Annual Report 2025-26



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.

Acknowledgement 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.

Cover image: St John Qld EHS volunteers at Brisbane EKKA 2026

Contents

Message from the Governor of Queensland 2
Message from the Chairman 3
Message from the Chief Executive Officer 4
Message from the Council of Members 5
Message from Our Chaplain 6
Message from Historical Society of Queensland 7
Our Organisation 9
Our Reach 10
Our Board 12
Our Executive Team 13
Strategic Plan 2025-2026 14
Our Impact 16
2025 Queensland Investiture 18
St John Honours and Awards 19
Community Support Services 20
People & Performance 22
Health Services 25
Commercial Annual Report Summary 26
Finance and Corporate Services 29
Thank You 32

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 and Dame of Grace of the Order of St John in Queensland, I am delighted to be able to commend the organisation for yet another year of selfless service to communities across our state.

Across Queensland, St John personnel meet people where they are - at public events, in classrooms, in communities and at home - bringing skilled care, compassion and reassurance when they are needed most. Event Health Services volunteers are a welcome sight at sporting and community events, standing ready in their distinctive green overalls to render assistance.

Beyond providing first aid services directly, St John also builds the skills and confidence of people across the community, so they can respond in an emergency until help arrives. As a medical professional, I know how much can depend on the care given in the first minutes after an injury or collapse. Through First Aid in Schools, thousands of children have learned how to help a parent or friend who becomes unwell. Further afield, the St John Eye Van brings free specialist eye care to rural and remote communities, with a focus on preventing vision loss among First Nations Queenslanders living with diabetes.

This year also brought welcome growth in support for older people and those facing isolation, with community transport expanding across Moreton Bay and the Fraser Coast, and a new collaboration helping clients access Meals on Wheels, which Graeme and I also support as Joint Patrons. Through the new Shared Smiles program, older residents visit Brisbane early childhood centres for shared reading, conversation and play, creating opportunities for connection across generations.

The Order of St John's motto, *Pro Utilitate Hominum*, calls its members to the service of humanity. Across St John Queensland's work in first aid, training, community care, transport, youth programs and outreach, that commitment is lived every day. To the Board, the Council of Members, staff and volunteers, thank you for honouring this motto with such dedication. As my term as Governor draws to a close, I also thank the St John family in Queensland for five years of friendship and service.

'The Order of St John's motto, *Pro Utilitate Hominum*, calls its members to the service of humanity.'

HER EXCELLENCY THE HONOURABLE DR JEANNETTE YOUNG, GOVERNOR OF QUEENSLAND



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

MESSAGE FROM THE Chairman

Glen Morrison, MBA, OStJ,
Board Chair

The past 12 months have been a period of opportunity, challenge and, importantly, many rewarding experiences for St John Ambulance Queensland. As an organisation, we continue to build on our proud history while looking to the future with confidence and purpose.

The Board and I continue to be impressed by the strength and credibility of the **St John** brand across such a broad spectrum of the Queensland community. This trust provides us with a strong foundation from which to grow our impact, strengthen our partnerships and advocate for the importance of first aid and community resilience.

A significant area of progress has been our advocacy and sector engagement. Through continued representation at conferences and events across the community sector, St John Queensland has strengthened its profile and influence. It is particularly pleasing to see our organisation increasingly being invited to participate as a peak voice, including speaking at conferences and contributing to industry panels. These opportunities allow us to share our experience and expertise while ensuring the voice of our volunteers, members and communities is represented in broader conversations.

Our commercial offering has also continued to evolve. We have also seen the launch of another National Lottery, providing an important opportunity to raise funds while continuing to promote the St John brand and the breadth of services we provide across Australia.

Our people remain at the heart of everything we do. Volunteer recruitment has continued to grow, with more than **800 volunteers now contributing across our programs**. At the same time, our youth program has continued to experience strategic and organic growth, helping us engage with the next generation of community-minded Queenslanders.

I am particularly proud of the reach of our **First Aid in Schools program**, which has now provided first aid education to more than **15,000 Queensland school students**. Equipping young people with the knowledge and confidence to respond in an emergency is an important contribution to building safer and more resilient communities.

Financial sustainability and organisational growth have remained key priorities for the Board. Over the past 12 months, we have continued to work closely with Peter and the Executive Team to strengthen our financial position and ensure the organisation is well positioned for the future. While our financial performance has not been at the level we had originally targeted, the Board recognises the importance of investing in the organisation. Our investment in technology, fleet renewal and, most importantly, our people is intended to build greater capability, efficiency and sustainability and deliver benefits in the years ahead.

Governance and organisational capability have also been a focus for the Board. We have commenced further work on succession planning and on building the capacity and capability required to support our Executive Team and ensure strong leadership into the future. Following the feedback received at our most recent Extraordinary General Meeting, the Board has also continued its work on the organisation's Constitution. We expect to bring a modified version forward for consideration by members in the near future. This is important work, as our Constitution is one of the fundamental documents that underpins the governance of our organisation.

One of the most rewarding aspects of my role as Board Chair is the opportunity to acknowledge and celebrate the many people who contribute so much to St John and to their communities. Over the past 12 months, I have been particularly pleased to see the Executive Team place an increased focus on recognising and sharing the positive impact our people make every day. Whether through volunteering, education, advocacy, commercial activities or community service, the contribution of our people is what brings the St John mission to life.

As we look ahead, the Board remains committed to ensuring St John Ambulance Queensland continues to be a trusted, sustainable and impactful organisation. We have a strong foundation, passionate people and an important role to play in the communities we serve.

On behalf of the Board, I thank our volunteers, members, employees, supporters, partners and the wider St John community for your continued commitment and connection to our organisation.

Thank you for your continued support of St John Ambulance Queensland.



Glen Morrison
Board Chair

MESSAGE FROM THE Chief Executive Officer

Peter Warrener ASM,
Chief Executive Officer

It is my privilege to present this annual report and to recognise the outstanding contribution of the people of St John Queensland. This report highlights our achievements and the positive difference we have made for communities across Queensland. It also reflects the dedication of our volunteers, staff, members, State Council and Board, whose collective efforts continue to strengthen St John and the services we provide.

The past year has presented challenges, but it has also demonstrated the resilience, professionalism and compassion of our organisation. The environment we operate within is constantly changing with international events having a direct and indirect effect onto the organisation. Through the commitment of our people, St John Queensland has continued to deliver care, support and education to the highest standard.

This year, I was particularly proud of initiatives that showcased the compassion and innovation of our teams. Our Community Services team piloted Shared Smiles, an intergenerational program connecting clients aged over 65 with children from an early education facility. Over several weeks, participants engaged in activities including reading, drawing, craft, water play, building blocks and shared play. The program is also contributing to research into the benefits of intergenerational connection for both older clients and children.

Alongside this work, St John continued to address loneliness and social isolation through practical, community-based support. In partnership with Meals on Wheels, we helped clients access transport to purchase quality meals, while also continuing to offer valued social outings, including our annual Christmas in July event. Participants spoke warmly about the opportunity to connect with others, build friendships and enjoy time away from caring responsibilities. I also congratulate our Community Services team, whose work in this area has been recognised through invitations to present at national conferences on social isolation and loneliness.

With more than 80 people experiencing cardiac arrest in Australia each day, having an AED close at hand can make a vital difference.

No prior training is required to use an AED. The device automatically analyses heart rhythm, provides clear step-by-step voice instructions and will only advise a shock when clinically appropriate. We have also seen how accessible technology can support different community needs, including a deaf client who purchased an X3 AED with a screen that displays visual prompts. While AEDs are designed to guide users through an emergency, knowledge remains an essential part of confidence and readiness. Recent survey data shows that only 39% of Australians have completed first aid education in the past three years. St John Queensland continues to encourage all Australians to keep their first aid and CPR skills current, so they are prepared to act when it matters most.

Our event health services have had another strong year. Being seen at some iconic events like the three supercar events in addition to our normal events like Oztag and the Ekka, St John is there keeping Queenslanders safe.

I acknowledge and sincerely thank UD Trucks and Followmont Transport for their continued support of the St John Queensland EYE van. Their valued contribution plays an important role in enabling access to essential eye care services for communities across Queensland.

I also extend my appreciation to the Queensland Ambulance Service for its ongoing support and assistance, including the generous donation of decommissioned ambulance vehicles and involvement in Disaster management education.

I am grateful to the St John Queensland State Council, led by Mr Noel Gillard OAM KStJ, for its guidance, advice and enduring commitment to St John Ambulance in Queensland. The Council's expertise has helped shape the organisation over many years, and its continued leadership will support our ongoing impact for those who turn to St John in their time of need.

To the Chair and Board members of St John Queensland, thank you for your continued support of our volunteers and staff, and for recognising the important contribution they make to the organisation and the communities we serve.

Finally, I thank our highly skilled and dedicated executive team for their leadership, commitment and support throughout the year. I also sincerely acknowledge our volunteers and staff, whose hard work, service and daily interactions with Queenslanders continue to uphold St John as one of Australia's most trusted and respected charity brands.



Peter Warrener ASM
Chief Executive Officer

MESSAGE FROM THE Council of Members

Noel Gillard OAM KStJ,
President of The Council of Members

It gives me much pleasure to report on the activities of the State Council of Members (the Council) 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.

The Council is constituted as a standing committee of the SJAAQ Board with the objective of assisting the Board in the effective engagement and communication with Order Members resident in Queensland, in relation to matters and activities associated with and supporting the work of St John in Queensland.

Membership of the Council is open to all Order Members resident in Queensland. Appointment to the Council is specified in the State Council of Members Charter and appointment to the Council is approved by the Board. Council Membership is:

President - Noel Gillard KStJ	Noel Sherrington OStJ
Major General Prof John Pearn GCStJ	Leo McNamara OStJ
Dr Vlas Efstathis KStJ	Deputy President- Brodie Taylor MStJ
Dr Fred Leditschke KStJ	Sandra Moore MStJ
Shirley Watson DStJ	Ben Lynch MStJ
Vincent Little KStJ	Adele Elze MStJ
Peter McMurtrie KStJ	Liz Coffey MStJ
Dr Angus McDonell KStJ	Dr Alannah Morrison MStJ
Dr Gerry Meijer CStJ	Casey McDermott MStJ
Dr Paul Luckin CStJ	Nadine Hutchinson MStJ
Peter Kemp CStJ	Rodney Burgess MStJ
Robert Devere CStJ	Lisa Dingwell MStJ
The Reverend Father Harry Reuss OStJ	Thomas Sugget MStJ
Dr Peter Sharwood OAM OStJ RFD	Brad Hutchinson MStJ

The President convenes 4 formal sessions of Council during each year. Two sessions have a social networking function including Priory Members, serving volunteers and staff. Two sessions for formal business meetings of Council Members.

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

- Chaplaincy Service
- Honours and Awards Committee – **Noel Gillard OAM KStJ assisted by Brodie Taylor**
- Priory Affairs, Ceremonies and Function – **Peter McMurtrie AO KStJ / Dr Peter Sharwood OAM OStJ RFD**
- St John Historical Society of Queensland – **Robert Devere CStJ**
- Ophthalmic Hospital Working Group – **Professor Graham Lee MStJ assisted by Sandra Moore MStJ**



Noel Gillard OAM KStJ
President of The Council of Members

MESSAGE FROM THE

Our Chaplain

Fr Harry Reuss OStJ, CHOL,
Queensland State Chaplain

In this Annual Report for 2025-26 I wish to express my appreciation to St John Ambulance Queensland for its continuing commitment to serving the community, and to all those whose time, skills and compassion contribute so generously to this important ministry of service throughout our far-flung state.

'I give thanks to God for the fellowship we share and for the opportunity to serve alongside the members of St John.'

FR HARRY REUSS, QUEENSLAND STATE CHAPLAIN

The Annual Church Service was held at St John's Cathedral, Brisbane and conducted by the Dean, Dr Peter Catt. Also attending were members of the Mothers' Union, a world-wide Mission agency of the Anglican Church founded by Mary Sumner, a British educator and activist, 1828-1921. Mary spoke three foreign languages, including French, Sanskrit as well as her native English. Her husband was a Rector in Hampshire and later Bishop of Guildford 1841-1906 Mary was eulogized as a banker, historian, a woman of faith, charm and sympathy. The service also included an infant baptism.

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

This year under the guidance of Priory Dean Dr. Andreas Loewe, who has visited Queensland on two occasions during the past 12 months, and who has initiated the extension of the Chaplaincy to include Bishop Keith Joseph responsible for North Queensland and the Rev'd Katherine Bowyer of St Lucia.

Dr Loewe has initiated a unified 'Every Member Pastoral Care' Programme across Australia. This was clearly documented in a Paper circulated in February 2026 entitled 'Every Member Pastoral Support Framework (Draft 1) – Document Type: Pastoral Support Scheme, Drafted by: Priory Dean Andreas Loewe.

A meeting held earlier in the year at which the a revised structure supporting a more active Chaplaincy program was agreed, including the establishment of five Regional Hubs with nominated Chaplains and a team of Pastoral Support Officers offering first line support to members and their families.

As I conclude this report, I give thanks to God for the fellowship we share and for the opportunity to serve alongside the members of St John. May we continue to be guided by the example of St John the Baptist and by Christ's call to serve others with compassion, humility and generosity. May our words and actions bring encouragement to those who are struggling and hope to those who are in need.

I thank all members for their friendship, support and commitment throughout the year, and I pray that God may continue to bless the work of St John and strengthen us in our vocation of service to others.



Fr Harry Reuss OStJ, CHOL
Queensland State Chaplain

MESSAGE FROM THE Historical Society of Queensland

Noel Gillard OAM KStJ,
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 Chairmanship of Robert Devere CStJ 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.

Key achievements during 2025-26:

- Continued membership growth, including several younger volunteers joining the committee.
- Establishing a mobile display which has currently been exhibited at the Caboolture Historical Village, with plans for several more exhibitions over the coming year.
- Continuing work on the cataloguing of our archive, and commencing the digitisation of material allowing for an online display of our collection

Finally, I wish to acknowledge my thanks and appreciation to Deputy President Brodie Taylor, Council Members, Working Group Convenors Robert Devere, Dr Peter Sharwood, Sandra Moore and our esteemed St John Queensland Executive Manager-Priory, Governance and Compliance Ben Lynch for their contribution to the work of Council.



Noel Gillard OAM KStJ
President of The Council of Members

> The Committee convenes each month with membership that has become more inclusive of all St John Queensland members, with different age group participants.
>
> **NOEL GILLARD,**
> **PRESIDENT OF THE COUNCIL OF MEMBERS**

MARK OF RESPECT

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

- Margaret Boulter CStJ
- Kevin Ryan OStJ
- Lex Haughton MStJ
- Fr Leo Burke (Chaplain)


St John



Our Organisation

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

We have been saving lives for 137 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 department 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.
- 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.

"We have been saving lives for over 137 years and internationally are part of a wider organisation with a long and honourable history."

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.

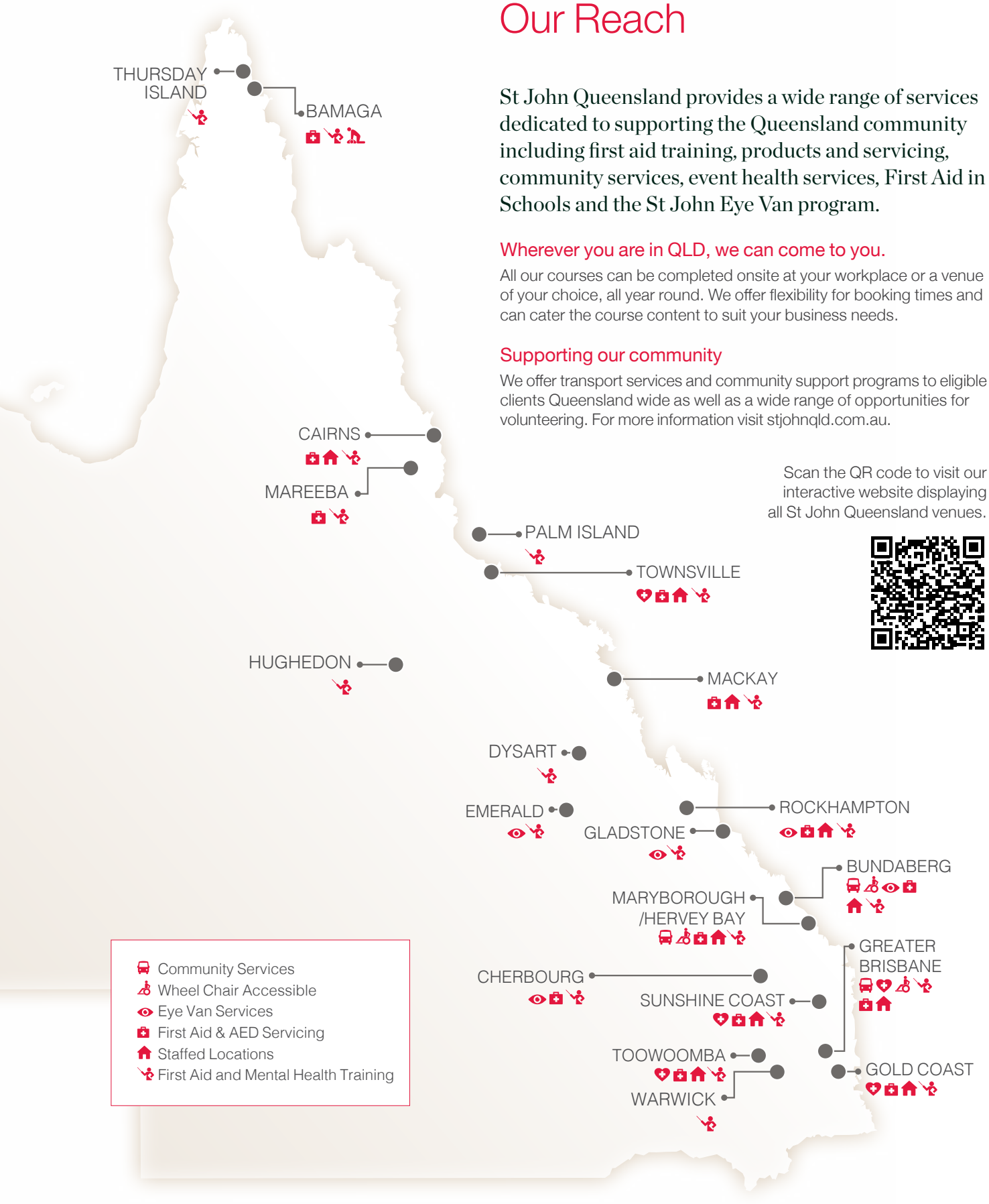
Wherever you are in QLD, we can come to you.

All our 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 cater 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.

Scan the QR code to visit our interactive website displaying all St John Queensland venues.




Conversion By

Our Board



Glen Morrison OStJ



Ray Thurlow



Miriam Kent



Thomas Lynch



Michael Andrews

Board Meeting attendance 2025/26

(current members)

Director	Attended
Glen Morrison (Chair)	9
Angus McDonell	2
Brett Mildwaters	3
Michael Andrews	9
Miriam Kent	7
Ray Thurlow	10
Thomas Lynch	10

Brett Mildwaters and Angus McDonell both retired on 27th November 2025.

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

The members of the Board apply 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 to our people, and that our community is at the heart of everything we do.

Glen Morrison OStJ, MACPara, MBA
Appointed Chair 5th June 2024
Member Elected 23rd November 2017

Ray Thurlow MStJ
CMC JP Adv DipOHS AssocDipAppSc, DipBus DipCouns MAICD
Appointed Deputy Chair 5th June 2024
Member Elected 29th November 2018

Miriam Kent GAICD - Director
Member Elected 2025

Thomas Lynch CA, MBA, GAICD
Member Elected 2024

Michael Andrews MStJ JP (Qual) MACPara MAIES - Director
Member Elected 2019

Acknowledgements

The Board extends its sincere appreciation to Dr Angus McDonell BM KStJ and Mr Brett Mildwaters for their service and dedication to St John Queensland. Both retired from the Board on 27 November 2025. We thank them for their valued contributions and extend our warmest wishes for the future.

Our Committees

Finance and Risk Committee
> Thomas Lynch (Chair)
> Andrew Barron
> Brett Mildwaters
> Michael Andrews
> Glen Morrison (ex-officio)

Brett Mildwaters retired on 27th November 2025.

Governance Committee
> Miriam Kent (Chair)
> Ray Thurlow
> Noel Gillard
> Paul Ould
> Peter Warrener
> Benjamin Lynch

Clinical Governance Committee
> Michael Andrews (Chair)
> Dr Alannah Morrison
> Chris Bertolo
> Dr Chris Cunneen
> Dr Gerry Meijer
> Justin Ganzer
> Dr Paul Luckin
> Dr 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.

Darryl Stewart
General Manager Commercial, Sales, Marketing, IT, Supply Chain, and Property
Promoted February 2024

Darryl Stewart was promoted to General Manager Commercial, Sales, Marketing, IT, Supply Chain and Property in 2024. In this role, he is responsible for leading St John Ambulance Queensland's commercial operations, driving revenue growth, customer experience, digital transformation, supply chain performance, property portfolio management, and strategic business development. His leadership focuses on delivering sustainable commercial outcomes while supporting the organisation's mission of making Queensland communities safer through first aid training, servicing, emergency preparedness products, and community education programs.

Stephanee Belmonte
General Manager People and Culture
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 21 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.

Opal Halliday
General Manager Community Services
Promoted February 2024

With over 19 years of experience in the not-for-profit space and more than five years with St John, Opal brings deep insight and dedication to her role. She has successfully guided her team through challenging times, providing strong, values-driven leadership and fostered meaningful change. With a focus on compliance within the Aged Care sector, Opal is committed to ensuring that Community Services not only meets regulatory standards but also stands out as a provider of choice.

Suzanne Burgess-Dean
Chief Financial Officer
Promoted February 2024

Suzanne is an experienced Chartered Accountant with extensive experience in both the commercial business sector and 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. As Chief Financial Officer of St John Queensland, Suzanne is committed to delivering detailed, accurate, and timely financial information to support effective, informed, and uncompromised decision-making for all stakeholders.

Tanya Trevena
General Manager Health Services
Appointed in December 2025

Tanya brings extensive experience in leadership, service transformation and governance across health, aged care and community services. A qualified Physiotherapist registered with AHPRA, she combines frontline clinical experience with strategic expertise. Holding an MBA, Graduate Diploma in Health Economics and Fellowship of the Australasian College of Health Service Management, Tanya is committed to delivering sustainable, high-quality, people-centred health services.


Peter Warrener


Darryl Stewart


Stephanee Belmonte


Opal Halliday


Suzanne Burgess-Dean


Tanya Trevena

Strategic Plan 2025-2026

Our 2025-2026 Strategic Plan was developed to provide a stable platform for strengthening St John Queensland and preparing for future growth.

Running through to December 2026, the plan guides a period of consolidation, with a focus on organisational sustainability, operational capability and alignment of priorities.

Throughout the reporting period, the plan provided a shared direction for supporting our people and services while laying the groundwork for the organisation's next stage of development. This focus continues to guide our work towards a sustainable future and our ongoing service to the Queensland community.

FINANCIAL VIABILITY

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

What will we do?

> We will operate a financially sustainable business by continuing to explore new revenue streams, and ensure our good ideas are implemented in a quality and sustainable manner.
> We will develop a culture of financial stewardship and sustainability practices by providing **transparency and education on financials** to cost centre managers who will be responsible for monitoring and maintaining their relevant budgets.
> We will **improve efficiencies across inventory and asset management**
> We will **grow CHSP Contract target outputs** to 70%
> We will **continue exploring opportunities for submission to support revenue growth** through
- establishing a pipeline of fundable projects,
- building foundational fundraising systems, and
- achieving uplifts in grant and fundraising revenue of choice.

How will we measure success?

> **FY25/26 revenue target of $19.4 million**
- Improve product and training sales by 3-5% of FY24/25 actual sales revenue.
- Improve Community Transport Fee for Services income by $70 -$100K and achieve 70% target outputs for CHSP Community Transport Services
- Improve on actual Grants approved to $150k received and $5K in Donations received.
- EHS Commercial Events revenue target increases on the FY24-25 revenue actual.
- Asset Management and First Aid Inventory levels efficiency measures are explored and implemented resulting in improvements.

> Continued review of financial results including quarterly financial performance reviews held to monitor revenue and costs.
> **New services or products offered** to customers resulting in an **increase in revenue**.
> **Tenders submitted are successful** and see **St John Ambulance as a charity of choice**.

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.

What will we do?

> We will **expand Community Services (CS) services, reach and impact** with an ethos of transporting 'more people, more often'.
> We will ensure CS will **be fully prepared for further Aged Care Reforms**.
> We will develop a **Volunteer Attraction and Retention plan** to attract, develop, engage and retain volunteers, and to **grow the volunteer base** for EHS and CCS.
> We will **improve public access to defibrillators** in partnership with other agencies, builders, developers, body corporates, and other relevant bodies.
> We will **deliver more St John training and educational sessions**.
> We will **explore and establish strategic partnerships** for St John Ambulance in preparation for the Olympic Games 2032.
> We will work with various partners to **secure funding and sponsorship opportunity to increase Eye Van services** with safe practices to improve health services and health equity for Indigenous communities in rural and remote areas in Queensland.

How will we measure success?

> **CS transport expanded to non-serviced regions** (i.e Bribie Island)
> **Correct CS Service Models** are developed, with training and compliance in place.
> **Volunteer plan** is developed and implemented with an additional 100 active EHS and other volunteers.
> **Increase in defib sales by 3%** on 24/25 financial year actual sales.
> **An additional 5%, on the 24-25 financial year actuals of new students** attending a St John course or educational session.
> Continue to consult and engage with **health partners** to prepare St John involvement with the **2032 Olympic games**.
> **Secure further funding** and sponsorship opportunities **to support increased Eye Van services** within Queensland to improve health equity of Qld.

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.

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.

What will we do?

> We will **identify, support and nurture our existing and future leaders** who can navigate St John and our workforce through a complex and changing operating environment.
> We will support our peoples ongoing journey of professionalism, by creating an environment which supports **learning and growth**, encourages **high performance** and fosters **accountability**.
> We will **strengthen governance and risk management frameworks**.
> We will develop a **Performance Management Framework** that assigns team and individual goals aligned to the strategic plan.
> We will develop a **Reward and Recognise Program** to acknowledge and celebrate high performance and values aligned role modelling.

How will we measure success?

> A St John **Workforce Plan** is established, including diversity and inclusiveness, which will identify capability building for our present and emerging leaders, as well as succession planning in a contemporary organisation.
> External and Internal **Leadership development opportunities** are delivered to upskill and empower our Leaders to drive high levels of performance and a culture of highly engaged stakeholders across the organisation.
> **Performance Management Framework is implemented** establishing Commitment, Alignment and Directional focus with St John values and strategic priorities. All employees assigned measurable goals and participating in the annual performance review process.
> **Risk Management framework is implemented** and aligned to the Governance Process.
> Work towards the implementation of the **National Brand Guidelines**
> **Reward & Recognition Program** is implemented with a focus on intrinsic motivational factors.
> Engagement scores of 75%+ across employees, volunteers, members and students.

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.

What will we do?

> We will **embed and expand the Youth Program** to build early connections with the community.
> We will **strengthen the Honours and Awards (H&A) program** to recognise and celebrate individual and team contributions.
> We will **increase St John Ambulance visibility and presence at community events** (EHS and CS).
> All members of St John Ambulance will **promote the brand** to attract volunteers and enhance St John's reputation. "Be the difference, I want to be a St John First Aid Volunteer".
> We will **expand our community transport services and reach** by building awareness of CS services by creating a multi-level Partnership Program leading to an increase to in CHSP referrals.

How will we measure success?

> Grow and establish an **additional 4 Youth Program** cohorts across Qld.
> A **streamlined and structured H&A program** providing governance and transparency on the process for St John Queensland.
> **St John presence at 10% more community events** than what was achieved in the 24-25 financial year.
> Conduct a **state-based brand audit** and use the findings to deliver team education sessions about brand, brand sentiment and reputation.
> **Community Services (CS) Partnership program** set up and referrals increased (linked to achieve $70 to 100K income target) with improved, strong CS partnerships established.

Our Impact

28,811
Queenslanders
received Statements of Attainment (for accredited courses)

942
people completed non-accredited courses

79
free First Aid information activities
provided to our community

64
fleet vehicles
Decommissioned Ambulances, multi-person buses, wheelchair accessible vehicles

We reached more than
2,833
people
via non emergency patient transport services. Community transport and social support services

Provided care to
3,158
people
in the community through wellbeing services and programs. e.g. Aged Care, Eye Health Services, Dental Services, Mental Health Care, etc

Provided services to
33
rural/remote communities
S&T provided direct assistance to 8 First Nations communities and delivered ophthalmology and /or optometry service to rural/ remote communities, with training, products and servicing delivered to many more Qld communities.

We sold more than
752
defibrillators

We engaged with
76
Queensland schools
and taught First Aid in Schools to more than
15,176 students

828 volunteers
of these
191 volunteers
are over the age of 50
478 new volunteers
joined this financial year

36
Youth Members/Cadets
aged 12 - 17 years

We engage
332 first responders
appropriately trained clinical member of Event Health Services
21 nurses, 12 doctors
23 paramedics,
36 transport staff

2,423
people attended
free First Aid information activities

332
St John First Aiders/Responders
(salaried and volunteer) who attended event duties

56
healthcare professionals
(e.g. doctors, nurses, ambulance officers, etc; salaried and volunteer) who attended event duties

3,680
Hours of duty provided
by Event and Community Health Service volunteers

93
events attended

1,695
people given pre-hospital care
at an event

79
people transported from an event to hospital care

25,000
people reached per annum
through dissemination of awareness and informational materials e.g. fact sheets, brochures

289,962
people reached through digital promotions
or awareness activities e.g. websites, social media, online advertising

Provided
3,365
workplaces with First Aid training or other services

29,753
workers reached
during these services




ST JOHN AMBULANCE




St John
St John
COMMUNITY VOLUNTEERING


St John EYE VAN




St John
HERE TO HELP





2025 Queensland Investiture

























St John Honours and Awards

Admission to and promotion within the Most Venerable Order of the Hospital of St John of Jerusalem recognise the dedication and contribution of individuals who uphold its values and humanitarian mission. We congratulate those recognised during the reporting period and acknowledge their commitment to serving others through St John Queensland.

We also honour those awarded the Service Medal of the Order or additional Bars, recognising their sustained service and the time, care and experience they have contributed over many years. Their commitment reflects the enduring spirit of service at the heart of St John.

Hosted by the Governor of Queensland at Government House on Saturday 15 November 2025, the Queensland Investiture provided an opportunity to celebrate these achievements alongside family, friends and fellow members. The names that follow recognise the individuals whose service and example continue to strengthen our St John community.

Those members honoured at the 2025 Investiture were:

Admitted as Member

> Dr Matthew Riggs MStJ

Reclassified as Dame of Justice

> Ann Demaine DStJ

Priory Votes of Thanks

> Peter Maher OAM
> Followmont Transport
> Volvo Australia

Service Medals and Bars of the Order of St John

Service Medal (10 Years Service)

> Rodney Burgess
> Alison De Marco
> Caitlin Fabish-Wood
> Leah Fraser
> Judy Leverette
> Jamie Mann-Farrar
> Dale Murchie
> Kirsten Murphy
> Debney Robbins

First Bar to the Service Medal (15 Years Service)

> Michael Andrews
> Dr Jeffrey Brown
> Lisa Dingwall
> Jenny Gregg
> Maureen Hall
> Iain Hunt
> Clayton Kelly
> Dr Alannah Morrison
> Fr Harry Reuss
> Cindy Walker

Fourth Bar to the Service Medal (30 Years Service)

> Dr Paul Luckin

Sixth Bar to the Service Medal (40 Years Service)

> Serena Reeves

First Bar to the Ultra Long Service Medal (55 Years Service)

> Dr Angus McDonell

One Gilt Bar to the Ultra Long Service Medal

> Ann Demaine DStJ



Commissioner Thurlow congratulates volunteers on their recognition.

Community Support Services

Opal Halliday, General Manager Community Services

This has been an exceptional year for Community Services, marked by growth, innovation, advocacy, and meaningful partnerships. Throughout the year, we focused on strengthening connections within our communities, expanding our reach, and deepening our impact on the people we serve. Most importantly, it was a year of finding our voice, advocating for the importance of community transport and social connection, and demonstrating the vital role these services play in supporting wellbeing and independence.

Key Achievements

- Successfully secured the new Aged Care Volunteer Visitors Scheme (ACVVS) contract, enabling us to continue delivering meaningful social connections for older Australians experiencing isolation.
- Transitioned our fleet to hybrid vehicles and introduced new vehicle branding, enhancing both sustainability and client experience.
- Opened our new Community Services Hub in Caboolture, increasing our presence and service capacity within the region.
- Expanded our State Community Transport service area across North Brisbane.
- Expanded the Commonwealth Home Support Program (CHSP) Accompanied Activities service, providing greater access to social and community participation opportunities.
- Launched a new commercial transport offering, providing hire services and creating opportunities to support long-term organisational sustainability.
- Recorded a 20% increase in transport services delivered, reflecting growing community demand and the team's commitment to growth.

Our Team

At the heart of every achievement is our people.

During 2025-26, we made a deliberate investment in building leadership capability across Community Services. We are proud to have developed a passionate and dedicated leadership team who are deeply committed to our mission and the people we serve.

By creating opportunities for growth, learning and professional development, our leaders have become strong advocates for community transport, social connection and ageing well within the community. Their passion and commitment have helped strengthen our culture and position Community Services as a respected voice within the sector.

Team Achievements

- Leadership team members represented St John as panellists at the National CHSP Conference, sharing our approach to preparing for Aged Care Reform and contributing to sector-wide discussions.
- Team members participated in podcasts and community conversations, advocating for the importance of accessible transport and the role it plays in reducing isolation and supporting community participation.
- Continued investment in developing emerging leaders, building a strong foundation for the future growth and sustainability of Community Services.

> "Throughout the year, we focused on strengthening connections within our communities, expanding our reach, and deepening our impact on the people we serve."
>
> **OPAL HALLIDAY, GENERAL MANAGER COMMUNITY SERVICES**



Business Growth and Sustainability

With the aged care sector navigating significant reform and uncertainty around future funding arrangements, we recognised the importance of strengthening the long-term sustainability of our services.

Throughout the year, we explored opportunities to expand our reach while ensuring we remained responsive to community needs. Service regions were expanded, allowing more people to access our programs, and our new commercial private hire service was launched to diversify revenue streams and support future growth.

We also strengthened relationships with local universities, aged care providers and community organisations, creating new opportunities for collaboration and community impact.

Partnerships and Community Connections

Partnerships remain one of our greatest strengths, enabling us to create innovative programs and deliver greater outcomes for the people we support.

Partnership Highlights

- Successfully launched the Shared Smiles intergenerational pilot program, connecting older community members with children from a local childcare centre to foster friendship, learning and social connection.
- Partnered with a local Meals on Wheels service to support people to access nutritious meals and remain connected to essential community services.
- Continued to strengthen relationships with the Queensland Ambulance Service, creating opportunities for collaboration and mutual support.
- Actively participated in the South East Queensland Community Transport Group, supporting sector collaboration and improved community transport outcomes.

These partnerships have strengthened our ability to respond to local needs and have amplified the positive impact of our services across the community.

Challenges and Lessons Learned

Like many organisations within the aged care sector, we navigated a year of significant change and uncertainty.

The introduction of the new Aged Care Act and uncertainty surrounding future funding arrangements required flexibility, resilience and careful planning. While these challenges tested our organisation, they also reinforced the strength of our people and our ability to adapt.



Fuel supply challenges experienced during March created operational pressures across the transport sector. However, these circumstances also presented an opportunity to work more closely with fellow community transport providers. Through collaboration, resource sharing and mutual support, we strengthened local partnerships and helped build a more resilient community transport network.

Looking Ahead

As we look to the year ahead, our focus remains firmly on community impact.

We will continue embedding ourselves within the communities we serve, listening to local needs, identifying service gaps and exploring how St John can make a meaningful difference. We understand the significant impact that social isolation and limited access to transport can have on a person's wellbeing, independence and sense of belonging.

By strengthening partnerships, advocating for vulnerable members of our community, investing in our people and continuing to innovate, we are well positioned to support more people to remain connected, engaged and active in their communities.

Together, we will continue creating opportunities for connection, independence and wellbeing, ensuring Community Services remains a trusted partner and a positive force within the communities we serve.



Opal Halliday
General Manager Community Services

People & Performance

Stephanee Belmonte, General Manager People and Culture

Transforming our culture for growth and sustainability

2025–26 marked an important year of progress for People & Performance, with the implementation of our **G.R.O.W.T.H. People Strategy** translating our people priorities into focused action and directly supporting St John Queensland's Strategic Plan commitment to a **High Performing & Inclusive Culture.**

Our Strategic Plan set a clear ambition: to build a culture of professional, high-performing teams committed to the mission, vision and values of St John Queensland, supported by strong governance. It committed us to developing our leaders, creating an environment that supports learning and growth, encouraging high performance and accountability, strengthening governance and risk management, and implementing contemporary performance and recognition frameworks.

The G.R.O.W.T.H. People Strategy provided the roadmap for turning these commitments into action across Great Performance & Governance, Reward & Recognition, One Team, Winning Spirit, Thoughtfulness and Honouring Our History. Every initiative within the strategy has now been delivered or is in progress, demonstrating strong momentum against our Strategic Plan and our commitment to a high-performing, inclusive and values-led organisation.

Our operating model also evolved during the year, with the function transitioning from People & Culture to People & Performance, reflecting an increased focus on the connection between our people, culture and organisational performance.

Strengthening leadership, culture and capability

Our Strategic Plan committed us to developing a Performance Management Framework aligned to strategic priorities, strengthening leadership capability and creating an environment that supports learning, growth, high performance and accountability.

During 2026, we continued to embed our **Performance Management Framework** and held our first formal performance review process, strengthening the connection between individual goals, our values and organisational priorities and providing a more consistent approach to goal setting, feedback, development and accountability.

We also **invested in leadership development**, building practical capability in situational leadership, psychologically safe performance conversations, difficult conversations and conflict resolution.

SJAQ Leaders in Action, our Leadership Competency Framework, was implemented with the Executive Leadership Team in 2026, establishing a clear, values-aligned model for effective leadership at SJAQ. Centred on our values, the framework defines leadership expectations across three core domains — Setting the Direction, Engaging People and Delivering Results — creating a shared language for how our leaders think, connect and perform.

Supported by our Volunteer Executive Leadership Coach, Maya Menon, this first phase provides the foundation for broader implementation across all leadership roles in 2027, strengthening leadership consistency, development, performance conversations and succession planning.

Our **Annual Workplace Behaviour Training** was again rolled out organisation-wide in 2026, reinforcing our commitment to a safe, respectful, inclusive and values-led workplace. The program increased awareness of 'above and below the line' behaviours, psychological safety and individual responsibility, while providing team members with practical techniques to reframe conversations, address workplace issues constructively and contribute to a more positive working environment.

Listening to our people — and taking action

Building on our 80% employee engagement result from 2025, more than 100 ideas generated by our people were reviewed and prioritised during the year.

Using Maslow's Hierarchy of Needs as a framework, we mapped employee feedback across work foundations, safety and security, belonging, recognition and growth — helping us understand where action would have the greatest impact.

Our initial focus was on getting the fundamentals right, particularly work foundations and safety and security, which represented the largest areas of employee feedback. This translated into practical action across workplace improvements, psychological safety, communication, behavioural expectations, leadership support and increased executive visibility.

Importantly, our approach is not simply to measure engagement, but to act on what our people tell us — creating an ongoing cycle of listening, action and continuous improvement.



CEO Peter Warrener presents Community Services Support Worker Drivers Joshua and Salah with awards in recognition of their long service.



Recognising those who serve with heart

A highlight of the year was the launch of **Serving with Heart**, our new Reward & Recognition Program and an important deliverable of the G.R.O.W.T.H. People Strategy.

Developed directly in response to feedback from our people, **Serving with Heart** recognises everyday contributions, service milestones, personal and professional achievements, and those who bring our values to life.

The program aims to create a culture of appreciation, celebration and excellence at St John Qld, where all team members feel valued, recognised and motivated to contribute their best.

Drawing on Maslow's Hierarchy of Needs, the program focuses on belonging, esteem and self-actualisation, while remaining mindful of limited financial resources and providing a scalable future pathway for financial recognition.

Serving with Heart reflects our commitment to serving the community with heart and recognising the people who bring this to life every day.

The program introduced Quarterly Service Milestone Awards, Quarterly Impact Awards and Annual Excellence Awards, supported by peer nominations and opportunities for clients and customers to recognise the contribution of our people.

Our inaugural celebration in July 2026 recognised eight team members representing 55 years of combined service, establishing a new tradition of recognising the heart behind every act of service.

Building strong foundations for the future

Our Strategic Plan also called for the establishment of a St John Workforce Plan, including capability building for present and emerging leaders and succession planning, alongside stronger governance and risk management.

In response, a new **Workforce Planning Framework** was developed to strengthen our ability to anticipate future workforce requirements, identify emerging capability needs and better align workforce decisions with organisational priorities. Workforce planning is now underway across the organisation, applying this framework to take a more strategic and forward-looking approach to our workforce needs, capability requirements and long-term workforce sustainability.

We also strengthened remuneration and Modern Award compliance, workforce policies, probity screening, WHS systems and fitness-for-duty processes. Improvements to payroll and remuneration governance increased transparency, reduced manual processes and strengthened compliance, while ongoing improvements to our people systems supported greater efficiency and a better user experience.

Together, these initiatives strengthen the people, governance and workforce foundations required for sustainable organisational performance.

We also progressed our **Volunteer Strategy** and reconciliation journey, including continued development of our **Reconciliation Commitment Statement** and steps towards establishing a Reconciliation Working Group — reinforcing our commitment to respect, cultural safety, partnership, diversity and inclusion.

From strategy to sustained momentum

Through the implementation of our **G.R.O.W.T.H. People Strategy**, the commitments made under SJAQ's Strategic Plan pillar of **High Performing & Inclusive Culture** are being translated into tangible action. Performance, leadership, recognition, workforce planning, engagement, governance and culture frameworks are now established or progressing, providing a stronger platform for the next stage of our journey.

Our focus now is to build on this momentum — embedding these frameworks into the way we work, extending our leadership approach across all leadership roles, continuing to listen and respond to our people, strengthening succession and workforce capability, and ensuring our culture continues to evolve with the needs of our organisation and the communities we serve.

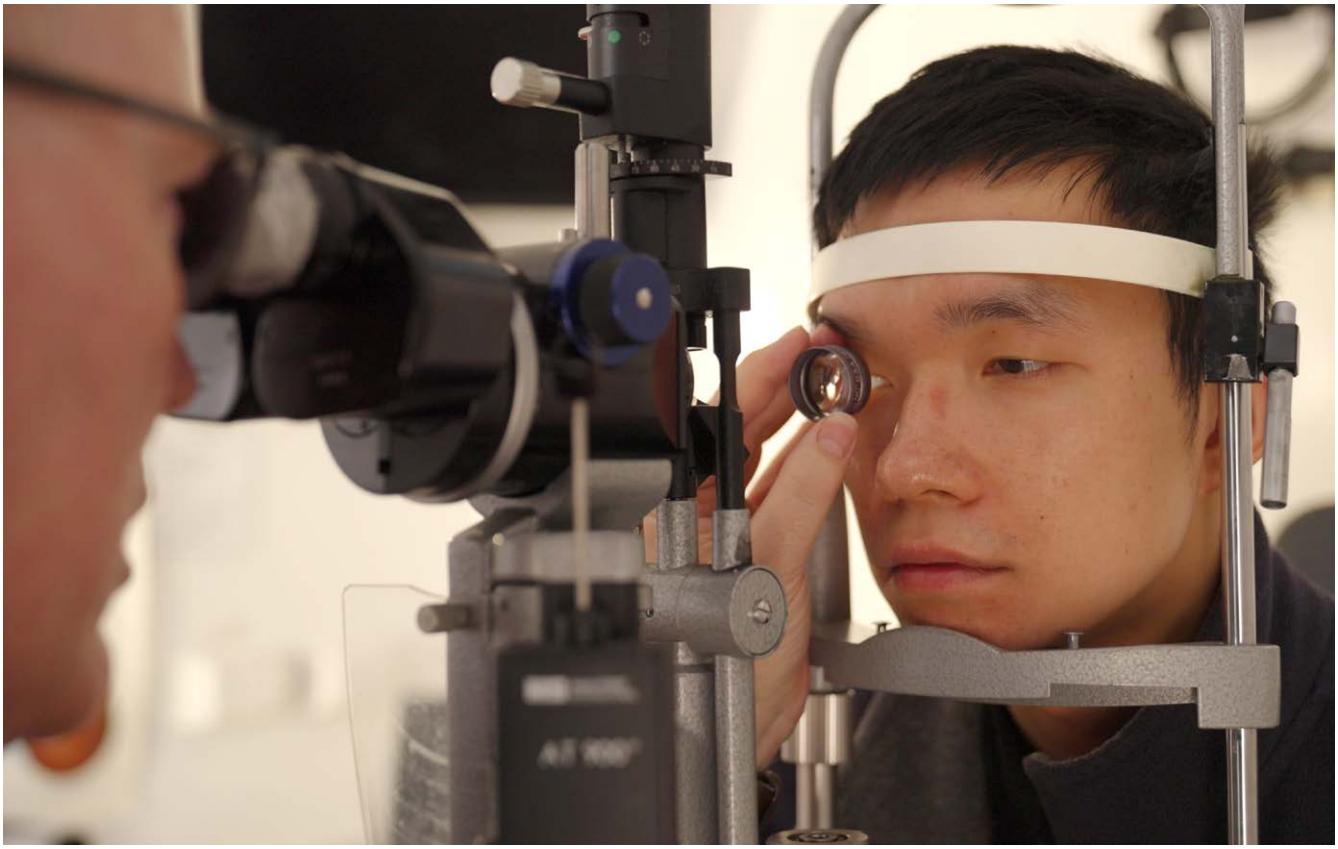
Our People. Our Values. Our Purpose.
Transforming our culture for growth and sustainability.



Stephanee Belmonte
General Manager
People and Culture

"Importantly, our approach is not simply to measure engagement, but to act on what our people tell us"

STEPHANEE BELMONTE,
GENERAL MANAGER PEOPLE AND CULTURE




John EYE

Health Services

Tanya Trevena, General Manager Health Services

2025-26 has been a dynamic year. In EHS there was plenty of change in order to solidify our foundations, including the updating and/or creation of policies and processes, along with revamped induction and training.

For the Eye Van, we have developed a business and operations plan enabling a platform for strategic planning in 2026-27. After a busy 2024-25 with disaster management and support, it was a much more straightforward summer, allowing the focus to remain on our core business. And the Youth Program pilot successfully came to an end, 2026-27 will see us move into business as usual. Growth here will be slow and steady, so each new hub is set up well, with the right people involved. Well done team, it's been a great year!

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 stability and consolidation over the past 12 months, with communities at Cherbourg, Gladstone, Emerald, Rockhampton, Woorabinda, Blackwater, Cunnamulla, Dalby, Bundaberg and Charleville receiving outreach.

A new volunteer program to support the Eye Van and we thank Laurie Stageman and Ryan Seekee for their contributions and support.

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.



Operations and Support

Over the last year, our service has been championed by Rehua Tunks (Coordinator) and Brian Spann (Driver and Clinic Support). The dynamic duo have kept the truck running across rough and flooded roads, fixing equipment and generators on the run to keep clinics going, and ensuring our teams and consumables get to their destinations.

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. CheckUp, Brands Pharmacy Auchenflower, Followmont Transport and Optus also help keep our van on the road. We also acknowledge our equipment partners who work with us to get the clinical equipment calibrated and ready for use, and our network of Clinic teams, that help connect care locally.

2025-26 Snapshot

St John Eye Van travelled

25,679 km

across 10 regional and remote sites



Tanya Trevena,
General Manager Health Services

Commercial Annual Report Summary

Darryl Stewart, General Manager Commercial Operations, FAIS, Sales & Marketing, IT, Supply Chain and Property

This year was marked by strong operational performance, expansion into new communities, and consistently high levels of customer satisfaction.

Despite challenging market conditions impacting some product categories, the business delivered several significant achievements.

First Aid Training

The First Aid Training division delivered an excellent result, achieving its budget target while continuing to expand its reach across Queensland. During the year, we successfully trained 30,500 students in First Aid and Mental Health programs, reinforcing our commitment to building safer and more resilient communities.

The quality of training remained a key strength, with our trainers receiving an outstanding average student satisfaction rating of 9.5 out of 10. This result reflects the professionalism, expertise, and dedication of our training team, who continue to provide engaging, practical, and high-quality learning experiences.

We also broadened our training footprint through strategic partnerships with the Country Women's Association (CWA) and YMCA locations across the state. These partnerships have increased accessibility to our training programs, enabled us to engage with new communities, and created a strong platform for future growth.

Servicing Operations

The Servicing Department continued its strong growth trajectory. This achievement highlights the team's commitment to customer service excellence, operational efficiency, and the successful delivery of critical maintenance services to our clients.

A significant milestone was achieved with 31,799 assets serviced throughout the year. This substantial volume reflects both the trust our customers place in our services and the capability of our team to deliver reliable and compliant servicing solutions at scale.

Product Sales and Commercial Development

Product sales delivered mixed results during the year. While overall sales were impacted by lower-than-expected defibrillator purchases, there were still many positive outcomes across our product portfolio.

The team successfully sold 24,891 first aid kits, demonstrating the ongoing demand for workplace and community safety products. In addition, 752 defibrillators were sold, helping equip organisations and communities with life-saving technology across Queensland.

Overall product revenue was below expectations. While this affected overall sales performance, the business remains focused on diversifying its customer base and identifying new opportunities across both government and commercial sectors.

A key strategic achievement this year was the work undertaken by the National Commercial Group, which collaborated closely to expand the St John branded defibrillator range. The successful introduction of the St John X1 and St John X3 defibrillators provides a broader range of solutions for customers and establishes a comprehensive pricing structure to meet the varying needs of the Australian market. This expanded product offering strengthens our competitive position and provides greater flexibility to support customers across different industries and budget requirements.

The implementation of the strategic plan to transition online product sales from our standalone website to the national Shopify platform created a scalable foundation for future e-commerce growth across the organisation.

This combination of product innovation, digital transformation, and targeted marketing has positioned the business well to capitalise on future sales opportunities and further strengthen its market presence throughout Australia.

"The team successfully sold 24,891 first aid kits, demonstrating the ongoing demand for workplace and community safety products."

"The 2025-26 financial year demonstrated the strength of our people, services, and partnerships. Through continued growth in, servicing and product innovation, we have strengthened our ability to deliver life-saving products, education, and services to communities across Queensland."

DARRYL STEWART, GENERAL MANAGER COMMERCIAL OPERATIONS, FAIS, SALES & MARKETING, IT, SUPPLY CHAIN AND PROPERTY

Looking Forward

The year's achievements demonstrate the strength of our people, the value of our services, and our ability to adapt to changing market conditions. With good training numbers, exceptional customer feedback, strategic partnerships, and ongoing investment in our product portfolio, we are well positioned to build on these successes in the coming year.

Key Achievements

- 30,500 students trained in First Aid and Mental Health programs.
- 9.5/10 average student satisfaction rating for trainer performance.
- Expansion into new training locations through CWA and YMCA partnerships.
- 31,799 assets serviced across Queensland.
- 24,891 first aid kits sold.
- 752 defibrillators sold.
- Launch of the St John X1 and X3 defibrillators, expanding the St John branded range and providing a broader pricing offering for the Australian market.
- Continued investment in community safety, training accessibility, product innovation, and service excellence.

These outcomes reflect the dedication of our staff, the loyalty of our customers, and our ongoing commitment to making Queensland communities safer, healthier, and more prepared. Through innovation, collaboration, and a focus on customer needs, we continue to strengthen our ability to deliver life-saving products, services, and education to the communities we serve.

First Aid in Schools

During the 2025–26 financial year, we delivered First Aid in Schools education to 15,176 students across 76 schools throughout Queensland.

While previous years have placed a strong emphasis on growing student engagement numbers, this year we deliberately shifted our focus towards equitable access to first aid education, particularly for rural and remote communities. For schools located significant distances from emergency services, longer response times can increase the importance of having people in the community who are confident and capable of providing immediate first aid.

This focus was reflected in the schools we reached, with 77.6% of participating schools having enrolments below the Queensland state average. Our programs reached schools with enrolments as small as 8 students, demonstrating our commitment to ensuring that access to first aid education is not limited by school size, location or population.





Through continued support from CSL, we continued to deliver the Bites and Stings curriculum, providing students with practical knowledge about responding to common bites and stings and recognising when further medical assistance may be required. The curriculum complements the core First Aid in Schools program and strengthens students' understanding of first aid responses relevant to the Queensland environment.

Through First Aid in Schools, St John Ambulance Queensland continues to work towards its goal of ensuring that every child in Queensland has access to first aid education, while increasingly focusing our reach on the communities where that knowledge can be particularly valuable.



Darryl Stewart,
General Manager Commercial Operations, FAIS, Sales & Marketing, IT, Supply Chain and Property


Baby First Aid Kit
PATCH 'N' GO
PATCH 'N' GO
Small First Aid Kit
20% OFF
SMALL FIRST AID KIT
$43.95
Medium First Aid Kit
20% OFF
MEDIUM FIRST AID KIT
$91.95
BE PREPARED.
for every adventure
20% OFF
LARGE FIRST AID KIT
Large First Aid Kit
Camping First Aid Kit
PET FIRST AID KIT
St John

Finance and Corporate Services

Suzanne Burgess-Dean, Chief Financial Officer

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

We generate revenue through multiple channels:

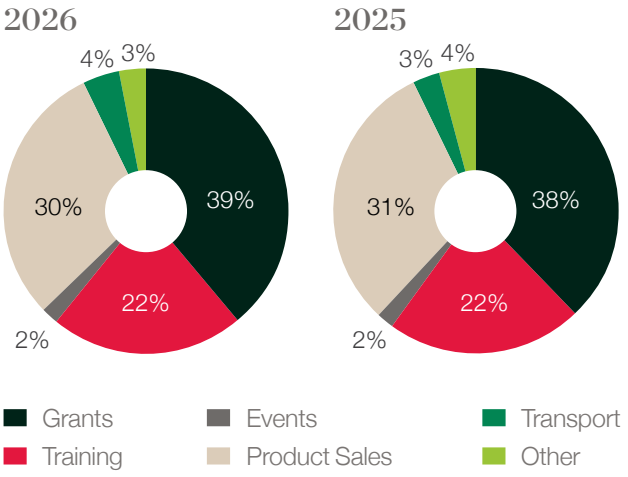
- Operation of commercial first aid training and first aid product sales and servicing
- Commonwealth and State Government grants for the provision of community services plus fee paying transport services
- Event Health Services
- Ophthalmic services including the St John Eye Van

The overall net operating result for the 2025-2026 financial year is a deficit of $574,508 (2025 – surplus $10,678)

The financial results for the financial year 2025-2026 have not met our expectations and have unfortunately resulted in a deficit. However, with an intentional focus on prioritising long term strategic goals rather than unsustainable immediate gains, we have ensured the organisation is better positioned than it was 12 months ago.

Total revenue for the 2025-2026 financial year was $20,882,261 compared to the previous year of $20,027,895, an increase of $854,366 (4%). There has been a small increase in most income sources during the year. Government grants have increased by 7%, training revenue by 4% and Event Health Services by 47%. Unfortunately, product sales dropped, as economic pressures have created market uncertainty.

Revenue



Total expenditure for the 2025-2026 financial year was $21,456,769 compared to the previous year of $20,017,217. This represents an increase of $1,439,552 (7%) over the previous financial year. This increase is attributed to inflationary pressures leading to higher prices for most expenditure items.

The outlook for next financial year is looking positive as we work through recent challenges. We hope to restore the organisation to a surplus in financial year 2026-2027 as we continue on the journey towards long term profitability.

Full copy of audited annual financial statements

A full copy of the audited annual financial statements for the 2025-2026 financial year is available on our website - stjohnqld.com.au.



Suzanne Burgess-Dean,
Chief Financial Officer

"We hope to restore the organisation to a surplus in financial year 2026-2027 as we continue on the journey towards long term profitability."

SUZANNE BURGESS-DEAN, FINANCIAL CONTROLLER


TOM
NURSE
ST JOHN
AMBULANCE
ST JOHN
AMBULANCE

St John Giving – Supporting St John Queensland

At St John Ambulance 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:** Make a donation online through our secure website. Scan the QR Code to donate.
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:

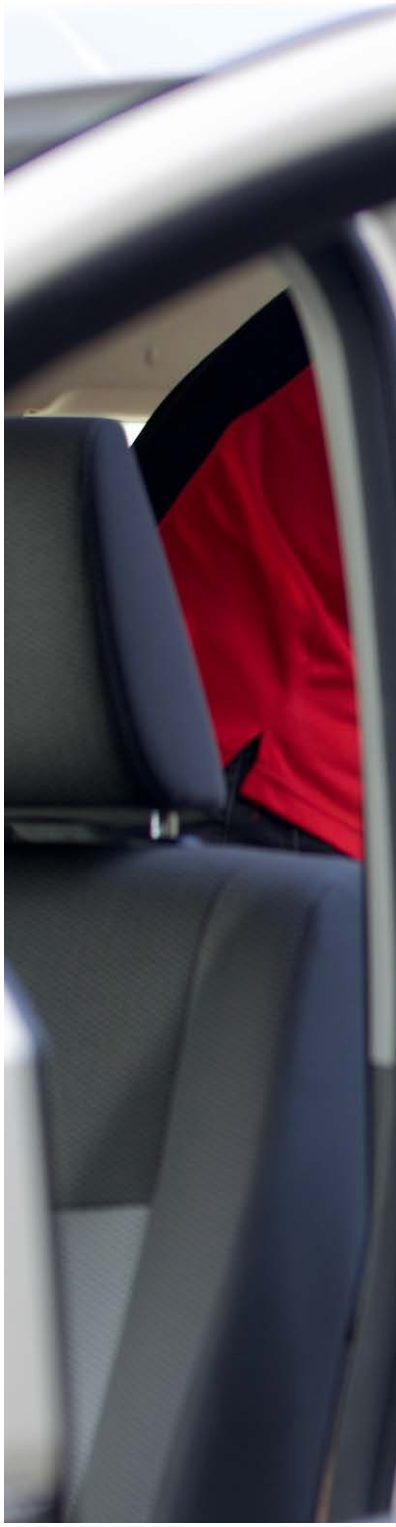
- To be used for its general purposes
- Legal Name – St John Ambulance Australia Queensland Ltd
- ABN: 74 264 019 231

5. **In-Kind Donations:** In addition to monetary donations, we also welcome in-kind contributions.
6. **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 to follow us on any of our social media platforms to keep up to date with the latest news and events.
7. **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 Ambulance 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 who partner with us to serve Queensland and enhance the lives of children, families and people in need. Strengthening community wellbeing is at the core of what we do.



The support provided to us allows St John Ambulance 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
- Discounted First Aid training for seniors
- Event Health Services
- Community Support Services
  - Home visits
  - Friendship calls
  - Transport services
  - Social Trips
  - Accompanied Activities
- Youth Program
- First Aid for Learner
- First Aid for Truckies

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 Ambulance Queensland organisation we would like to say thank you to the following organisations for their current and ongoing support:

- ADA Australia
- Aged Care Volunteer Visitor Scheme (ACVVS)
- Arcare, Taigum
- Australian Catholic University
- BOP Wesley Pharmacy
- Bundaberg Neighbourhood Centre
- Bupa Rangeville
- Community Grants Hub
- Construction Skills Queensland
- Dementia Australia
- Department of Communities, Housing and Digital Economy
- Department of Social Services
- Energy Queensland
- Followmont Transport
- Hertz
- Impact Community Services Bundaberg
- Optus
- Parklands Residential Aged Care Facility
- Portofino, Vacenti
- Queensland Ambulance Service
- Regis Kirwan Townsville
- RSL Queensland
- Salem Aged Care
- Suncare Community Services
- TAFE Queensland
- The Good Shepherd Home Townsville
- UD/Volvo
- Villa Maria
- Vivest
- Wesley Mission
- Zoll



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

St John

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