

Annual Report 2024-25



St John

St John Ambulance Australia Queensland Limited

Vision

Our vision is to be the charity of choice, dedicated to the service of humanity, enhancing the lives of Queenslanders, and a trusted partner in times of need, a leader in the field of our humanitarian community, health, and First Aid resilience.

Mission

With you in times of need, 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.

Acknowledgment of Country



We wish to acknowledge the traditional custodians of the lands on which we live and work. We respect the value of their ancient cultural heritage and spiritual connections across Australia.



These connections are evident in the stories and ceremonies, the natural landmarks and the sacred objects embedded in the landscapes, the skies, and the waterways.

We acknowledge Elders past, we acknowledge our Elders of today and we acknowledge the young people we are nurturing and caring for in our schools and communities today who will become our Elders and Leaders of our future.

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



MESSAGE FROM THE Governor of Queensland

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

As Governor of Queensland, and as Deputy Prior and Dame of Grace of the Order of St John, I am pleased to provide this message of support for St John Ambulance Queensland.

The Order of St John has for centuries embodied the values of service, compassion, and care for others. In Queensland, those traditions are expressed daily through the work of St John Ambulance, which delivers vital first aid, community health services, and support for vulnerable people across our state.

One of the highlights of the past year was the Order of St John Investiture and the Presentation of St John Ambulance Service Medals and Bars at Government House in October 2024. On that evening, I had the privilege of welcoming distinguished leaders of the Order and of St John Ambulance to admit new confrères and recognise the service of dedicated ambulance officers. This occasion powerfully illustrated the continuum of St John's mission—from the historical founding of first aid services in industrial Britain to the tireless service of Queensland officers today, united under the enduring white, eight-pointed cross.

Looking ahead, the re-launch of the St John Ambulance Queensland Youth Program in early 2025 is especially significant as we enter the Centenary of Youth celebrations. Investing in the next generation of St John leaders not only honours a century of youth service but ensures the values of compassion, skill, and commitment remain deeply rooted in Queensland communities.

I extend my deepest gratitude to the volunteers, staff, and supporters of St John Ambulance Queensland. Your dedication not only saves lives but strengthens the resilience and wellbeing of our communities.



A handwritten signature in black ink that reads "Jeannette Young".

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



MESSAGE FROM THE Chairman

Adjunct Associate Professor Glen Morrison, MBA, OStJ,
Board Chair

It is with great pride that I present this year's Annual Report for St John Ambulance Australia Queensland Limited.

This year, we farewelled Interim CEO Peter Maher and welcomed Peter Warrener to the organisation. Peter brings a distinguished background as a registered paramedic and executive with the Queensland Ambulance Service. Since joining, he has been instrumental in finalising our strategic plan and embedding strong leadership foundations across the business.

Reflecting on 2023/2024, I'm proud of how we've continued to build on the foundations laid last year, navigating challenges while delivering strong outcomes.

Board Update

We farewell Directors Alison DeMarco and Angelique Ettia and thank them for their significant contributions to the organisation.

At the AGM, we welcomed Mr Thomas Lynch, an experienced CPA and executive in the Food & Beverage sector. Thomas has worked closely with Peter and the finance team to further strengthen our financial foundations.

In July, Mrs Miriam Kent was appointed to a casual Board vacancy. Miriam brings a wealth of experience from local government and the private sector and currently serves as CEO of the Gallipoli Research Institute. Her appointment adds strong capability to the Board.

We are also preparing to adopt a new Constitution, which will support stronger governance and enhance Board capability into the future.

Brand Unification

The National Leadership Group, in collaboration with the Federal Council and the Communications Committee of Practice, continues progressing toward brand unification. This is a complex process, given the varied services delivered in each state.

We are pleased with the progress toward a national brand identity that maintains flexibility to reflect Queensland's unique service offerings. More than just a logo, brand unification is about establishing a consistent and recognisable presence, critical for long-term success.

Governance and Transparency

We remain committed to strong governance and increased transparency. At last year's AGM, we transitioned our audit services from Pitcher Partners to BDO. I would like to sincerely thank Cheryl Mason and the Pitcher Partners team for their ten years of valued service.

Business continuity and rebuilding brand trust have continued to grow, with customers returning across various service areas. This reflects the dedication of our team in restoring confidence in our organisation.

We also continue to work with Noel Gillard and the State Council to ensure members remain connected with the broader St John community.

Key Achievements

We are proud to report another financial surplus this year, a direct result of focused leadership and operational discipline.

A highlight has been launching the St John Youth Program, coinciding with the centenary of youth involvement in St John. The November celebration event was a proud moment for our organisation.

Our Event Health Services portfolio has grown significantly, with strong recruitment supporting major events across Queensland, and preparation for the 2032 Olympic Games is underway.

Our Community Services team continues to support ageing Queenslanders and build sector visibility through conference and panel participation.

Looking Ahead

We are well-positioned for a strong year ahead. A renewed focus will be placed on recognising the contributions of our people, and I look forward to celebrating their achievements with you.

Yours in service,



Glen Morrison
Board Chair



MESSAGE FROM PETER L MAHER

Thank You and Farewell

Peter L Maher OAM, FAICD, CCEO,
Adjunct Professor ACU

As I reflect on my time with St John Queensland, I want to express my heartfelt thanks to all the staff, volunteers, and members. It has been an absolute pleasure to work alongside such a dedicated team in an organisation that delivers vital services to the community.

During my 11 months, I have witnessed many positive changes. Together, board, staff, and volunteers have worked tirelessly to restore stability, uphold our mission and values, and reinforce the essential role of volunteers in our success.

I've done my best to contribute my skills and experience to strengthen the organisation, and I sincerely hope I have left it in a stronger position than when I arrived.

Some of the key achievements we've accomplished together include:

- > **Financial Stability:** We closed the 2024 financial year with a surplus and the organisation positioned well for the future.
- > **Key Contracts Extended:** Our major government contract was extended for two more years, as was the Eye Van contract with Queensland Health.
- > **Partnerships and Events:** We began positive discussions with the Queensland Ekka, with hopes of returning this year to provide first aid support coming to fruition.
- > **Youth Program Revitalisation:** The Youth Program has been successfully reestablished, and volunteer numbers continue to grow strongly.
- > **Workforce Stability and HR:** Staff now have greater job security, supported by updated HR policies aligned with best practice.
- > **Strategic Planning:** Our updated Strategic Plan is ready for presentation to the Board at its next meeting (subsequently approved by the Board).
- > **Governance and Membership:** The membership register was modernised, and proposed constitutional changes have been prepared for the next members' meeting.
- > **Debt Reduction:** We have significantly reduced debt, giving us a solid financial foundation moving forward.
- > **Stakeholder Engagement:** We've held constructive discussions with Queensland Ambulance Service, public servants, and politicians to secure support and position St John Queensland as a vital player in major events and disaster response.

- > **Grants:** Several major grant applications were progressed that, if successful, will provide essential resources to support our volunteer teams.
- > **Training and Development:** Training has expanded, including weekend offerings, ensuring public access to quality learning that fits their schedules.
- > **Sales and Service Expansion:** Our sales team grew revenue, particularly through defibrillator sales, and explored opportunities to expand our service offerings.
- > **Community Transport:** A new vehicle management system was initiated to improve the cost-efficiency of our transport services.
- > **Cyclone Response:** During tropical cyclone Alfred, staff and volunteers remained in contact with elderly members and actively supported community safety and well-being efforts.
- > **Event Health Services:** Our team continues to ensure volunteers receive appropriate training and recognition of their credentials, enabling us to deliver high-quality, professional support at events and during emergencies.

As I enter retirement, I'm proud of what we've achieved together. I remain willing to support St John Queensland into the future if needed.

I'm confident in the appointment of Peter Warrener as CEO. He is well placed to lead the organisation forward.

It has been a true privilege to work with each of you, and I look forward to staying in touch as you carry St John Queensland into the future.



Peter L Maher
OAM, FAICD, CCEO,
Adjunct Professor ACU

“I've done my best to contribute my skills and experience to strengthen the organisation, and I sincerely hope I have left it in a stronger position than when I arrived.”

PETER L MAHER, OAM, FAICD, CCEO, ADJUNCT PROFESSOR ACU



MESSAGE FROM THE Chief Executive Officer

Peter Warrener ASM,
Chief Executive Officer

It's an absolute honour to be appointed CEO of St John Queensland. Since joining in March 2025, I've been deeply impressed by the professionalism and dedication of our volunteers and staff who work every day to enhance the lives of Queenslanders.

For over 140 years, St John has supported communities across Queensland, from pioneering first aid education to assisting soldiers during both World Wars. I'm privileged to be guided by the Members of The Most Venerable Order of St John, a distinguished group dedicated to ensuring our mission remains as relevant today as ever.

What drew me to St John was its unwavering commitment to values like humanity, kindness, compassion, and respect for all. I see these values in action daily, through our Community Transport drivers, First Aid educators, Community Support Services teams, and volunteers at events. Whether it's our Eye Van improving health equity or educators hearing how their training saved lives, every interaction reflects our purpose.

To be there in times of need, St John must be a trusted leader in first aid, resilience, and health equity, particularly in a state as large and diverse as Queensland. As a former Assistant Commissioner and registered paramedic with the Queensland Ambulance Service, I've seen how early intervention can save lives.

Cardiac arrest statistics highlight this need: for adults, the median age is 67, with 83% occurring at home, but only 62% receive CPR before help arrives. For children, the median age is just 3, with similar patterns. With ambulance response times averaging 9 minutes, bystander CPR and defibrillator access are vital (Queensland Ambulance Service, *Out-of-Hospital Cardiac Arrest and Prehospital ST-Segment Elevation Myocardial Infarction Report*).

That's why St John provides high-quality First Aid training and supplies essential equipment like automated external defibrillators (AEDs). I believe AEDs should be on every floor of multi-storey buildings and in homes of those with medical conditions. When you call Triple Zero, one of the first questions is whether a defibrillator is nearby. It's better to have one and not need it than to need one and not have it.

Thanks to generous support, we've continued our First Aid in Schools program to teach children how to respond if a parent becomes unwell. We're seeking further sponsorship to expand this vital program across the state.

In the coming year, we aim to increase the reach of our Eye Van, delivering mobile Ophthalmic care to vulnerable and remote communities, especially First Nations communities. We're also expanding our Youth Program to provide young people with education and pathways into roles like paramedicine, community services, and even corporate support. With the right support, we can build strong foundations for their future.

St John welcomes anyone who wants to be part of our mission. We are always looking for volunteers, sponsors, and donors to support vital programs like the Eye Van, First Aid in Schools, and community health initiatives.

As a charity, we are committed to quality, impact, and care. By volunteering, donating, or sponsoring, you become a partner in saving lives, and your support truly makes a difference.

"St John welcomes anyone who wants to be part of our mission. We are always looking for volunteers, sponsors, and donors to support vital programs like the Eye Van, First Aid in Schools, and community health initiatives."

PETER WARRENER ASM
CHIEF EXECUTIVE OFFICER



Peter Warrener ASM
Chief Executive Officer



MESSAGE FROM THE Council of Members

Noel Gillard OAM CStJ,
President of The Council of Members

It gives me much pleasure to report on the activities of the Council of Members in advancing the activities of The Most Venerable Order of the Hospital of St John of Jerusalem in Queensland.

The Most Venerable Order of the Hospital of St John of Jerusalem is an Order of Chivalry of the British Crown with His Majesty King Charles III presiding as the seventh Sovereign Head since our Royal Charter was granted by Queen Victoria in 1888.

Membership is awarded to those who have provided outstanding service to St John. Admission to the Order is a prestigious honour and is recognised in the Australian Honours system.

Essentially, Council is an advisory body to assist the St John Queensland Board in the effective engagement and communication with Order Members resident in Queensland, and the membership of St John Queensland in relation to matters and activities associated with and supporting the work of St John in Queensland.

Membership of Council is open to all Order Members resident in Queensland and serving volunteers within St John Queensland. Appointment to Council is specified in the Council of Members Charter, and appointment to Council is approved by the Board.

In January 2024, the St John Queensland Board of Directors appointed Noel Gillard OAM CStJ as President of the Council and Brodie Taylor JP(Qual), BCRA(Hons), FRSA, FSAScot, FLS, FIML, GAICD as Deputy President. The Council convenes four formal sessions of Council during each year. Two sessions have a social networking function, including Priory Members and St John Members and staff, and two sessions will be formal business meetings of Council Members.

To achieve the purpose of Council, activities are managed through four Council Working Groups convened by:

- > Honors and Awards Committee
Noel Gillard OAM CStJ
- > Priory Affairs, Ceremonies and Function
Peter McMurtrie AO KStJ
- > St John Ambulance Historical Society of Queensland
Robert Devere OStJ
- > Ophthalmic Hospital Working Group
Professor Graham Lee assisted by Sandra Moore MStJ

Finally, I wish to acknowledge my thanks and appreciation to Deputy President Brodie Taylor, Council Members, Working Group convenors and our esteemed St John Queensland Director of Mission for their contribution to the work of Council.

Mark of Respect

We acknowledge the passing of esteemed Queensland Order of St John and St John Queensland members over the past year:

- **Nancy Tranby OAM DStJ**
- **Darryl Jamieson MStJ**



Noel Gillard OAM CStJ
President of The Council of Members



MESSAGE FROM Our Chaplain

Fr Harry Reuss OStJ, CHOL,
Queensland State Chaplain



Another great year for St John Ambulance Queensland under the guidance of Glen Morrison, Chair of the Board; Noel Gillard, President of St John Council; Peter Warrener, CEO; and Ben Lynch, Director of Mission. Its mighty works are well known throughout the State.

The annual visit to Government House last October, hosted by the Her Excellency the Honourable Dr Jeannette Young AC PSM, was as joyous as it was dignified.

On 22 June the Annual Church Service at St John's Cathedral, Brisbane, was extremely well attended, and I was delighted that there was a sprinkling of young members bearing the traditional flags and I was grateful to the Dean, Dr Peter Catt, for inviting me to lead the prayers.

The Order of St John was founded on Christian principles, vowing to work 'Pro Fide, Pro Utilitate Hominum' (For the Faith and the Service of Humanity) and St John's Chaplaincy program strives to continue to focus on the organisation's roots in faith, whilst being inclusive and welcoming to all people, regardless of their religious beliefs.

The St John Queensland Chaplaincy program offers support to staff, volunteers, and community members to address traumatic or cumulative stress issues. They are also able to provide pastoral care as requested, conduct funerals, weddings and baptisms; attend hospital or home visits, support managers when delivering news of a sensitive nature; and lead prayers on formal or ceremonial occasions. The program is a valuable spiritual, emotional and social support option for staff.

St John takes its name from the revered John the Baptist who prepared the way for Jesus. In the New Testament John's story is in three parts:

1. **His birth** — Luke 1:57-80
2. **His ministry** — Matthew 3:1-12, Mark 1:3-8, Luke 3:2-17, John 1:6-8 and 19-28
3. **His death** — Matthew 14:3-12, Mark 6:16-29

Thus, St John Ambulance traces its beginnings from the bowels of the New Testament and emerges as large as life some 1000 years later in the 1070's when a hospital in Jerusalem was founded.

The Spirit of St John lives on and I salute our members, 'Past, Present and Future' who keep the Faith 'Pro Fide' and to the Service of Humanity 'Pro Utilitate Hominum'.



Fr Harry Reuss OStJ, CHOL
Queensland State Chaplain



MESSAGE FROM THE Historical Society of Queensland

Noel Gillard OAM CStJ,
President of The Council of Members

The purpose and objective of the Society is the discussion, research and recording of the history and the work of the Order and St John Queensland.

Through the leadership and Chairship of Robert Devere OStJ the Committee convenes each month with membership that has become more inclusive of all St John Queensland members, with different age group participants. This diversity has brought strength to our capability over the last few years and is enabling a new focus on the work we do and a more productive promotion of the Order and its historical achievements.

The committee is pleased to report the completed research and installation of the naming of three key function rooms in our St John Queensland Headquarters Nundah facility. Each of these rooms has a plaque outlining the Member's significant contribution to St John Queensland. The Board approved members are Professor Peter Leggat KStJ (Board Room), Beth Dawson DStJ (Training Room) and Vera Crook DStJ (Training Room).



Key achievements during 2024-25:

- > The display at the Beenleigh Historical Village has now been dismantled, along with a standing invitation to re-present ourselves in the future.
- > The other display is at our St John training facility at Yeerongpilly, which contains a more secure display of service medals and uniforms.
- > The unpacking of previously archived boxes and cataloguing of items is now almost complete, thanks to the great work of Brodie Taylor and Brad Hutchinson.
- > Display cabinets have been installed at our Nundah HQ and are presenting Order memorabilia and medals.
- > Year 2025 is focused on the historical Cadet Program and the display contains relevant exhibits, including old cadet uniforms. The objective of this work is to bridge the past with the emerging St John Queensland Youth Programs and uniforms.
- > We acknowledge the work of Rod Burgess and his team in Townsville in the development and installation of a St John display at the Townsville St John facility.
- > The Society were honoured in June 2025 by a presentation of gifts from the Priory of Scotland, namely a Scottish friendship cup called a "Quaich" and Priory ties for which we exchanged our Priory Plaque and tie.
- > An honour board with the names of our St John Queensland Grand Prior Cadets is being constructed and installed.



Noel Gillard OAM CStJ
President of The Council of Members

42 Years of Service: St John Queensland Volunteer Honoured with Lifetime Achievement Award

St John Queensland was proud to congratulate long-serving volunteer Noel Sherrington, who received the 2025 Lifetime Contribution to Volunteering Award at this year's Queensland Volunteering Awards.

This prestigious recognition celebrates Noel's extraordinary 42-year commitment to first aid, community health, and volunteer leadership.

Noel's journey with St John began in 1983, inspired by a desire to do more than just provide basic care in his role as a workplace first aider. "I wasn't satisfied just handing out Band-Aids and cold packs," Noel recalls. "Joining St John allowed me to turn my training into something that genuinely helps others."

Over four decades, Noel has progressed from a frontline volunteer to key leadership roles, including his current position as State Volunteer Training Coordinator. In this role, he oversees vocational and certificate-based education, ensuring volunteers are equipped with the skills and confidence needed in the field. Clinically, he continues to serve as an Advanced Responder, maintaining an active presence within the organisation.

Motivated by the example of his parents' wartime service, Noel has contributed to countless public events, community health programs, and emergency response efforts. His leadership was instrumental during major incidents, including the 2009 Victorian bushfires and the 2011 and 2013 Brisbane floods, where he coordinated critical volunteer deployments.

"Noel is an outstanding example of what sustained, passionate volunteering can achieve," said Peter Warrener, CEO of St John Queensland. "His decades of leadership, training, and service have had a lasting impact across the state."

The award presentation coincided with National Volunteer Week (19-25 May), a broader celebration of the many dedicated volunteers who form the backbone of St John Queensland.

We extend our heartfelt congratulations and deepest gratitude to Noel. His remarkable legacy is a powerful reminder of the lasting impact of volunteerism and the strength of community service.



"His leadership was instrumental during major incidents, including the 2009 Victorian bushfires and the 2011 and 2013 Brisbane floods, where he coordinated critical volunteer deployments"

Our Organisation

St John Queensland is a self-funding charitable organisation dedicated to helping people in sickness, distress, suffering, or danger.

We have been saving lives in Queensland for 136 years and internationally are part of a wider organisation with a long and honourable history.

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.

Our services include:

- > A nationally accredited public and industry specific first aid training provider.
- > A dedicated team of qualified event health service volunteer personnel to attend social, sporting, cultural and other well attended community events.
- > A sales team that supplies an extensive range of first aid kits, medical consumables and pre-hospital medical equipment.
- > A team of dedicated servicing consultants who provide specialist first aid services to industry, commercial and government agencies.
- > A dependable and accessible community transport service delivered by our community transport drivers who are all trained in first aid.
- > Accompanied activities for eligible people over 65 delivered by a team of caring professional support workers.
- > Free home visiting services delivered Queensland wide to eligible clients through the Aged Care Volunteer Visitors Scheme and subsidised visits through the Commonwealth Home Support Programme.
- > Community call services, including friendship calls and security checks to help reduce the impact of social isolation in the Queensland community.
- > Group social trips for eligible clients aimed at fostering social connections and a sense of community for older Australians.
- > A Youth Program aimed at developing leadership skills, first aid training and knowledge and a sense of community for young people.
- > An Eye Van that brings world-class facilities to rural and remote communities to substantially reduce blindness and visual impairment amongst Aboriginal and Torres Strait Islander people with Diabetes.





Our Impact

We equipped more than

35,800
Queenslanders



with the skills to save a life through our First Aid training courses

We spent **441 hours** and made

3644
friendship calls



to those who were lonely or needed support

We provided more than

47,500
transport trips



to medical appointments and social outings, travelling more than

700,000
kilometres

The St John Eye Van travelled

35,350
kilometres



to reach and provide treatment to

936
patients in remote and rural areas

We taught First Aid in Schools to more than

12,000
students



We developed and delivered

86
bespoke mental health training courses



across various industries

Our First Aid responders provided more than

13,000
volunteer hours



We provided Event Health Services

166
events



We empowered social connection and community by providing **155 social trips** for

1889
clients

We sold more than

17,000
First Aid Kits



and more than

800
defibrillators

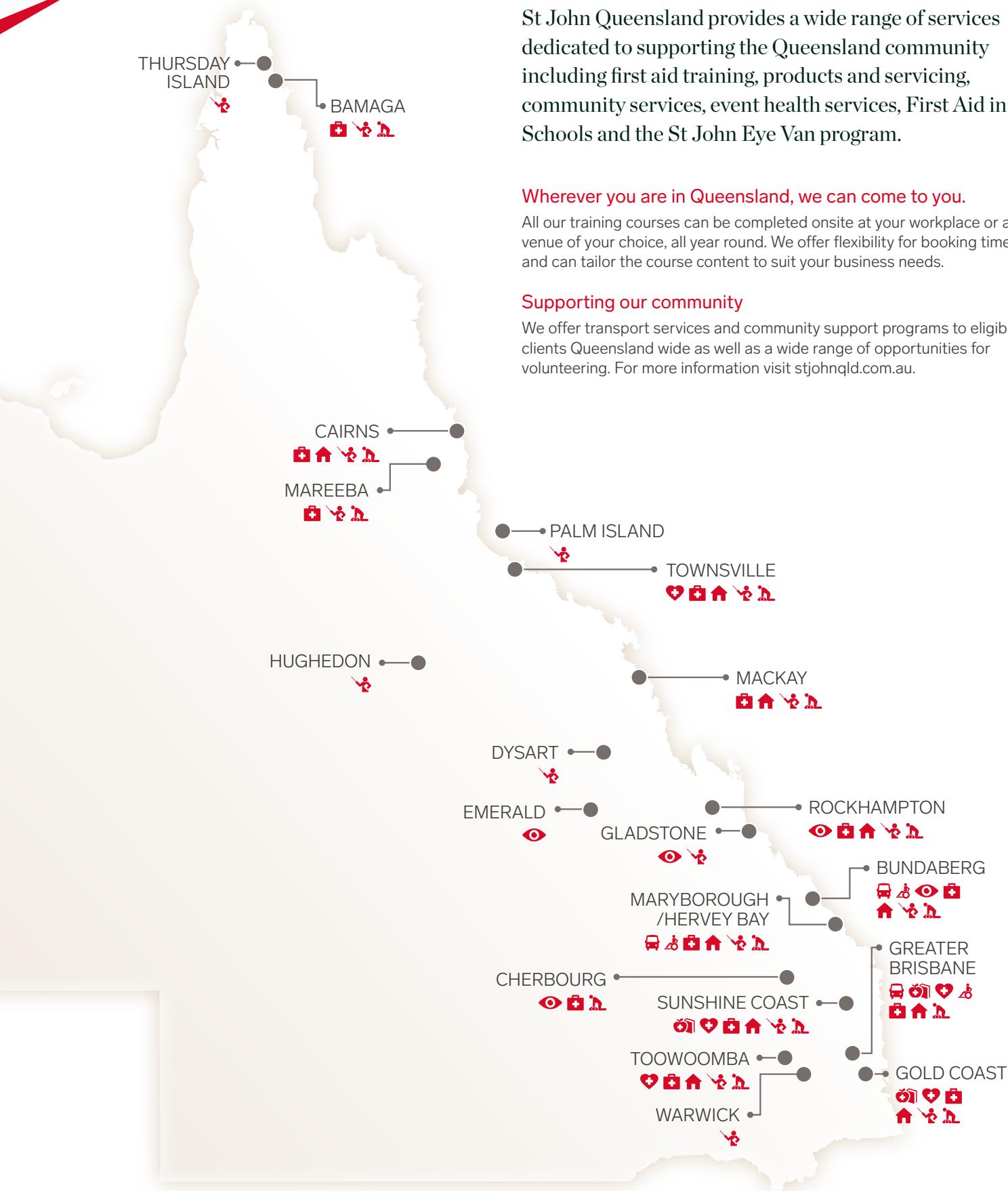


“My placement with the team was an incredibly rewarding experience. The guidance and encouragement

I received helped me grow both personally and professionally. I’ve gained valuable skills and insights that I’m excited to continue on as a regular volunteer with St John Queensland after my placement.”

MANDY, TAFE STUDENT AND ACVVS PROGRAM VOLUNTEER

Our Reach



St John Queensland provides a wide range of services dedicated to supporting the Queensland community including first aid training, products and servicing, community services, event health services, First Aid in Schools and the St John Eye Van program.

Wherever you are in Queensland, we can come to you.

All our training courses can be completed onsite at your workplace or a venue of your choice, all year round. We offer flexibility for booking times and can tailor the course content to suit your business needs.

Supporting our community

We offer transport services and community support programs to eligible clients Queensland wide as well as a wide range of opportunities for volunteering. For more information visit stjohnqld.com.au.



Our Board



Associate Professor (adj)
Glen Morrison



Ray Thurlow



Dr Angus McDonell



Michael Andrews



Brett Mildwaters



Thomas Lynch



Miriam Kent

Our Board provides strategic oversight and governance to ensure St John Queensland remains responsive to the evolving needs of the communities we serve.

With a steadfast focus on people and purpose, the Board safeguards our mission, guides organisational growth, and ensures we continue to deliver high-quality services, training, and support across Queensland.

Associate Professor (adj)

Glen Morrison OStJ

Dip Paramedical Science Dip BusMgt, MBA MAICD MACPara.
Chairman Appointed 5 June 2024
Member Elected 23 November 2017

Ray Thurlow MStJ

CMC JP Adv Dip OHS AssocDipAppSc, DipBus DipCouns, MAICD
Deputy Chair. 5 June 2024
Member Elected 29 November 2018

Dr Angus McDonell BM KStJ

MBBS(Hon), BSc (Hon), BAppSc MSc MHSc, GDipHNut GDipEmHlth GCetAeroMed
FACRRM FRACGP FARGP
Member Elected 20 September 2016

Michael Andrews MStJ

BParaSc (Sunshine Coast), MBA (Cand., CQU), MSc GHCL (Cand., Oxon), MAICD, MICDA, MACPara, MAIES, JP (Qual)
Member Elected 27 November 2019

Brett Mildwaters

Exec.MBA (USyd) BInfoTech (QUT), MACS CP IP3P MAICD
Board Appointed 22 November 2023

Thomas Lynch

BCom (University of Queensland) GradDipCA (Chartered Accountants ANZ), CA, MBA, GAICD
Member Elected 28 November 2024

Miriam Kent

BA(Hons), (Bournemouth University), GAICD
Board Appointed 5 June 2025

Acknowledgments

The Board extends its sincere appreciation to Ms Alison De Marco MStJ and Ms Angelique Ettia for their service and dedication to St John Queensland. During this reporting period, both concluded their terms on the Board. We thank them for their valued contribution and extend our warmest wishes for the future.

Directors' Honorarium

In recognition of the time and expertise contributed, a total of \$17,999.72 in honoraria was paid to Directors during the 2024–25 financial year. Acceptance of an honorarium is at the discretion of each Director, and we sincerely thank all members of the Board for their dedicated service to St John Queensland.

Board Meeting attendance

(current members)

Director	Attended
Glen Morrison	11
Angus McDonell	10
Thomas Lynch	6
Ray Thurlow	9
Michael Andrews	10
Brett Mildwaters	10
Miriam Kent	1

Our Committee's

Finance & Risk Committee

13 meetings held

- > Angelique Ettia (Chair Jun-Dec)
- > Thomas Lynch (Chair Jan-Jul)
- > Andrew Barron (non-Board member)
- > Brett Mildwaters
- > Michael Andrews

Medical Governance Committee

5 meetings held

- > Dr Angus McDonell (Chair)
- > Dr Alannah Morrison
- > Mr Chris Bertolo
- > Dr Chris Cunneen
- > Dr Gerry Meijer
- > Mr Justin Ganzer
- > Dr Paul Luckin
- > Professor Richard Franklin

Our Executive Team

Our Executive Leadership Team drives the delivery of our strategic priorities and oversees the effective management of our organisation.

Committed to impact and innovation, the Executive team ensures that St John Queensland continues to open doors and create meaningful pathways, delivering lifesaving and life-changing outcomes for individuals, groups, and organisations across the communities we serve.

Peter Warrener ASM
Chief Executive Officer
Appointed May 2025

Peter joined St John Queensland as Chief Executive Officer in 2025. Known for his strategic expertise and exceptional people skills, he drives operational excellence in complex environments. His strong communication unites teams and stakeholders around shared goals. A natural problem solver, Peter anticipates challenges and leads initiatives that improve outcomes.

Stephanee Belmonte
General Manager People and Marketing Services
Appointed October 2024

Stephanee oversees the People and Culture function as well as the organisational Marketing and Communications activities. She is an MBA qualified senior leader with over 20 years of experience working with Profit and Not for Profit industries, highly skilled in all facets of strategic and operational Human Resource Management. She is a passionate, collaborative and values driven role model with strong stakeholder skills.

Darryl Stewart
General Manager Commercial Operations
Promoted February 2024

Darryl has led the growth of St John Queensland over the past six years, expanding first aid training and equipment access across the state. He has strengthened partnerships, driven commercial growth, and helped thousands prepare for emergencies. Passionate about safety and resilience, Darryl's leadership reflects St John's values and commitment to building healthier, more prepared communities.

Grace Mullins
General Manager Health Services
Promoted February 2024

Grace Mullins is an experienced health services leader with a strong background in strategic management, clinical operations, and volunteer engagement. As General Manager of Health Services, she leads statewide initiatives that enhance community health programs, event health services, and innovative workforce models. Grace is dedicated to improving access to quality care, strengthening regional health services, and fostering a culture of collaboration between paid staff and volunteers.

Benjamin Lynch JP (Qual)
Director of Mission
Promoted February 2024

Ben has been with St John Queensland for 13 years. He first joined our organisation as a volunteer First Aider in 2012 before being employed as the Event Health Services Logistics Coordinator in 2014. Ben has provided extensive expertise in service delivery, compliance, and corporate services management with demonstrated excellence in leadership and governance.

Suzanne Burgess-Dean
Financial Controller
Promoted February 2024

Suzanne is an experienced Chartered Accountant with over 27 years in the accounting profession, including more than a decade in the commercial business sector and 17 years in public practice. Throughout her career, she has worked across a diverse range of industries and business types, bringing a wealth of knowledge and insight to her clients and colleagues alike.



Peter Warrener ASM



Stephanee Belmonte



Darryl Stewart



Grace Mullins



Benjamin Lynch



Suzanne Burgess-Dean



Opal Halliday

Strategic Plan 2022-2024

December 2024 marked the successful conclusion of our current Strategic Plan period (2022-2024). We are proud to report that the majority of the strategic outcomes outlined in the plan have been achieved within the anticipated timeframe.

This accomplishment reflects the collective effort, dedication, and strategic focus of our entire organisation.

As we reflect on the progress made, we recognise the importance of continuous improvement and adaptability in an evolving landscape. The outcomes of this strategic cycle have laid a strong foundation for the development of our next Strategic Plan which will cover the 2025-2026 period. The new Strategic Plan has been curated to build on these achievements and set new goals for the future.



Completed strategic initiatives

Ongoing strategic initiatives

MISSION

With you in times of need – We sustainably serve our community by building capacity, resilience, and wellbeing.

VALUES

Humanity, Excellence, Respect and Integrity, Diversity, Collaboration and Innovation.

CLIENT SOLUTIONS

Client service excellence to meet current and future needs.

OUR PEOPLE & PERFORMANCE

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

STEWARDSHIP & SUSTAINABILITY

Long-term sustainability as an exemplary charity.



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

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

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



1 Understand the needs of our clients to enable delivery of excellence.



1 Implement people strategies that bring the St John values to life.



1 Focus on growth and efficiency to fund our humanitarian endeavours.



2 Innovate, modernise and broaden our product and service range.



2 Develop an innovative, proactive, empowered and agile workforce.



2 Develop an organisation wide Governance Framework to ensure the highest level of standards.



3 Increase support to marginalised, disadvantaged, rural, remote & isolated communities.



3 Establish a performance and behaviour framework that drives excellence and Team St John culture.



3 Create greater financial understanding and accountability.



4 Identify and deliver holistic bundled services approach.



4 Transform the organisation to align our capability to client and partner needs.



Strategic Plan 2025-2026

The 2025–2026 Strategic Plan outlines a clear and focused set of initiatives designed to broaden St John Queensland's reach and deepen our impact within the Queensland community.

The plan centres on four priority areas:

- > Financial Viability
- > A High-Performing and Inclusive Culture
- > Growth in Community Impact
- > Building the Brand and Long-Term Sustainability for our people and the Order of St John

These strategic priorities will guide departments and individuals in setting meaningful goals, ensuring we are all working in alignment toward the success of St John Queensland.

 **ST JOHN QUEENSLAND
STRATEGIC PLAN** 2025-26

Our Mission

With you in times of need, we sustainably serve our community by building capacity, resilience, and wellbeing.



Financial Viability 

We will ensure long term financial sustainability by growing financial revenue, reducing costs and embedding financial awareness across the organisation

High Performing and Inclusive Culture 

We will build a culture of professional, high performing teams committed to the mission, vision and values of St John Queensland supported by a strong governance framework.

Growth in Community Impact 

We will grow our volunteer base and expand the reach and impact of St John through innovation, accessibility and leadership in community and health services.

Building the brand and long term viability of our people and the Order of St John. 

We will raise awareness of who we are and empower our people to become brand ambassadors.

Our Values

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



Key Statistics and Highlights

Products and Servicing

26,997
First Aid kits serviced



17,646
First Aid kits sold



824
AED's sold



Event Health Services

13,511
volunteer hours



168
active volunteers



First Aid services provided at

166
community events



Training

35,803
Students trained



86
Mental Health courses delivered



9.6/10
Average satisfaction rating from students



Youth Program

31
youth participants across two hubs



84%
retention during the pilot

1,200+
volunteer hours across training and events

8
youth leaders recruited and trained

First Aid in Schools

12,748
Kids trained in First Aid



53
schools booked First Aid In Schools Courses



Social Media

800.9K
Facebook reach



213.3K
Instagram reach



11K
Facebook followers

Audience:

68.8%
women

31.2%
men

Community Support Programs

189

Community volunteers

2915

Volunteer hours
under the ACCVS program

2588

Volunteer hours
with TAFE



3203

Security calls



3644

Friendship calls



Transport Services

47,555

Transport trips provided



789,267

Total kilometres travelled



8

Volunteer drivers

Social Trips

31

Social Trip volunteers



1,172

Social trip volunteer hours

St John Eye Van

35,350 km

travelled across Queensland



155

Social Trips



1889

clients booked
onto Social Trips



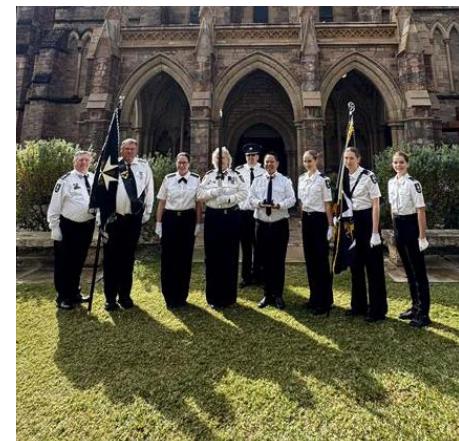
936

patients treated



Celebrating the launch of the St John Youth Program in Queensland

St John Queensland launched a pilot of a revitalised Youth Program on 18 February 2025 in Brisbane and Townsville. The pilot was designed by Thomas Suggett, Corporate Systems Lead (Volunteer), Clayton Kelly, Assistant Youth Program Implementation Lead and Rehua Tunks, Youth & Ophthalmic Programs Coordinator.



This initiative targets young people aged 12 to 17, aiming to build leadership skills, teach essential first aid, and encourage meaningful community service.

Our Youth Program empowers young people with practical life-saving skills and leadership opportunities in a fun, supportive environment. We aim to inspire confidence, create lasting friendships, and foster a strong commitment to community.

The program serves as a pathway for youth interested in health careers, providing skills that support further education and employment.

Pilot Delivery

Launched in Nundah (16 participants) and Townsville (21 participants), participants engaged in first aid, leadership development, and community events. By year's end, all were on track to complete the Welcome Badge and had already contributed to local activities.

A special thank you to the volunteer leadership team, which included Peter Eickenloff, Rod Burgess, Shirley Eickenloff, Sarah Rake, Lauchlan Onbashi, Teagan Stiff, Sally Burnham, Ryan Murray, Clayton Kelly, Nigel Allsop, Simon Wu, Catherine Sugget, Sarah Cunningham, and Jacob White, who were critical to delivery.

Future Goals 2025/26

- > **Second Intake:** Recruitment underway for Christmas 2025, with new cohorts starting 2026
- > **Expansion:** At least two new hubs in 2026, aligned with EHS growth
- > **Participation:** 100 youth members by mid-2026, doubling program size
- > **Leadership Pathway:** Formal transition into officer roles and clinical leadership

Acknowledgement of Support

We gratefully acknowledge the generosity of an anonymous donor whose support made the pilot possible. Their contribution laid the foundation for the program's success and future sustainability, and we extend our sincere appreciation for this transformative gift.

The relaunch is strengthening St John's volunteer pipeline while empowering the next generation of leaders with skills, confidence, and community values.

The 2025 launch of the Youth Program in Queensland was especially significant, coinciding with the Centenary of St John Youth celebrations across Australia - marking both a proud legacy and a bold new beginning.

“Our Youth Program empowers young people with practical life-saving skills and leadership opportunities in a fun, supportive environment”

St John Eye Van

The St John Eye Van program was launched in December 2013 to improve access to sight-saving therapies and reduce preventable blindness caused by diabetes in Queensland's First Nations communities.

Diabetes, a complex metabolic disorder, is nearly three times more prevalent among First Nations Australians and contributes significantly to life expectancy disparities, commonly referred to as "The Gap." As a vascular disease, diabetes affects multiple organ systems and is a major contributor to both cardiovascular disease and avoidable vision loss.

First Nations Australians are three times more likely to experience moderate visual loss (worse than 6/12 vision), largely due to refractive error (63%), cataracts (20%), and diabetic retinopathy (5%), all conditions linked to diabetes. This inequality in visual outcomes is often referred to as "The Eye Health Gap."

The St John Eye Van combines ophthalmic care with diabetes management strategies in an integrated outreach initiative aimed at closing both the longevity and eye health gaps for First Nations peoples.

Growth and Impact

The program has seen significant growth over the past 12 months. New service locations have been established in Rockhampton, Woorabinda, Blackwater, and Cunnamulla, while cataract surgery has resumed in Emerald, with monthly operating sessions. Kingaroy has also commenced biannual surgical visits, and Cunnamulla and Dalby now receive regular clinical outreach.

The program was showcased at the Royal Australian and New Zealand College of Ophthalmologists (RANZCO) conference in Adelaide, raising awareness and attracting new participants. Since then, we've welcomed two new ophthalmologists, Dr Ryan Nugent and Dr John Langford-Smith, and two ophthalmic nurses, Joanne McEwan and Lois Golby. Dr Anil Sharma has also returned to perform surgeries in Emerald. The team even provided support to international colleagues in developing their own mobile eye care solutions.

Operations and Support

This year, we welcomed Brian Spann as our new truck driver, following the retirement of Mark Morrisey, who dedicated 12 years to transporting equipment, orienting staff, and managing clinic setup and pack-down.

Our partners play a vital role in the success of our programs. UD Trucks (Volvo Group) has not only donated and maintained the program's prime mover since its inception but was also recognised nationally as a finalist at the Heavy Vehicle Industry Awards, reflecting their excellence and ongoing commitment. Flight One continues to demonstrate its support by providing discounted flights to Cherbourg, enabling our medical team to reach the community more efficiently and affordably.

We also welcomed First Nations medical students and junior doctors interested in ophthalmology and outreach, building a future generation of culturally competent eye health professionals.

2024–2025 Snapshot

In the 2024–25 financial year, the Eye Van:

- Travelled 35,350 kms across 8 remote sites
- Delivered 188 clinic sessions
- Treated nearly 936 patients
- Administered 500 injections, 75 laser procedures, and dispensed 450 pairs of glasses
- Facilitated 20 cataract surgeries per month, with 10 performed monthly in Emerald

All care was provided free of charge to patients.

Special thanks goes to Dr Andrew Laming, who delivered outstanding service, visiting five sites and conducting 10 clinics per month across rural and remote communities.



Dr Rowan Porter



Community Support Services

This year has been one of transformation, resilience, and teamwork for St John Queensland Community Services.

As we reflect on the past 12 months, we are proud of the progress made and the strength of our collective efforts. While challenges have tested us, they have also revealed the depth of our commitment to the communities we serve.

For over 20 years, St John Queensland Community Services has supported vulnerable individuals across our region. Our transport services continue to be a vital lifeline, connecting clients to medical care and essential services. Our outreach programs, including home visits, accompanied activities, and social outings, play a critical role in reducing social isolation and fostering community connection.

This year, we undertook significant service adjustments with a focus on sustainability and equity. These changes were guided by our commitment to keeping clients at the centre of our decision-making. As a result, we expanded our transport offerings to better serve our community, ensuring broader access to essential services.

A major milestone was the implementation of a new IT system, which has improved operational efficiency, increased fleet utilisation, and ensured compliance with the evolving Aged Care regulations. This investment in technology has positioned us to respond proactively to sector changes and deliver services with greater precision and accountability.

Our Aged Care Volunteer Visitors Scheme continues to make a meaningful impact, fostering intergenerational connections that benefit both older community members and younger volunteers. These relationships are enriching lives and strengthening community bonds.

The year was not without its challenges. Cyclone Alfred marked the first time in our history that services were suspended due to weather conditions. During this time, our team demonstrated extraordinary dedication by proactively contacting vulnerable clients to ensure their safety. In one instance, we coordinated with our deployed Event Health Services team to deliver urgent medication, exemplifying the compassion and agility of our team.

We also made significant strides in workforce development, focusing on leadership and culture. Building a strong, stable team has been central to our strategy, and we are proud of the progress made in fostering a supportive and high-performing environment.

Looking ahead, we are excited about the future of Community Services. Our strategic plans include expanding our reach, with a focus on underserved communities. We are actively exploring partnerships with local health providers, community organisations, and councils to enhance service delivery and create integrated support networks.

The time for change has passed; now, we focus on growth, determination, and deepening our impact. Together, we move forward with confidence, united by a shared vision to serve our community with compassion, integrity, and innovation.



Opal Halliday

General Manager Community Services

“For over 20 years, St John Community Services has supported vulnerable individuals across our region.”

OPAL HALLIDAY, GENERAL MANAGER COMMUNITY SERVICES



People and Culture

In 2024–2025, the People and Culture team focused on strengthening the foundations for a high-performing, values-led culture to support long-term growth and sustainability.

Key achievements included embedding best-practice frameworks, improving governance, expanding leadership development, and aligning workplace initiatives to our Strategic Plan.

People and Culture Strategy 2024–2026

A new People and Culture Strategy was developed to guide transformation and support growth. Built around six pillars, Great Performance and Governance, Reward and Recognition, One Team St John, Winning Spirit, Thoughtfulness, and Honouring our History, the G.R.O.W.T.H. framework reflects our values and strategic direction. This strategy aims to enhance leadership capability, performance, and engagement while building a connected, inclusive culture. Early implementation has already set the tone for a purpose-driven, high-performing organisation.

Risk Management Framework

A new Risk Management Policy and Framework was launched to strengthen governance and support informed decision-making. Aligned with national standards, the framework includes a Risk Appetite Statement, Risk Management Procedure, and Continuous Improvement Plan. An Organisational Risk Register was renewed following consultations with the Board, Executive, and Medical Governance Committee. Department-level risk registers and manager training were rolled out to embed consistent risk practices.

Performance Management Framework

In March 2025, we launched a new Performance Management Framework to improve accountability and engagement. All roles adopted SMART goals and KPIs, linking individual effort to organisational priorities. The framework supports regular performance conversations focused on feedback, coaching, and recognition. Training and HR system automation enhanced consistency and transparency. It fosters continuous improvement and connection to our mission.

Leadership Development

Three dedicated Leadership Development Programs were delivered this year, reflecting our investment in growing capable, values-driven leaders. These programs empower leaders to inspire teams, drive performance, and create an inclusive, positive workplace culture. Leadership will remain a core priority for building organisational resilience and achieving sustainable growth.

Workplace Behaviour Training

In December 2024, we delivered our first Workplace Behaviour Training, now a key part of our annual learning calendar. This mandatory training reinforces expected standards of conduct and legal obligations related to equal opportunity, anti-bullying, and harassment. The program introduces “above and below the line behaviours” to promote self-awareness and respectful engagement, helping embed a safe, inclusive, and values-aligned culture across St John Queensland.

Corporate Induction Program

We enhanced our Corporate Induction Program to provide a more engaging and informative onboarding experience for new staff and volunteers. With clearer pathways and stronger alignment to our values, the revised program fosters early connection, confidence, and performance.

Engagement Survey

Our 2024 Happiness Engagement Survey resulted in a baseline score of 7.2/10. Key themes included leadership, communication, systems, and workplace culture. An Employee Engagement Working Group was established to action the feedback, with several improvement initiatives already completed or underway. An annual engagement survey was launched in July 2025.

WGEA Report

In May 2025, we submitted our first Workplace Gender Equality Report. As of April 2025, 54.8% of our workforce identified as female. The report has been shared with the Board and team members and provides a foundation for future gender equity planning.

Health and Wellbeing

This year, we prioritised wellbeing through free Mental Health First Aid Training, onsite flu vaccinations for our staff and volunteers, and a refreshed WHS Committee. We also commenced an external review of our WHS framework to ensure alignment with best practice. These initiatives reinforce our commitment to safety, wellbeing, and a supportive work environment for all.



Stephanee Belmonte
General Manager People
and Marketing Services

“Key achievements included embedding best-practice frameworks, improving governance, expanding leadership development, and aligning workplace initiatives to our Strategic Plan.”

STEPHANEE BELMONTE,
GENERAL MANAGER PEOPLE AND MARKETING SERVICES

Grants and Fundraising

In 2024/25, St John Queensland took important steps toward building a more sustainable and community-driven future.

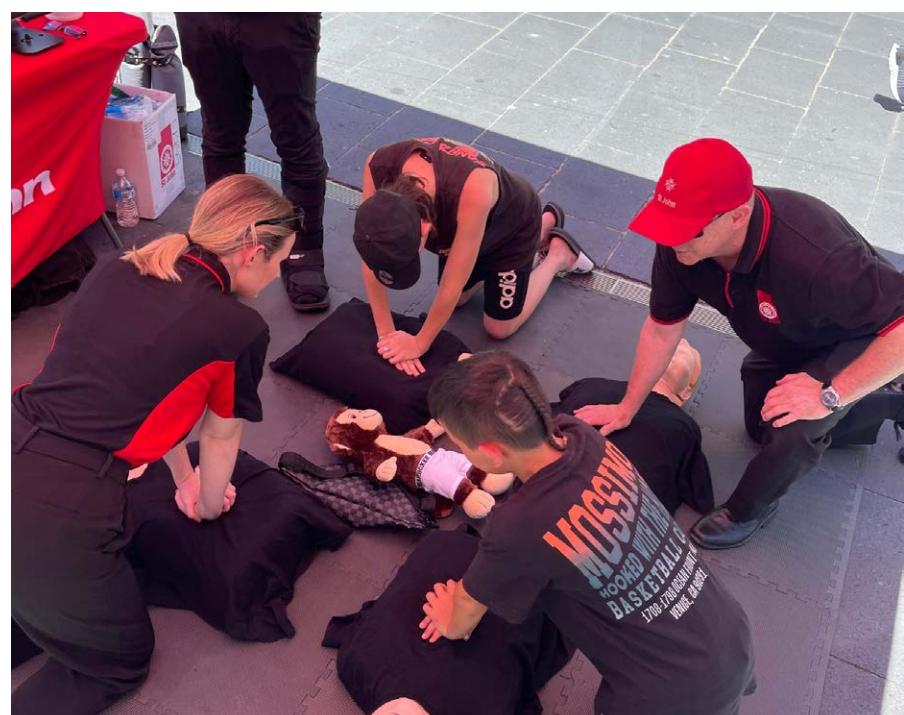
This year marked the beginning of a renewed focus on philanthropy and grants, a shift designed to strengthen our programs and extend our impact across Queensland.

With the appointment of a dedicated Grants and Fundraising Lead, we began laying the foundations for long-term success: developing tools, processes and partnerships that will help us secure vital funding for years to come.

Our growing partnerships and generous supporters made a tangible difference this year. Together, we secured more than \$150,000 in donations and sponsorships, alongside crucial in-kind and cash grants. This support directly fuels our mission, from delivering First Aid in Schools to ensuring our community programs reach more people in need.

We were proud to receive support from the POA Doing Good Charity Program, Lord Mayor's Charitable Trust, Club Southside, and the Gambling Community Benefit Fund, and to welcome CSL Seqirus as a valued sponsor of our First Aid in Schools program. We thank each of these organisations for their support of St John Queensland and enabling us to further our impact in the community we serve.

Looking ahead, we're continuing to build momentum, deepening relationships with funders, trusts and foundations, and developing a multi-year fundraising and grants strategy that will help us grow our reach and impact across Queensland.



Marketing and Communications

In 2024/25, the Marketing and Communications team helped bring St John Queensland's mission to life, sharing stories of care, connection, and community across the state.

Our work focused on building awareness and trust in the St John brand while deepening engagement with the people and partners who make our impact possible. Collaborating with teams nationally, we helped progress a unified brand identity that reflects St John's proud history of service and our commitment to helping Queenslanders in need.

This year, we brought the design and production of marketing materials in-house, giving us greater agility, stronger creative control, and more meaningful insights. These changes enabled faster response times, reduced costs, and more consistent, high-quality storytelling across all channels.

Our marketing and communications campaigns focused on connecting with Queenslanders, inspiring them to learn lifesaving skills, volunteer their time, and trust St John as a partner in community safety.

Each campaign told a story of people helping people, and the results show just how powerfully that message resonated.

- Know First Aid reached thousands of Queenslanders, encouraging everyday people to gain the skills that could one day save a life. The campaign generated over 20,000 link clicks, more than double the industry average, showing strong public engagement and a growing appetite to learn first aid.
- Be the Difference, our volunteer recruitment campaign, reached more than 2.6 million people and inspired over 2,000 potential volunteers to learn more about joining St John Queensland.
- Trust Your Training to St John reminded Queenslanders that the best first aid training is delivered by those who live it every day. With a 9% conversion rate and more than \$14,000 ROI, it strengthened confidence in St John as the trusted leader in first aid education.
- Our Ekka volunteer campaign saw a fantastic response, with 180 expressions of interest and a 30% increase in volunteer participation, demonstrating the growing passion for giving back.
- National Volunteer Week celebrated the people at the heart of everything we do, sharing powerful stories of compassion and service across our social media channels.
- On Restart a Heart Day, we continued to advocate for CPR training and AED access, raising awareness of how quick action in a cardiac emergency can make the difference between life and death.

Together, these campaigns strengthened our connection with the Queensland community, building awareness, inspiring action, and growing a network of people ready to make a difference.

Looking ahead, we remain focused on building a strong, trusted brand for St John Queensland through strategic marketing, meaningful storytelling, and effective, measurable communication.



“Our work focused on building awareness and trust in the St John brand while deepening engagement with the people and partners who make our impact possible.”

Event Health Services

EHS strengthened its role as a fundamental service within St John Queensland, with expanded hubs, state-wide reach, and a reputation for agility, professionalism, and sustainability.

Key Achievements

- > **Cyclone Alfred Response:** Disaster Ready Team deployed to Sunshine Coast and Brisbane; first Incident Management Team activated under Angus Irvine.
- > **Credentialing Committee:** Established by Adj. Assoc. Prof. Jamie Mann-Farrar and led by Dr Matthew Riggs (Deputy State Medical Officer), credentialing 100+ members under a new governance framework.
- > **Volunteer Officer Ranks:** Reinstated with Board approval, reviving tradition and leadership pathways, led by Thomas Suggett.
- > **Uniform Policy:** Developed and implemented, ensuring consistency and pride.
- > **Community Presence:** Volunteers supported 60+ fetes, UQ Mining Games, OZTAG Sunshine Coast, Townsville Roller Derby, Khanacross, and more.
- > **ANZAC Day 2025:** Record volunteer turnout across Queensland.
- > **New Hubs:** Nundah, Yeerongpilly, and Toowoomba launched, with training tools developed by Darryl Clare.
- > **Digital Transformation:** Statewide rollout of electronic Patient Care Records (ePCR) led by Alex Wong, Tim Rossback, and Frazer Petrie.
- > **Funding Wins:** Gambling Grant secured a Clinical Practice Guidelines app, marketing materials, risk software, and an AED.
- > **University Recruitment:** Led by Quinn Monaghan attracted 35+ new student members.
- > **Partnerships:** Collaboration with Mindray equipped full Advanced Casualty Management Centre monitoring, transforming clinical services.

Special Thanks

EHS success was driven by Jamie Mann-Farrar, Thomas Suggett, Frazer Petrie, Lisa Dingwall, Noel Sherrington, Angus Irvine, Iain Hunt, Logan Salmon, Dr Gerry Meijer, Jai Pobar, Alex Wong, Nadine Hutchinson, Tim Rossback, Tarquin Nesbitt-Foster, Rod Burgess, Ryan Murray, Caitlin Fabish-Wood, Dr Matthew Riggs, Mike Finney, and Bradley Hutchinson.

Looking Ahead

The program model designed for our EHS Hub locations is reshaping this area of our organisation through:

- > **Localised Support:** Accessible training and peer networks.
- > **Empowered Leadership:** Regional Operations Coordinators with delegated authority.
- > **Enhanced Training:** Modern pathways ensuring clinical excellence and retention.

Despite national volunteer challenges, EHS grew in both numbers and hours, reflecting resilience, culture, and community trust, positioning us strongly for 2025/26.



Grace Mullins
General Manager Health Services



Training, Product and Services

Commercial

The Commercial department at St John Queensland operates a surplus model. This initiative is designed to meet the diverse needs of our customers, offering flexible solutions that prioritise safety and sustainability, delivered anywhere and anytime.

Supporting Our Charitable and Community Programs

At St John Queensland, our commercial services play a vital role in supporting the organisation's broader mission. Revenue generated through our commercial activities directly contributes to funding charitable and community programs across Queensland, including first aid training, community outreach, youth development, and emergency response initiatives.

By delivering high-quality, reliable commercial services, we not only drive operational sustainability but also create meaningful impact in the communities we serve.

First Aid and Mental Health Training Impact

During the reporting period, St John Queensland successfully trained a total of 35,803 students in first aid and mental health awareness. This significant achievement highlights our commitment to equipping individuals and communities with life-saving skills and knowledge.

Student Satisfaction and Trainer Excellence

We are pleased to report that our training programs received outstanding feedback from students, with an average satisfaction rating of 9.6 out of 10. This exceptional score reflects the dedication and expertise of our trainers in delivering high-quality education and practical training experiences.

Despite a high satisfaction rating from customers, bookings fell short, with onsite and group training bookings down by 25% compared to the previous year. This shortfall highlights ongoing challenges in the training sector, requiring focused attention on market engagement and customer reactivation strategies moving forward.

Product Sales Performance

In the past year, St John Queensland achieved strong product sales, generating \$6.3 million in revenue. This result highlights the sustained demand for our product offerings and reflects our ability to effectively meet customer needs across Queensland. It also demonstrates the continued trust in our brand and the value we provide through quality, service, and reliability.

Servicing Team Success

Our Servicing team achieved outstanding results this year, exceeding their sales target of \$1.60 million to reach a total of \$1.63 million, a \$33,000 surplus above budget. More importantly, this success reflects their unwavering commitment to keeping Queensland workplaces and communities safe.

Through exceptional customer service, timely maintenance, and a focus on quality and reliability, the team strengthened trust with clients across the state and ensured vital first aid equipment remains ready when it's needed most.

Business Development

The past 12 months have been a challenging period for the Business Development team. A significant decline in corporate customer leads limited new business opportunities, and no tenders became available during this timeframe, further constraining growth prospects.

The absence of tenders, combined with reduced market activity, made it difficult to expand our client base or secure substantial contracts. As a result, the team has been focused on maintaining existing relationships while exploring alternative strategies to drive engagement and generate new opportunities. Reinvigorating lead generation efforts and proactively positioning for future tender releases will continue to be key priorities moving forward.

Moving Forward

St John Queensland Commercial Services is moving forward with a focused strategy to achieve a 3–5% increase in revenue over the coming period. This growth target reflects our commitment to strengthening operational performance, expanding our client base, and enhancing service delivery across all commercial areas.

We will continue to align our efforts with the St John Queensland values while identifying new opportunities, improving efficiency, and leveraging innovation to drive sustainable growth.



Darryl Stewart
General Manager
Commercial Operations

“We will continue to align our efforts with the St John Queensland values while identifying new opportunities, improving efficiency, and leveraging innovation to drive sustainable growth.”

DARRYL STEWART, GENERAL MANAGER COMMERCIAL OPERATIONS

First Aid in Schools

We are proud to say that this year 12,748 children gained essential life-saving skills through our First Aid in Schools program.

The program made meaningful strides in expanding its reach and deepening its social impact, empowering more young people with the confidence to respond in emergencies.

We successfully rolled out First Aid in Schools into Cairns, Townsville, Mackay, Rockhampton, and Bundaberg, enabling us to deliver lifesaving education to more remote and rural schools. Many of these schools have smaller student enrolments, but this expansion ensures that children across Queensland, regardless of location, have the opportunity to gain vital first aid knowledge and skills.

The program was also delivered in Outside School Hours Care (OSHC) services, vacation care programs, and home school groups. This has allowed us to connect with children who may not have otherwise had access to first aid education, further strengthening community safety and resilience.

In addition to in-school training, we provided students with post-training educational resources and first aid items to take home, reinforcing their learning and encouraging families to engage in first aid awareness together. This extends the impact of the program beyond the classroom into homes and communities by making sure children are prepared and confident to act in a first aid emergency whether it's in the classroom, on the playground or at home.

To support the sustainability of First Aid in Schools, we partnered with Containers for Change, with all proceeds from recycling cans collected in our training centres and offices going directly back into funding this program. This initiative not only supports environmental sustainability but also helps ensure we can continue to offer first aid education to as many children as possible.

“The program made meaningful strides in expanding its reach and deepening its social impact, empowering more young people with the confidence to respond in emergencies.”



The Order of St John

It has been a deeply rewarding year, marked by celebration, recognition, and continued commitment to the values of St John Ambulance and the Order of St John in Queensland.

A highlight of the year was our annual Investiture, where we proudly welcomed three new Members into the Order. Each new Member exemplifies the principles of service, dedication, and leadership that define our organisation, and their induction serves as a powerful reminder of the impact individuals can have when guided by compassion and purpose.



It was also incredibly gratifying to witness the recognition of many of our longstanding team members through Service Awards and other honours. These accolades celebrate the outstanding contributions of volunteers, staff, and members alike, acknowledging the countless hours of dedication, expertise, and care that sustain our programs and services across Queensland. Their commitment not only strengthens our organisation but also has a profound, positive effect on the communities we serve.

In addition to the Investiture, this year's Church Service was a moving and reflective occasion. It provided an opportunity for our community to come together, to contemplate our shared purpose, and to reaffirm our mission: For the Faith and in the Service of Humanity. Such moments allow us to pause amidst the busyness of service and to reconnect with the ideals that unite and inspire us.

I would like to extend my heartfelt thanks to all our team members, volunteers, staff, and supporters, whose tireless efforts uphold and advance the work of St John in Queensland. Your compassion, professionalism, and unwavering dedication ensure that the legacy of care, service, and humanity upon which our organisation was founded continues to flourish across the state. As we look to the year ahead, we do so with confidence, gratitude, and a renewed commitment to making a meaningful difference in the lives of those who rely on our support.



Benjamin Lynch JP (Qual)
Director of Mission

“As we look to the year ahead, we do so with confidence, gratitude, and a renewed commitment to making a meaningful difference in the lives of those who rely on our support.”

BENJAMIN LYNCH JP (QUAL), DIRECTOR OF MISSION



St John Honours and Awards

Admitted as Members of the Most Venerable Order of the Hospital of St John of Jerusalem, for their notable and committed service:

Mr TYRONE ANDREWS MStJ

Mr RODNEY BURGESS MStJ

Mr THOMAS SUGGET MStJ

The following Members received awards for service to St John Ambulance Australia:

Ms PATRICIA HUME was awarded the Service Medal in recognition of 10 years of service.

Mr BENJAMIN LYNCH was awarded the Service Medal in recognition of 10 years of service.

Fr HARRY REUSS OStJ was awarded the Service Medal in recognition of 10 years of service.

Mrs JODIE KRAMMER MStJ was awarded the Second Silver Bar to the Service Medal in recognition of 20 years of service.

Mr BRETT MILDWATERS was awarded the First and Second Silver Bars to the Service Medal in recognition of 20 years of service.

Ms THELMA TILEY was awarded the Second Silver Bar to the Service Medal in recognition of 20 years of service.

Mr HAMISH KRAMMER MStJ was awarded the Second and Third Silver Bars to the Service Medal in recognition of 25 years of service.

Mr PAUL NEUENDORF MStJ was awarded the Third Silver Bar to the Service Medal in recognition of 25 years of service.

Ms FAYE GLEDHILL CStJ was awarded the Second Gilt Bar to the Service Medal in recognition of 35 years of service.

Dr ROWAN PORTER was awarded the St John Ambulance Australia Commendation, Gold Level, in recognition of his superior contribution and devotion to St John Ambulance Australia, particularly through his work with the St John Eye Van.



Celebrating Our Volunteers

In 2024–25, St John Queensland proudly celebrated the incredible contribution of our volunteers, whose dedication underpins everything we do in communities across the state.

As part of the Queensland Volunteer Awards in May, we submitted four nominations from our Event Health Services team, resulting in three finalists and an extraordinary achievement by Noel Sherrington, who received the Lifetime Achievement Award. This recognition reflects the passion, skill, and generosity that our volunteers bring every day.

Over the year, our volunteers gave their time and care in countless ways: providing first aid at local events (over 13,500 hours), making friendship calls to socially isolated older Australians (441 hours), and supporting programs through our student volunteers (3,396 hours). Each hour represents real impact, people feeling safer, supported, and connected.

National Volunteer Week offered another opportunity to celebrate, bringing volunteers, staff, and leaders together at St John House to share stories, gratitude, and strengthen the bonds that make our volunteer community so remarkable.

Looking ahead, a new Volunteer Strategy will guide our efforts to attract, engage, develop, and retain volunteers, ensuring we continue to grow an inclusive, thriving, and sustainable volunteer culture that strengthens communities across Queensland.



“Volunteering with St John Queensland helped me in ways I didn’t expect. It allowed me to grow as a person by giving me the opportunity to show empathy and establish meaningful connections. I was able to see and feel the positive impact I was making on the residents, which was truly empowering for both me and them.”

HAYLEY, ACU PARAMEDICINE STUDENT.



Finance and Corporate Services

St John Queensland is an independent, profit-for-purpose humanitarian organization and a registered charity.

We generate revenue through multiple channels:

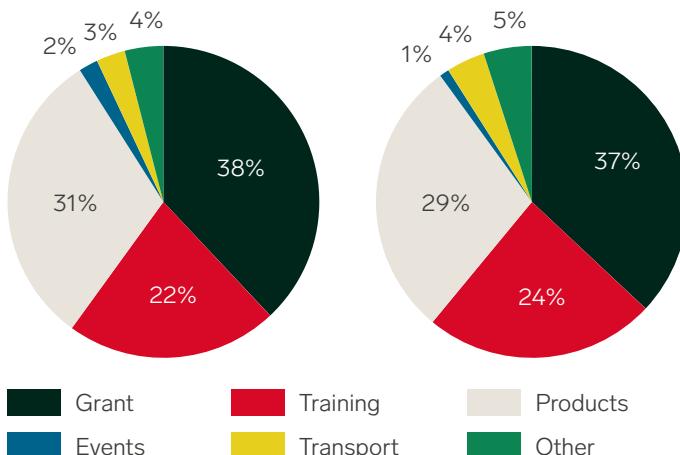
- > Operation of commercial first aid training and first aid product sales and servicing
- > Commonwealth and State Government grants for the provision of community services plus fee paying transport services
- > Event Health Services
- > Ophthalmic services including the St John Eye Van

Following a period of organisational instability, the 2024-2025 financial year has represented a time of consolidation and strategic renewal. The primary focus has been on strengthening the organisation's foundations, restoring brand reputation, and re-establishing meaningful engagement with our community. From a financial management perspective, significant progress has been made in enhancing the quality, accuracy, and timeliness of internal reporting to support robust and informed decision-making. Furthermore, initiatives have been implemented to improve financial literacy across the organisation, fostering a culture of transparency, accountability, and sound financial governance.

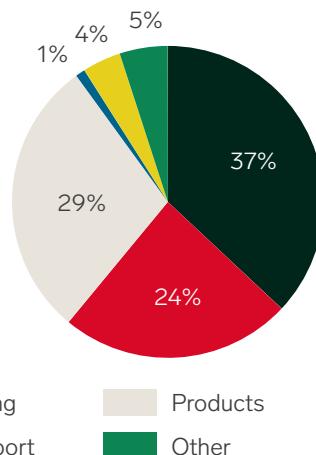
The overall net operating result for the 2024-2025 financial year is a surplus of \$10,678, (2024 - \$85,430). For the second year in a row, we have produced a surplus result, underscoring the organisation's financial resilience despite a challenging operating environment.

Total revenue for the 2024-2025 financial year was \$20,027,895 compared to the previous year of \$20,086,589, a minor decrease of \$58,694 (<1%). This marginal decline reflects overall stability in income levels despite broader economic pressures and a competitive funding environment.

Revenue 2025FY



Revenue 2024FY



Total expenditure for the 2024-2025 financial year was \$20,017,219 compared to the previous year of \$20,001,640. This represents an increase of \$15,579 (<1%) over the previous financial year. This modest increase reflects the organisation's continued focus on maintaining tight expenditure controls while investing strategically in initiatives to strengthen operational capability and organisational stability.

We are very proud of the outcomes delivered during the 2024-2025 financial year and look forward to continuing to strengthen and grow the organisation in the years ahead.

Full copy of audited annual financial statements

A full copy of the audited annual financial statements for the 2024-2025 financial year are available on our website stjohnqld.com.au.



Suzanne Burgess-Dean
Financial Controller

“Following a period of organisational instability, the 2024-2025 financial year has represented a time of consolidation and strategic renewal.”

St John Giving – Supporting St John Queensland

At St John Queensland, our vision is to be a valued charity, dedicated to the service of humanity, enhancing the lives of Queenslanders, and a trusted partner in times of need. We are a leader in the fields of health services and first aid in the Queensland community.

Here are some of the ways you can contribute:

- 1. Online:** Donate online through our secure website at www.stjohnqld.com.au/support-us/140-years/
- 2. Phone Call:** If giving us a call is easier, we would love to hear from you. Phone us on 1300 785 646 and we can take your donation via credit card.
- 3. Monthly Giving:** Consider becoming a monthly donor and provide ongoing support to our cause. Even a small monthly contribution can make a difference over time. You can do this via our website, simply choose the “monthly” option.
- 4. Will Bequest:** There are a few simple steps to leaving a lasting impact that ensures we continue our vital work.

We recommend consulting with your lawyer or financial advisor to discuss your philanthropic goals and how best to include a bequest to us in your will.

You have the flexibility to designate a specific dollar amount, a percentage of your estate, or specific assets to be donated.

When drafting your will, please use the following information to ensure that your bequest reaches us accurately:

- To be used for its general purposes
- Legal Name – St John Ambulance Australia Queensland Ltd
- ABN: 74 264 019 231

5. Spread the Word: Share our mission with your friends, family, and colleagues. Encourage them to join you in helping us make a difference by donating themselves. Or simply follow us on any of our social media platforms to keep up to date with the latest news and events.

6. Donate your time: Visit our website for more information about all the opportunities available for volunteering with our organisation. Sign up as a registered volunteer with St John Queensland to help enhance the lives of Queenslanders.



Thank You

As a not-for-profit organisation we couldn't do the work that we do without the support of the organisations that partner with us to serve Queensland and enhance the lives of people in need.

Strengthening community wellbeing is at the core of what we do.

The support provided to us allows St John Queensland to provide community services through the delivery of our programs and initiatives.

Our Programs

- > First Aid in Schools
- > St John Eye Van Ophthalmic Program
- > St John Youth Program
- > Event Health Services
- > Community Support Services
 - Home visits
 - Friendship calls
 - Transport services
 - Social Trips
 - Accompanied Activities

These programs work to address a variety of needs for vulnerable, disadvantaged and at-risk Queenslanders.

We are committed to the service of humanity, and together with the community, we aim to build resilience to both improve and save lives throughout Queensland.



On behalf of the entire St John Queensland organisation we would like to say thank you to the following organisations for their current and ongoing support:

- > UD/Volvo
- > Followmont Transport
- > BOP Wesley Pharmacy
- > Anglican Church – Diocese of Brisbane and North Queensland
- > Department of Communities, Housing and Digital Economy
- > Department of Social Services
- > Community Grants Hub
- > Aged Care Community Visitor Scheme (ACCVS)
- > TAFE Queensland
- > Hertz
- > Bowen Hills Exhaust & Car Care
- > International Security Consultants (ISC)
- > Fleetpartners
- > Australian Catholic University
- > Dementia Australia
- > Suncare Community Services
- > Bundaberg Neighbourhood Centre
- > Impact Community Services Bundaberg
- > Parklands Residential Aged Care Facility
- > The Good Shepard Home Townsville
- > Regis Kirwan Townsville
- > ADA Australia
- > Villa Maria
- > Portofino, Vacenti
- > Arcare, Taigum
- > Salem Aged Care
- > Bupa Rangeville
- > Queensland Ambulance Service
- > SKJ Capital
- > RSL Queensland
- > CSL
- > Zoll



St John

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