there are several factors that influenced the result. The executive team has been replaced, the bad debt provision was increased based on the ageing of the outstanding debt, and redundant stock written off. There was also a substantial increase in employee costs during the year.

Total revenue for the 2022-23 year was \$19,339,897 compared to the previous year of \$17,431,583. This is an improvement of \$1,908,314 (11%) over the previous financial year. Community services grants increased by 25% during the year.

Total expenditure for the 2022-23 year was \$20,140,219 compared to the previous year of \$17,256,915. This represents an increase of \$2,883,304 (17%) over the previous financial year.

The major increase in expenses was mainly employees (14%) and training instructor fees (35%). Product sales and cost of sales increased, and the contribution margin has been maintained.

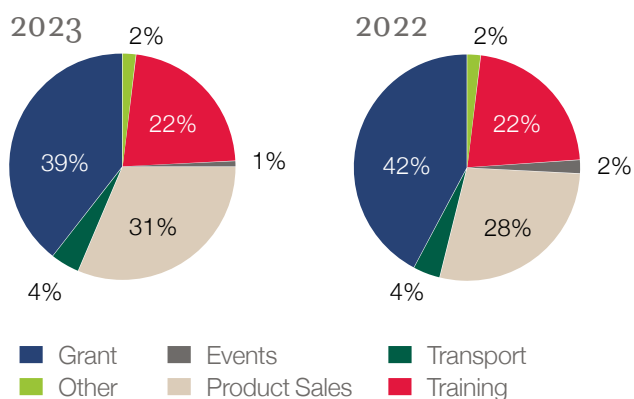
The organisation has been restructured to identifiable business units with responsible executives to grow the various channels. The Executive Leadership Team is confident of achieving an improved result for the current financial period.

The finance team will continue to focus on providing useful financial reports to guide the new executive leadership team to achieving our goals and strategic objectives.

Full copy of audited annual financial statements

A full copy of the audited annual financial statements for the 2022-23 financial year are available on the website stjohnqld.com.au.

REVENUE 2022 & 2023



Andrew L Walker
Chief Financial Officer

St John Honours and Awards

ORDER OF ST JOHN – ADMISSIONS AND PROMOTIONS 2022

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.

2022 Admissions and Promotions will be presented at Government House Brisbane on Wednesday 15th November 2023.

The Investiture ceremony will be hosted by Her Excellency the Honourable Dr Jeannette Young AC PSM Governor of Queensland who will present our 2022 Admissions and Promotions to our members.

Admitted as Member

- > Michael Andrews
- > David Beckham
- > Adele Elze
- > Faye Manttan
- > Thomas Sugget

Service Awards 2022

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.

The Service Medal forms part of the Australian Honours and Awards system. These awards will be presented at the 2023 Annual Awards Ceremony.

10 Year Service Medal

- > Rev Dr Peter Devenish-Mearns OStJ
- > Father Harry Reuss OStJ

First Bar to the Service Medal

- > Vivian Larsson MStJ

Second Bar to the Service Medal

- > Janice Misfeld
- > Sandra Williams

Third Bar to the Service Medal

- > Glen Morrison OStJ

One Gilt Bar to the Service Medal

- > Gerard Meijer OAM, CStJ, JP(Qual)

One Gilt Bar to the Ultra Long Service Medal

- > Ann Demaine DStJ

Two Gilt Bars to the Ultra Long Service Medal

- > Ann Demaine DStJ
- > Peter McMurtrie AO KStJ

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 Sunday 25th June 2023:

- > Dr Jeffrey Brown
- > Malcolm C McDonald OAM OStJ
- > John Aagten

Bronze Commendations

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

The following Bronze Commendations were awarded at our Annual Church Service on Sunday 25th June 2023:

- > Opal Halliday
- > Melanie Hibbard
- > Grant Whitten

Staff Service Awards

Staff Service Awards are awarded at 5-year intervals. The following awards will be presented in 2023:

5 Year Service Award

- > Leanne Robertson
- > Catherine Murphy
- > Noel Sherrington

10 Year Service Award

- > Jasmin Higlett
- > Sean Lacey

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:

- > **Professor Peter Leggat AM ADC JP KStJ**
Peter passed away on Wednesday 20th September 2023
- > **Margaret Tait Hunt OAM DStJ**
Margaret passed away on Tuesday 4th April 2023
- > **Reginald V Harris SBStJ**
Reginald passed away on Sunday 12th February 2023

Supporting St John Ambulance Queensland

For 140 years, St John Ambulance has been at the forefront in providing urgent health and medical support during times of crisis, empowering individuals with life saving skills, and offering vital companionship to those in need.

YOUR SUPPORT CAN SAVE A LIFE.

When you donate to St John Ambulance Queensland, you actively contribute to the following impactful initiatives:

First Aid in Schools

We believe First Aid education should be accessible to everyone and deliver this program at no cost to schools and families. Our First Aid in Schools program empowers your child with the skills to administer vital First Aid in an emergency.

St John Eye Van

Our sight-saving program reduces preventable blindness through our mobile ophthalmic treatment facility. The St John Eye Van travels to rural hospitals and remote First Nations communities across Queensland.

Health and Medical Services

From providing urgent health and medical support during natural disasters like the Queensland floods and cyclones, to keeping our community safe at sporting and cultural events.

Community Support Programs

We support people through our phone call, transport, and home visit programs. Each month our passionate teams make friendship and security calls, checking on their welfare or simply having a friendly conversation.

Our Community Transport Drivers ensure members of our community retain their independence to buy groceries, attend appointments, enjoy events and meet up with family and friends.

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





14 
YEARS
SAVING LIVES

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