

# impact report



**St John Ambulance Australia (NSW)**  
*Saving lives through first aid*

# 2019

## About this Impact Report

**This report covers our activities and performance for the period 1 January 2019 to 31 December 2019. It's one of the ways in which we are demonstrating our commitment to the principles and practice of good governance. It provides an opportunity to reflect on the impact of our work in the community. It also holds us accountable to what we set out to achieve, as outlined in our 2018-2020 Strategy.**

This Impact Report can be read in conjunction with our Year in Review Report for the same reporting period. Our Year in Review Report celebrates the achievements of our people, both volunteers and staff, and acknowledges their contribution to meeting our mission of saving lives through first aid.

## Status

St John Ambulance Australia (NSW) is an Australian Public Company.

We are a registered charity under the Australian Charities and Not-for-profits Commission (ACNC). Our charity ABN is 84 001 738 370.

In 2019, we became a registered Social Trader.

We are a registered Public Benevolent Institution (PBI) and are endorsed by the Australian Taxation Office as:

- a Deductible Gift Recipient (DGR); and
- an income tax exempt charity (holding tax concessions and exemptions relating to income, goods and services, and fringe benefits taxes).

We are authorised to appeal to the public for funds, subject to fundraising legislation.

## Feedback

Feedback on this report can be e-mailed to [marketing@stjohnnsw.com.au](mailto:marketing@stjohnnsw.com.au), posted to us or provided over the phone by dialling **1300 785 646**. Feedback will be acknowledged and a response will be given.

Pictured on front cover: **Linda Nguyen**, St John Ambulance (NSW) Volunteer

Linda has been a volunteer since 2015, and is a member of the Fairfield Division. She is a registered pharmacist and joined St John because she is passionate about developing fundamental first aid skills that align with her passion to deliver primary healthcare to the community.

**“It is so rewarding to have the ability to give back to and meet the needs of the community.”**



St John Ambulance Australia (NSW)  
ABN 84 001 738 370  
9 Deane Street  
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**our mission  
and vision**



## Why we do what we do

We all face risks in our every day life, without even realising it. We don't associate danger with activities like doing chores at home or driving to work.

And yet people get injured all the time. According to the Australian Institute of Health and Welfare, the annual number of injuries where people require hospitalisation has risen to over 500,000 in NSW<sup>1</sup>. Most of these injuries occur at home or on the road.

Having the skills and confidence to provide first aid in an emergency is critical. Your actions could mean the difference between life and death.

## Which is why

Our **vision** is to have one person educated, equipped and prepared to provide first aid in every home, workplace and public gathering.

Our **mission** is to save lives through first aid.

## Now and then

In the Nineteenth Century, a group of citizens revived the Order of St John in England, drawing their inspiration from the example of the Knights of St John who in medieval times, offered care and shelter for pilgrims and crusaders.

St John Ambulance was subsequently formed to put its humanitarian ideals into practice in the new industrial society, promoting the cause of first aid for the sick and wounded through volunteer effort —a novel concept at the time and a much-needed one.

The movement spread to Australia in 1883 and has since developed into the organisation that we know today<sup>2</sup>.



<sup>1</sup> [www.aihw.gov.au/reports/injury/trends-in-hospitalised-injury-2007-08-to-2016-17/contents/summary](http://www.aihw.gov.au/reports/injury/trends-in-hospitalised-injury-2007-08-to-2016-17/contents/summary)

<sup>2</sup> [www.stjohn.org.au/about](http://www.stjohn.org.au/about)



**During one of the darkest times in our living history, St John Ambulance (NSW) has emerged as a pillar of strength, providing confidence and certainty to those who are most vulnerable.**

## Message from our Chair



**Sean McGuinness**  
Chair

**“The darkest nights produce the brightest stars”**

**J. Green**

The last twelve months have been unprecedented.

We ended the year with one of the most catastrophic bushfire seasons on record that resulted in more than 18 million hectares burnt, 34 fatalities, one billion animals killed, and thousands of homes and businesses destroyed.

Today, we are in the midst of the global coronavirus pandemic (COVID 19), where the loss of life, both locally and globally, continues at a rapid rate. Social distancing and high levels of unemployment have become the new norm, leaving many Australians feeling afraid, frustrated and deeply despondent.

In such times, it is natural to pull back and resort to where we feel most secure. However, in the midst of constant challenge, the team at St John (NSW) have continued to rise and remain strong.

It is with such great pride that have I witnessed our organisation's constant ability to step up and respond with innovative solutions and sheer determination. From September 2019, we emerged as the community medical partner for NSW Health and NSW Ambulance during the bushfire crisis. Partnering with NSW Police, RFS, SES, and Australian medical teams we provided medical support and wellbeing services to at-risk transient communities.

Throughout the COVID 19 crisis, we have continued to work with NSW Health and emergency service organisations. Our focus - at all times - is to provide assistance wherever we can to ensure our communities are safe and strong.

All of these outcomes are only made possible because of the dedication, willingness and adaptability of our people.

Our training teams are now able to provide vital internal and certified external First Aid courses via new online portals and assessment delivery methods. Our product teams have secured new supply chains to ensure the critical provision of personal protection equipment and other essential medical products. Our community service teams are now servicing our new commercial clients and our divisions are actively participating in cross-team online training and revision sessions.

As we enter another challenging chapter in the coming months, I am confident that we will continue to discover new and innovative ways to fulfil our strategic plan, knowing that the needs of our customers and our communities will help to guide and strengthen our efforts, so that we remain ready to respond, where and when we're needed most.

Looking ahead we will - like many - use the learnings from these most recent events to guide and ensure our organisation evolves and grows to have greater strength and resilience in the future. We will continue to streamline our operations to ensure that we are ready to respond at a moment's notice. We will also focus on diversifying our income streams and developing new and innovative ways to support our communities whilst staying true to our mission of saving lives through first aid.

I would like to take this opportunity to give my heart filled thanks to all of the people that give their time so generously to make our organisation what it is today. Our incredible CEO, Executive team, volunteers and staff, whose commitment and strength during this time has been outstanding - thank you. I would also like to thank my fellow Board members who continue to provide the highest level of support to our organisation, its mission and the communities in which we live and we support.

# Message from our CEO



**Sarah Lance**  
CEO

**Over the past 12 months, we continued to focus on our mission of saving lives through first aid, and enabling individuals, workplaces, and communities to have confidence in a crisis.**

We were there to help - when and where we were needed the most. Our volunteers worked tirelessly to keep people safe at over 5,000 events, across the State, by providing medical support to those who needed it. Whether it was the iconic Royal Sydney Easter Show, a community sporting event, or a high-risk music festival – our volunteers were on-hand to provide critical first aid support.

For more than 135 years, we've stepped up wherever and whenever we were needed the most. The recent bushfire crisis in NSW was no exception. More than 402 volunteers were deployed, providing over 23,506 hours of critical emergency support across 33 evacuation centres, four staging areas, three fire base stations, RFS Emergency Operations and Police Information centres. We delivered critical medical attention to 438 people, first aid and mental health support to over 1,000 evacuees, and made countless communities a safer place.

Behind the statistics of the NSW fires were extraordinary men and women who put their community first. Many had homes, friends or family at risk but still they volunteered to support others. It was an incredible opportunity to see leadership at work across the organisation and to identify and applaud our current and future leaders.

We focused on reinvesting in our people and our systems, implementing new training and development courses throughout the organisation including mental health, child safety, management and leadership training.

We introduced modern platforms and solutions to enhance our reporting capabilities and operational efficiency in order to improve our customer experience and make our organisation more accessible to individuals and communities.

More businesses, homes, and public places are safer because they chose to learn first aid or purchase vital equipment through St John (NSW). We trained more than 56,000 people in first aid courses – from essential skills such as CPR to advanced courses for high-risk workplaces. We enabled communities to be more resilient through the provision of defibrillators, first aid kits, and personal protection equipment.

As a registered Social Trader, customers know that by choosing to work with St John (NSW), they are actively helping to create positive social outcomes. The surplus from our commercial activities were invested back into our community programs enabling us to provide:

- **Free education programs to more than 11,000 school students across the state**
- **Training and equipment our volunteers needed to be ready in the event of any emergency.**
- **A safe and supportive environment for over 1,000 young people to learn about first aid and the skills to become leaders within their communities.**

Together in 2019, we made an impact on some of the most important issues facing our communities. We saved lives and we contributed to the wellbeing of the people of NSW.

None of this would have been possible without the support of the Board, Executive Team, Staff, and our volunteers. Thank you to each one of you for your passion and dedication. It inspires me every day.






ST JOHN  
AMBULANCE

RESPONDER



# actions and outcomes

A photograph showing four St John Ambulance staff members in green uniforms providing first aid to a person lying on the ground in a park. One staff member is kneeling and attending to the person's hand, while another is kneeling nearby. Two other staff members are standing in the background, one holding a clipboard. The scene is outdoors with trees and a paved path.

Every day we educate, equip and prepare people across the state to provide first aid in every home, workplace and public gathering.

## What We Do

Every day we educate, equip and prepare people across the state to provide first aid in every home, workplace and public gathering.

We are one of the leading providers of first aid and mental health training in Australia.

We sell first aid supplies and equipment, including defibrillators, and provide personalised on-site first aid restocking services and advice to keep companies WHS compliant.

We provide high-level medical services at workplaces and public areas including Sydney train stations, as well as a range of public health safety services at events across the states.

## Profit for Purpose

As a registered charity and 'Profit for Purpose' organisation, every dollar of profit made from our commercial activities goes toward:

- **Medical volunteer training and supplies to build safer communities**
- **Bushfire and major disaster medical crisis relief**
- **Free first aid in schools programs**
- **Leading educational campaigns such as ShockingAUS (defibrillator awareness) and First on Scene (first aid training for learner drivers)**
- **St John Ambulance Youth program**
- **Free community first aid information and training**

## Positive Social Change

We're also a certified Social Trader, which means that every time supplies, equipment and services are bought from us, positive social change is created.

Our commercial partnerships provide organisations and their people with the opportunity to achieve tangible social and community outcomes through every dollar spent with us.

**“St John (NSW) is continuing to help build safer and more resilient communities by investing in programs which create positive social impact. The work they do across NSW means more people will have the confidence and tools to help in an emergency.”**

**The Hon. David Elliott MP**

Minister for Police and Emergency Services



## More than 50% of accidents occur in the home. Do you know what to do? Would you have the skills, knowledge and confidence to provide effective first aid at home?

In 2019, we trained over 56,000 people in first aid - enabling them to help when it matters most. We provided thousands of first aid courses at more than 30 venues across NSW.

Last year, our focus remained on evolving our training delivery to meet the needs of our customers through offering specialised new courses and e-learning modules.

### The most common injuries or first aid situations at home often relate to:

- **Mental health**
- **Baby, toddler and child first aid**
- **CPR**
- **Asthma and anaphylaxis**
- **Sudden Cardiac Arrest**



#### First aid certificate

##### Are your first aid skills up-to-date?

Book a first aid course today that meets your first aid needs, regardless of your level of experience.



#### Mental health course

##### Can you support mental health?

Book this course to learn how to recognise the symptoms of mental health and support those affected by it.



#### CPR courses

##### Do you know how to perform CPR?

Learn the skills to revive someone who is unconscious and not breathing normally using CPR.



#### Education and caring for kids courses

##### Do you work with or care for children?

Book a course to learn how to best help an ill or injured child.

## We're on a mission to save more lives through first aid.

Our training courses range from basic resuscitation to advanced life support. We also provide specialised training including asthma and anaphylaxis, and mental health.

In 2019, our most popular courses were...



Provide First Aid

34,561



CPR

10,284



Caring for Kids

1,057

**“The most common injuries involving children often include falls, drowning, bicycle accidents, burns & scalds, choking & suffocation and poisoning. Knowing how to respond can make an incredible difference - that’s why first aid is so important.”**

**Martin Thomas**

General Manager of Training

## Steve’s story

Former yellow Wiggle, Greg Page, was saved by quick-thinking friends and members of the public after he suffered a cardiac arrest during a bushfire relief concert.

The band’s drummer Steve Pace, an off-duty nurse and a doctor who were at the venue performed CPR and deployed a defibrillator. Their actions kept Greg alive until he could make it to hospital.

Just months prior, Steve Pace had completed his first aid training with St John (NSW) and believes those skills helped to save Greg’s life.

**“Even on the day, our training was thorough, it was enjoyable, the teacher was amazing...”**



**“I just want to say thank you for giving us that training and equipping us to go out to the world and potentially save lives.”**

Steve Pace, Drummer

From falls and scraped knees to cuts and burns at home, our first aid kits and items have you covered.

Here are some of the first aid kits and speciality modules we offer for use at home:



St John Sprains & Strains First Aid Kit



Burns Injuries Module



Minor Wounds Module



Eye Injuries Module



Lifepak CR2



HeartSine 360P

## On the road

We also have a range of products to ensure you're always prepared to deliver first aid when you're out and about, like driving to work or enjoying a holiday. They include:



Car First Aid Kit



St John Medium Leisure Kit



Outdoor & Snake Bite Module

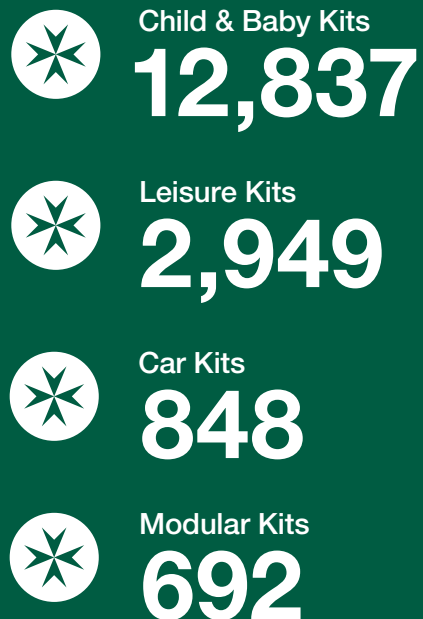
## Costco First Aid Kit for Babies & Children

In 2019, St John (NSW) developed an 'Essential Baby & Kids First Aid Kit' for Costco customers - designed to help parents respond to first aid emergencies for children.

The kit was developed in consultation with Costco and included access to an online course, a guide on infant emergencies, and items including medicine syringes, instant cold packs, a digital thermometer and a CPR instruction card.



### Our most popular kits in 2019 were...



Whether you work in a high-risk environment, with vulnerable people or have been appointed as a workplace first aider, it's important you have the right skills to provide effective first aid. Employees and first aiders should be provided with appropriate training for the level of risk at your workplace and refresh their skills regularly. Could your workplace respond to a first aid emergency?



### First aid certificate

#### Are your first aid skills up-to-date?

Book a first aid course today that meets your first aid needs, regardless of your level of experience.



### Mental health course

#### Can you identify mental health issues?

Book this course to learn how to recognise the symptoms of mental health and support those affected by it.



### CPR courses

#### Do you know how to perform CPR?

Learn the skills to revive someone who is unconscious and not breathing normally using CPR.



### Occupational first aid courses

#### Are you a workplace first aider?

Book a course for providing essential and advanced first aid in your workplace.



### Education and caring for kids courses

#### Do you work with or care for children?

Book a course to learn how to best help an ill or injured child.



### Electrical, remote and advanced courses

#### Is your work considered to be high risk?

Book a course that will help you provide first aid in high risk situations.



## Innovation

We have made significant changes to the way we deliver training, including the introduction of innovative online platforms and webinar courses. This reduces the amount of time students spend in a first aid courses, and in some cases means that training can be delivered and assessed completely online.

## Training in 2019

We introduced new courses including Low Voltage Rescue, Warden and Chief Warden Training, and Mental Health for Managers.

To meet the needs of our customers across all sectors we focused on providing industry contextualised scenarios to ensure that our training is relevant to the student. For instance, those from the aged care industry will work through common scenarios including falls, fractures and strokes.

Our training venues were modernised - particularly those in major regional hubs including Wollongong and Bathurst - to improve the overall experience of our students.

We'll continue to work on other product innovations in 2020 and beyond, to meet industry and customer specific needs.

St John (NSW) is a member of the Australian Resuscitation Council.

## A life saved at work

Jarrad was a healthy and active 22-year-old working part-time in his local bottle shop, when he suffered a Sudden Cardiac Arrest at work. Within minutes he had no pulse and wasn't breathing.

His colleagues, Paul, Mitch and Jennie, immediately called 000 and were told to begin CPR. They took turns administering CPR for 30 minutes until an ambulance arrived.

Today, Jarrad has made a full recovery thanks to his team. Only one week before the incident the three staff members involved had completed their first aid training.

**“The paramedics and doctors have all said that if it wasn't for the CPR being administered so quickly and so well that our teammate wouldn't have made the full recovery that he has.”**

Jennie

Jarrad's colleague, Paul, receiving a Save a Life Award



**The provision of contracted medical support services has been a key focus of development throughout 2019. Our specialist community-centered programs, including paramedic services and temperature screening, have enabled us to expand our commercial services. We're able to support workplaces and communities in their endeavour to keep people safe, while staying true to our mission of saving lives through first aid.**

### **Onsite Paramedics**

We provide holistic and comprehensive health services, including paramedic staff, to provide support at high-risk workplaces and large gatherings to ensure the safety of the wider community. Our specialist teams are able to provide rapid response in the event of illness or trauma. All our teams are trained in mass casualty and mass gathering management to comply with our formal commitment under the NSW Health plan.

### **Transport NSW**

In 2019, we were successful in winning a tender to provide recurring paramedic services at five stations across the Sydney Train Network at Bondi Junction, Wolli Creek, Hurstville, Glenfield and Hornsby. The onsite provision of St John NSW paramedics during peak commute times enables Transport NSW to reduce delays caused by passenger illness or injury. More importantly, our staff presence provides the wider community with confidence that they will receive immediate, high quality primary care when it is needed. St John services are well regarded as a "trusted" community health provider.

**"In 2019, we focused on laying a solid foundation of quality commercial service upon which we expand in to the future."**

**Andrew Sitaramayya**

General Manager  
Events and Community Health Services



## Major Venues

We are responsible for the delivery of onsite paramedic community medical services at a number of major event venues in Sydney including Quaycentre (Sydney Olympic Park) and the International Convention Centre (ICC).

The Quaycentre, deploys a core team of 10-15 St John NSW responders to provide medical services at concerts and events. This team consists of Advanced Responders (Certificate III in Basic Health Care), Registered Nurses and Paramedics.

Additional support is provided through:

- **Fire Warden and Safety Services via the provision of a dedicated Fire Warden and site safety assessment during events;**
- **Patient report summaries and incident reports post-event;**
- **Restocking and maintenance of all venue first aid kits, oxygen and defibrillators;**
- **Medical supplies, medications, consumables, vehicles and equipment; and**
- **Delivery of onsite first aid training for all Quaycentre staff and contractors.**

At the ICC, we provide medical and first aid services to support their commercial events. In consultation with the ICC, we have developed a deployment matrix which considers - event risk, patronage and clientele needs – to help guide the level of resources to be deployed.

## Temperature screening services

We introduced new temperature screening services to allow workplaces to be proactive in providing a safe environment for staff, clients and visitors. We worked with our clients to understand their specific needs and provide tailored options to help mitigate risks through illness and infection. We also provided screening posts, qualified staff and various screening devices to businesses across NSW. In addition, infection control education and resources were distributed to all employees.



## Digital patient management

In 2019, we deployed the St John (NSW) live patient tracking platform which provides venue operators with on-demand incident and patient statistics, as well as detailed reporting at the conclusion of each event.

## First aid compliance doesn't need to be complex. We can help make sure you have the right first aid provisions for your workplace.

Our customers rely on us to make sure their first aid needs are taken care. We provide:

- First aid assessments to advise on WHS compliance needs
- The supply and/or restocking of first aid kits
- The provision of service warranties for organisational audits
- Free first aid assessments for new customers
- Onsite restocking services

Here are some of our workplace products and services:

### First Aid Kits

All kits contents are based on WHS requirements, contain essential items to treat a range of injuries and are suitable for high and low risk workplaces.



St John Workplace Kit - Wallmount



St John Workplace Kit - Waist Bag



St John Workplace Kit - Portable



Modular Wallmount Kit

In 2019, our most popular workplace products and services were...



**First aid restocking**



**Defibrillators**



**Portable Workplace Kits**

### Defibrillators

Around 30,000 Australians will suffer a sudden cardiac arrest each year. In the event of a cardiac arrest, a defibrillator can mean the difference between life and death. Every minute without defibrillation decreases the chance of survival by 10%.



Lifepak CR2



Heartsine 360P

### Kade's story

Kade owns a local gym in Albury. He did his refresher training at our training branch in Albury and purchased a defibrillator through us.

Five weeks later, Kade was forced to use that exact defibrillator on one of his regular gym members Matt, who collapsed after a rowing session and was unresponsive.

Kade administered chest compressions and used the defibrillator.

Two minutes before the ambulance arrived and after his 20th compression, Matt regained consciousness.

Kade and his co-worker later expressed their gratitude at knowing what to do and how to use a defibrillator in an emergency.



This story highlights the importance of publicly-accessible defibrillators, which is what our ShockingAUS campaign is all about.



## Restocking Services

We know that there's more to WHS compliance than first aid kits, which is why we also check the following when we visit our customers:

- First aid signs
- First aider training
- First aid rooms and health centres
- First aid equipment, like defibrillators, eye wash and oxygen
- First aid information and procedures, including record keeping

In 2019, our team:



Served  
**6,985**  
customers



Replenished  
**20,721**  
first aid kits



Sold  
**209**  
defibrillators



Travelled approximately  
**300,000**  
kilometres



Braved severe weather conditions, including extreme heat, torrential rain and snow



## Far and wide

Our Field Sales and Service team work closely with customers across the state every day to help them meet their first aid requirements.



# events at work and in the community

## We are the most trusted provider of event health service in NSW.

Our experience and capability is unmatched. For over 135 years we've provided first aid and medical services at some of the most high profile events in the state.

We provide a range of medical services, facilities and personnel to manage any situation. These can include:

- **Harm minimisation and first aid**
- **Pre-hospital medical teams**
- **Advanced care medical centres**
- **Mass casualty and incident management**

Our volunteers – in their unmistakable green uniform – provide on-the-ground, immediate care to those in need.

### Capability

Our event teams consist of highly trained professionals, including:

- **Health Care Professionals (HCPs)**
- **Event Responders**
- **Bicycle Emergency Response Team (BERT)**
- **Command and Communication Support Services teams**

### Fleet

We have the largest non-emergency fleet in the state, which enables us to deliver more events simultaneously and significantly larger events than other event medical service providers.

Our fleet includes:

- **Mobile First Aid post vehicles**
- **Command and Communication vehicles**
- **4WD Stretcher vehicles**
- **Health Emergency Response 4WDs**
- **Patient Transport Buggies**
- **Bicycle Emergency Response Team (BERT) bicycles**





## Coverage

We are the largest and most comprehensive provider of first aid and medical services at events across the state, from local school fetes and regional agricultural shows to major sporting events and New Year's Eve celebrations.



## Equipment

Our medical equipment allows us to manage basic life threatening conditions through to advanced monitoring requirements, which can dramatically increase patient outcomes following serious medical incidents.

Additional equipment such as advanced cardiac monitoring, advanced airway management and pharmacology can be provided for our Paramedic level of coverage.



# Groovin the Moo

At Groovin the Moo, we deployed a Critical Care Team and more than 70 of our experienced volunteers to ensure the safety of festival goers.



## Capability

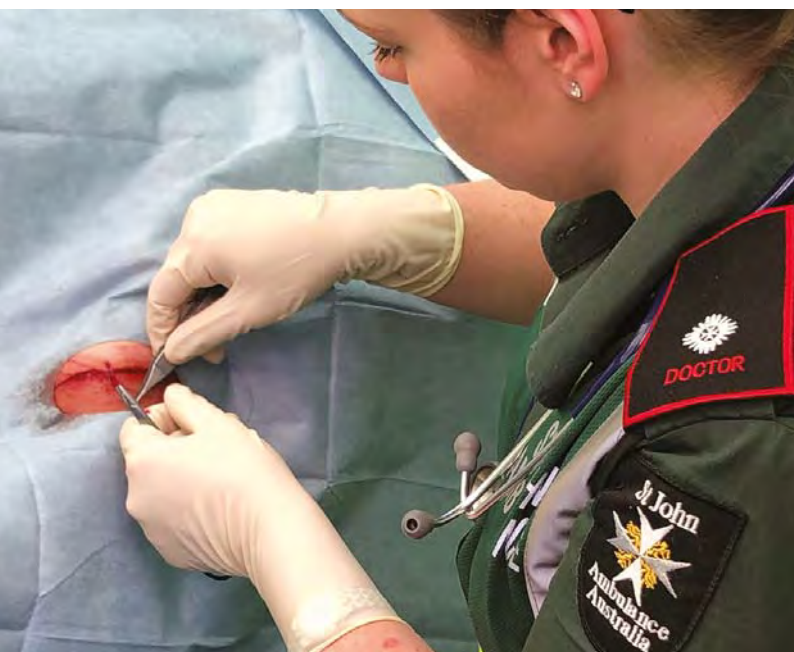
Our capability and coverage for the festival included:

- **Critical Care Team activated**
- **72 volunteers, including Command, Liaison, Communications, HCPs, Mental Health Team and Event Responders**
- **Advanced Care Medical Centre (ACMC) with: 20 sub-acute spaces, 9 acute beds with monitoring capabilities and 2 resuscitation bays**
- **2 full resuscitation bays, including ventilator, syringe driver and iStat (for analysing blood)**
- **2 satellite first aid posts**
- **2 Medicab Emergency Response Team (MERT) crews**
- **3 Bicycle Emergency Response Team (BERT) crews**

**CASE STUDY**

**Sydney Royal Easter Show**

In April 2019, during the hugely popular Sydney Royal Easter Show, over 400 of our volunteers treated 940 patients and helped organise 56 patient transports to hospital. Patient cases ranged from dehydration to blisters and severe anaphylaxis.



**CASE STUDY**

**North Star trail ride**

The North Star motorcycle trail ride was held in July 2019 in the small village of North Star. The event saw approximately 650 riders tackle a gruelling 80km track.

In order to ensure the safety of riders and spectators at the event, we provided:

- **Volunteers from Armidale, Tamworth, Coffs Harbour and Ryde Divisions (Commander, Medical Officer, Registered Paramedics, Registered Nurses, and Event Responders)**
- **Medical Centre at the base camp**
- **2 primary Response vehicles (each with a Registered Paramedic)**
- **1 vehicle crew at the half-way point**
- **Advanced Care Medical Centre (ACMC) and Medicab Emergency Response Team (MERT) capabilities**

Over the course of the event:

- **16 patients were treated by our volunteers**
- **4 patients were transported to hospital by NSW Ambulance / QLD Ambulance Services**
- **1 patient was transported by Westpac Helicopter Retrieval Team**



CASE STUDY

**Supercheap Auto Bathurst 1000**

Three First Aid Posts, an Advanced Care Medical Centre and two Medicab Emergency Response Teams were made available to thousands of sports fans during the Supercheap Auto Bathurst 1000 at Mount Panorama Motor Racing Circuit in October 2019.

During the four day event, our volunteers treated a total of 175 patients.

Our ability to provide advanced level care meant that the number of patient transports to hospital were significantly reduced.

There was also a cardiac arrest on day two of the event. Our First Responders were first to arrive on scene, followed by a NSW Ambulance single responder. Together the teams initiated resuscitation, after which the patient was transported to the Orange Base Hospital.





CASE STUDY

**Tamworth Country Music Festival**

Thirty of our volunteers provided first aid support during the 2019 Tamworth Country Music Festival.

The heat was the biggest challenge and main culprit for most patient presentations.

A total of 98 patients were attended to, with 7 patients transported to hospital by NSW Ambulance.

One patient – an 80-year old male – experienced a heart attack but because advanced care was available and provided immediately, there was a good outcome.

CASE STUDY

**Royal Flying Doctors Louth Wellbeing Weekend**

Volunteers from our Broken Hill Division provided first aid services to residents of the north-west during a weekend of wellbeing at Rose Isle Station near Louth in May last year.

The wellness weekend is an initiative of the Royal Flying Doctor Service.



## CASE STUDIES

### Sydney Half Marathon

At the finish line of the Sydney Half Marathon in May 2019, runner Michael went into sudden cardiac arrest. In his early 20's, Michael was young and fit and had no history of heart problems.

Volunteers stationed at the finish were quick to respond. They commenced CPR, applied a defibrillator and managed to get a strong pulse returned.

Michael was transported to hospital, where he went on to make a full recovery.



### Sydney Running Festival

At the Sydney Running Festival in September 2019, just 300m short of the finish line, a 37-year old man collapsed from a sudden cardiac arrest.

Together with paramedics from NSW Ambulance, our volunteers managed to successfully resuscitate the patient after two defibrillator shocks.

Through the joint efforts of St John NSW, NSW Police and NSW Ambulance, the patient is still with us today.

## Brynn's story

Hi Emilla & Rhys.

I hope that Brynn is on his way to making a speedy and full recovery!

I've copied in Carmel McLean of St John on this email and Brent our VP who was in attendance on Sunday.

**We highly value Carmel and her team's service to first aid that they provide to our club and visiting opponents. We see it as critical to our club game day experience.**

**Whist we hope they aren't too busy each week, we are comforted by their presence and professionalism, and they'll appreciate your positive feedback!**

Thanks for your feedback, all the best to Brynn and please let us know when he has recovered fully! (hope he can be back for the finals!)

Regards

Adrian Timbs

President – AJFC – Abbotsford Juniors Football Club

Hi Adrian

On Sunday our son Brynn, who plays for Marrickville 15/3bs, was injured at Campbell Park.

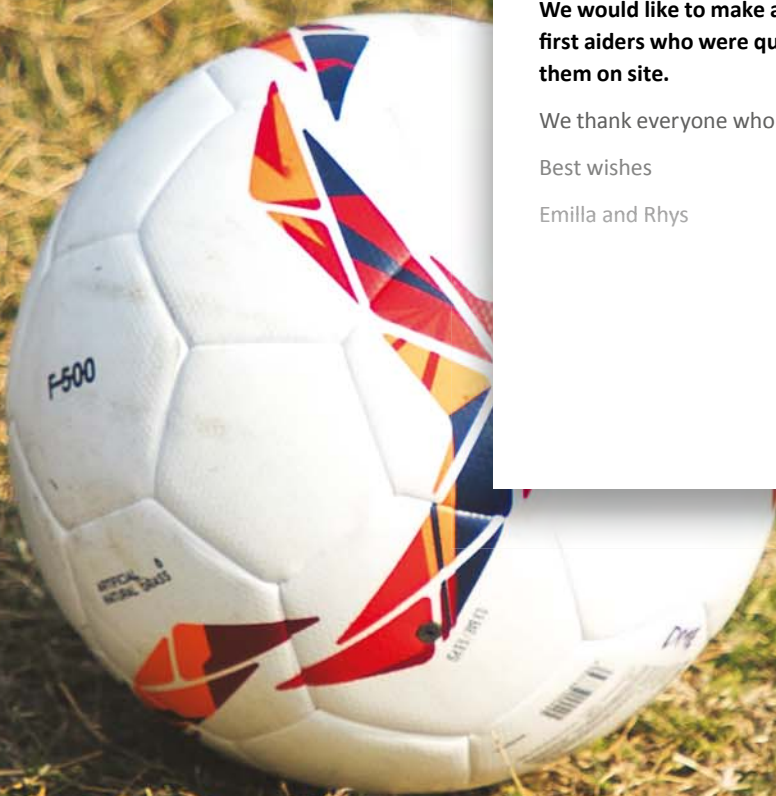
We wanted to give you an update on Brynn. He was taken by ambulance to Sydney Children's Hospital Randwick where he had a cast put on his right lower arm.

**We would like to make a special mention to your wonderful St. John Ambulance first aiders who were quick to attend to Brynn. It is a credit to your club in having them on site.**

We thank everyone who helped on the day, we really appreciate it!

Best wishes

Emilla and Rhys



**Our community programs aim to empower individuals to save lives and make our state safer. They are offered at no charge to community. 100% of every dollar donated and all available profits are used to fund community activities.**

### **Youth Programs**

We provide fun, safe and supportive opportunities for young people to develop their skills, engage in the provision of community first aid services, and earn proficiency badges and awards.

### **Ophthalmic Care**

We continue to support St John Eye Hospital in Jerusalem by paying the salary of an ophthalmic nurse who provides eye care to the community.

### **First Aid in Schools**

Our First Aid in Schools program equips children in primary school (7-12 years old) with vital lifesaving skills.

In 2019 we increased first aid awareness through information sessions and ran a number of CPR Challenges using gamified learning in Westfield shopping centres.

**“These events are a fantastic opportunity to show the community that children can learn first aid and make a difference, which is what our program is all about. We’re equipping and making the youth in our community resilient in the event of an emergency.”**

**Thomas Belcher**  
First Aid in Schools Manager





## State Emergency Response

Our volunteers are readily mobilised to respond in times of disasters.

As a participating organisation in the NSW healthplan (NSW Health's disaster management plan) we can be called upon to provide assistance to NSW Health and other emergency service agencies during events such as bushfires or extreme weather conditions.

Our service support in emergency management includes:

- **Supporting and providing response capabilities for the Ambulance Service of NSW.**
- **Mobilising our large contingent of volunteers trained in first aid to First Responder and Advanced Responder level as well as specialist teams trained in advanced casualty management in emergency situations.**

Our St John Incident Management Team (IMT) are responsible for providing the structure and process for command and communications during such activations.



# Bushfire support

## UPDATE

13 November 2019

Sarah Lance, CEO

The last 72 hours have seen constant changes in the fires burning across NSW. Catastrophic has been downgraded to extreme today and high for tomorrow, Thursday. The situation is dynamic and continues to evolve - as you can see, a rollercoaster.

**At the request of the RFS, NSW Health, NSW Ambulance, Police and the FSNSW, St John Ambulance is providing:**

- **Medical services** at Glen Innes and Yarrowitch base camps, four fire stations and three evacuation centres with the potential to increase the amount of evacuation centre support depending on demand from NSW Health;
- **Liaison at NSW Health and the RFS Operations Centres** and;
- **24 hour call service at the Police Information Centre.**

On Tuesday we had over 50 volunteers active across the state and over 100 members on standby, ready to be called. This was an outstanding commitment from every volunteer. The Commissioner and Board would like to thank every individual that has put their name forward - from standby to active, liaison to the IMT, communication, logistics, equipment checking, providing much needed supplies - every contribution no matter how large or small, makes a difference.

## UPDATE

27 September 2019

Gary Lai, Event Health Services Manager

**St John NSW has received a request for immediate deployment, to support the NSW RFS at Glen Innes.** In total, there is approximately 200 staff currently based in the Glen Innes area made up of different agencies.

St John NSW responders will be utilised at base camp for the attendance and treatment of firefighters and other staff presenting with mild injuries and illnesses. Coverage will be 7 days a week. The deployment is likely to continue for several weeks; consisting of ideally a maximum of 4 responders per day (2 on, 2 off to provide 24-hour coverage).

## UPDATE

27 November 2019

Sarah Lance, CEO

**Our volunteers have been actively involved since the end of September and have been deployed to Evacuation Centres, RFS Base Camps, RFS Staging Areas and the NSW Police's Public Information & Inquiry Centre (PIIC). We've also had liaisons situated in NSW Health and the RFS Emergency Operations Centres.**

Since the crisis first started, we've had:

- 160 members make themselves available for deployment;
- 25 members deployed (including 7 from VIC & 2 from QLD);
- Contributed approximately 15,000 hours;
- Treated 384 patients for various ailments; and
- Provided much needed advice to hundreds of callers via the PIIC.

While the severity of the crisis has decreased significantly from the peak, it is not over and there is always the possibility of a sudden and rapid flare-up. In line with the subdued conditions our deployment has also been scaled back. We continue to have a crew stationed at the Glen Innes RFS Base Camp providing first aid to the RFS personnel who continue to fight fires in that region. The latest advice is that this camp is likely to remain operational until at least the end of December and our involvement is required for this duration. All other deployments have been stood-down giving our members a much needed break.

Our Incident Management Team (IMT) will remain operational during this time and will continue to coordinate all activities connected with our Bushfire response.

**In the latter half of 2019, we were called upon by NSW Health, NSW RFS and NSW Police to provide assistance in response to a number of bushfires across the state.**

**UPDATE**  
**3 January 2020**

**Sarah Lance, CEO**

NSW Government has again declared a State of Emergency from today, 3 January for a 7 day period.

I know we are all incredibly aware of the devastation that is happening across our state. We have over 250 members whose homes are at risk or have been told that their homes are not defensible. We have many more who are worried about friends and families within our southern hubs. Yet they and members across the state continue to volunteer and support others in their community.

We are at evacuation centres in:

1. Sanctuary Point
2. Ulladulla
3. Batemans Bay
4. Moruya
5. Narooma
6. Bega
7. Tuross Head
8. Wagga Wagga

We have 2 to 8 members at each centre dependent on the size and hours of coverage – current evacuation centres range from 50 to 4,000 individuals with 12 to 24hr coverage.

We have been requested to standby at Cooma, Mittagong, Penrith and Gosford for tomorrow.

The PIIC has been reactivated and our peer support and chaplaincy are on the RFS help lines.

**UPDATE**  
**9 December 2019**

**Sarah Lance, CEO**

We currently have members providing First Aid at an Evacuation Centre set-up in Ulladulla over the weekend. We hope this centre will close this evening as the threat to homes reduces.

The Gosford and Central Coast evacuation centres closed over the weekend and our deployment at the Glen Innes RFS Base Camp has also concluded as Firefighters are redeployed to other areas. This ends one of our longest deployments at a base camp - over 10 weeks of supporting fire fighter and other emergency service personnel.

NSW Health will be activating their State Health Emergency Operations Centre (SHEOC) and have requested us to provide a liaison for this.

**UPDATE**  
**19 December 2019**

**Sarah Lance, CEO**

Today's adverse weather conditions has resulted in a worsening of the fires and as a consequence NSW Health has activated the NSW HEALTHPLAN (NSW Health's disaster management plan).

St John NSW is named as a supporting agency in the HEALTHPLAN and as such we can be called upon to provide assistance to NSW Health and other emergency service agencies. Our Incident Management Team (IMT) is now operational.

We have been asked to provide assistance at 3 evacuation centres and this could increase at short notice:

- Ulladulla
- Picton
- Sanctuary Point (Nowra)

## Norfolk Island

**Our volunteer team on Norfolk Island consists of 15 members who are responsible for providing 24-hour medical support to the community.**

Last year the team attended 94 call outs to a range of casualties including paediatric spinal trauma, motor vehicle accidents and cardiac arrests. They were responsible for managing the medical evacuation of 65 seriously ill or injured patients – at any hour of the day or night. Their work can also include assisting with maritime evacuations from Cruise Ships and other commercial and private vessels, attending to patients who may require medical assistance prior to transfer.

The team also run first aid courses to the community and provide lifesaving equipment including 16 publicly-accessible defibrillators across the island.

St John volunteers are present at all community functions including local sporting events, school carnivals, major public gatherings and events such as the Country Music Festival.

They work closely with the Norfolk Island Regional Council, Norfolk Island Health and Residential Aged Care Service and Emergency Management Norfolk Island to provide around 18,000 hours of on-call time each year.



**“In a small community like Norfolk Island, having more residents trained in first aid can mean the difference between life and death.”**

**James Garden**  
Norfolk Island Administrative Coordinator



# First Aid Awareness

We regularly attend public events to provide free CPR/first aid demonstrations and create opportunities for people to ask questions and test their skills.



## How to use a defibrillator

While there are a number of different defibrillator models, they all work in essentially the same way. You don't need training to use one. The machine gives clear spoken instructions – all you have to do is follow them.

1. Call Triple Zero (000) immediately
2. Turn the defibrillator on and listen to the instructions
3. Attach pads to the patient's skin
4. Stand clear while the defibrillator analyses the heart rhythm
5. The defibrillator will automatically shock the patient if required, or instruct you to press a shock button
6. The defibrillator will advise if you should start CPR (cardiopulmonary resuscitation)
7. Continue with CPR until medical help arrives or the patient shows signs of life



## How to manage a crush injury

A crush injury results when something large and heavy strikes or falls on a person. If the patient is trapped for any length of time, there is the risk of complications such as extensive tissue damage and shock, as well as the release of toxic substances into the circulation.

### To manage a crush injury:

1. Follow DRSABCD.
2. Call triple zero (000) for an ambulance
3. Ensure your own safety
4. If you witness the injury and it has been less than 60 minutes remove the object as soon as possible. If the object has been left on for more than 60 minutes do not remove it and wait for an Ambulance
5. Control bleeding
6. Manage other injuries
7. Comfort and reassure the patient

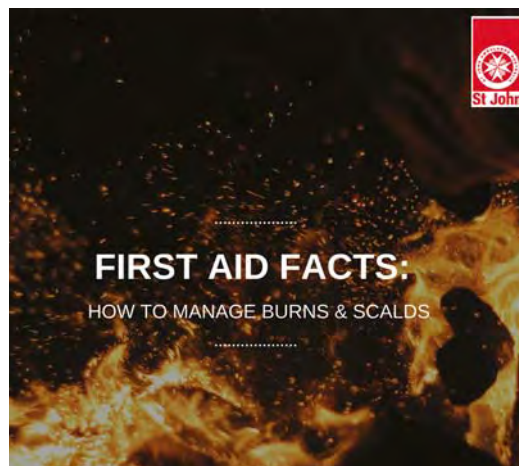
We also share first aid tips via social media to educate and increase awareness online.

**#FirstAidFactFriday**



## How to manage a puncture wound

1. Control bleeding – apply direct pressure around the wound
2. Keep wound as clean as possible
3. Cut away or remove clothing covering the wound
4. If wound is not bleeding, carefully clean around the wound
5. **Do not** try to pick out foreign material embedded in the wound. Also check for an exit wound from a puncture wound
6. Apply a sterile or clean dressing
7. Rests the injured part in a comfortable position
8. Seek medical aid – consider calling triple zero (000) for an ambulance



## How to manage a burn

### If the patient's clothing is on fire:

1. Stop the patient from moving around
2. Drop the patient to the ground and cover or wrap them in a blanket or similar, if available
3. Roll the patient along the ground until the flames are extinguished
4. Manage the burn

### For all other burns:

1. Follow DRSABCD
2. If the burn is severe or if it involves the airway, call triple zero (000) for an ambulance
3. As soon as possible, hold the burnt area under cool running water for 20 minutes
4. Remove any clothing and jewellery from the burnt area, unless they are stuck to the burn
5. Cover the burn with a light, loose nonstick dressing, preferably clean, dry, non-fluffy material (eg plastic cling film)
6. Continue to check the patient for shock, and treat if necessary

### **Do not apply lotions, ointments, factor ice to a burn.**

If the burn is larger than a 20 cent piece, or deep, seek medical aid.

## In the media



**In 2019, we were able to reach more than 2.4 million households with our first aid messages.**

Highlights included segments on Sunrise and Studio 10 where we talked about the importance of defibrillators, CPR and the role our volunteers play right across the state.







## bstreetsmart

**Three days. 23,000 students.  
Eight guest speakers.  
18 interactive stalls.  
Three devastating crash scenarios.**

At bstreetsmart – one of Australia’s largest road safety education events organised by the Trauma Service at Westmead Hospital – our event volunteers provided first aid to a multitude of students and our community engagement volunteers trained over 1,000 kids and Emergency Services colleagues in CPR.

Our interactive stand drew lots of attention and saw thousands of students participating in our CPR Challenge.



# ShockingAUS

**In February 2019, we continued with our ShockingAUS campaign to raise awareness about the importance of CPR and defibrillators in the event of a sudden cardiac arrest.**

On Valentine's Day we asked people to show some real heart by joining our ShockingAUS public activation event in Martin Place, Sydney.

The response was amazing. Hundreds of people visited us in Martin Place and took part in our CPR Challenge: families, university students, office workers, tourists and the NSW police force.

We even had a number of our state politicians get on their knees to deliver chest compressions, including the honourable Brad Hazzard MP (Minister for Health), Natasha Maclaren-Jones (Government Whip in the Legislative Council) and Greg Alpin MP.





## Defibrillator Donations

We opened up a competition to community or sporting groups, charities or not-for-profits to win one of two defibrillators. We had an overwhelming response, but after careful consideration, narrowed it down to Tottenham Welfare Council Inc. and Bidgee Boxing Gym:

- **Tottenham Welfare Council Inc.** are a small, community based, not-for-profit in a remote location. Their town has no full-time doctor within 100 km.
- **Bidgee Boxing Gym** is the brainchild of a local Indigenous man keeping young kids off the streets. The gym is run by volunteers, operating with second hand equipment and some local business support. It has become a hub for Indigenous and non-Indigenous kids to gather for fun and fitness.



## Vote with your Heart

Members of the public voted for one of two regional towns to receive a defibrillator installed in a publicly accessible location supported by some eye-catching local art work.

Hillston - a small, remote community in far western NSW severely impacted by drought with mental health issues on the rise - received the majority of the votes!

## First On Scene

Our First on Scene campaign highlights the importance of being able to perform basic, yet vital first aid that could save the life at the scene of an accident.

### Sobering stats

- 57% of deaths in car crashes happen within the first 5-7 minutes.
- It can take up to 15 minutes for an ambulance to arrive at the scene of a motor vehicle crash.

## Volunteer's story

Volunteers Leo, Chris and Jo-Anne were returning to their accommodation after setting up for the Bathurst 1000 races when they came across a car stopped in the middle of an intersection on a major road.

As they approached the driver they realised he was having a seizure. Together the team managed the scene, assisting NSW Police to block the road, assessed the patient and provided treatment until NSW Ambulance arrived.

Days later Leo, Chris and another volunteer, Victor, were heading home after Bathurst 1000 had wrapped up when they came across another man having a seizure. The team immediately requested NSW Ambulance to attend, put the vehicle in park and removed the key from the ignition.

When NSW Ambulance arrived, the teams worked together to remove the unconscious man from the vehicle onto a stretcher.

These stories really demonstrate the importance of our role in communities and the importance of being prepared to provide first aid when first on scene.

## Em and Tamara's story

This is a story about three amazing young women – one trapped in her car after a devastating crash, and two of our volunteers who were first on scene.

Volunteers Em Worthington and Tamara Hilton were on the scene within moments having just driven past the car before it collided with a tree.

**“I saw the gumtree leaves shake in my mirror and I thought, ‘we need to turn around’”**

Recognising the driver's airway was compromised, Em provided first aid to the injured woman, clearing and supporting her airway, tending to her catastrophic bleeding head wound and stabilising her condition while Tamara called triple zero.

**“It was a challenging environment as the car was crushed, the ignition was stuck in the on position and the car was leaking fuel but we were lucky enough to have the lifesaving skills taught to us by St John and a first aid kit in our car.”**



# Fundraising

Our fundraising program is about supporting community initiatives that enable us to achieve our mission, namely saving lives through first aid.

We receive donations and bequests from individuals and their families, and funding from a number of organisations, for which we are incredibly thankful.

Our commercial activities cover our administrative costs, which means that every dollar donated to us directly supports our free community programs.

## Appeals

In 2019 we ran two fundraising campaigns:

**Tax Appeal from May-June 2019, with a focus on raising funds for emergency equipment for St John volunteers.**

**Christmas Heroes Appeal from November-December 2019, with a focus on raising funds for the First Aid in Schools program and emergency equipment for St John volunteers.**

## Grants

Thank you the following organisations, who provided a range of grants in 2019:

- **Central Coast Council (Wyong): Community Support Grants**
- **ClubsNSW: Kiama Leagues Club; Glebe Tattersalls Club; Bathurst RSL - Panthers Bathurst; Bankstown Sports Club; Penrith RSL; Central Coast League Club; Dubbo RSL; and Ryde Ex Services Memorial & Community Club**
- **Penrith City Council: Community Assistance Program**
- **Liverpool City Council: Community Grants**
- **MidCoast Council: Donation Program**
- **Central Coast Council (Wyong) Community Support Grants**
- **Office of Emergency Management: EVSS**
- **Aurizon: Community Giving Fund**
- **Office of Responsible Gambling**

## Did you know?

It costs \$6,220 to equip each of our volunteers

Here's how we invest it:

**Radio (\$1,060), which allows each volunteer to stay in touch with our command centre, for quick and effective emergency response.**

**Oxygen response (\$1,925) that provides oxygen to someone when they're struggling to breathe or their airway is blocked, preventing their brain from shutting down.**

**Uniform (\$195) to help each volunteer stand out and be easily recognised, especially from a distance by someone who needs help.**

**First Aid Kit (\$400) contains essentials a volunteer needs to treat everything from cuts and sprains to serious injuries.**

**Defibrillator (\$2,400) for improving survival rates in the event of a sudden cardiac arrest.**



CASE STUDY

**Volunteer Recruitment Project**

The Volunteer Recruitment Project was made possible with a \$60,200 grant from the Office of Emergency Management – Emergency Volunteer Support Scheme (EVSS). The purpose of the scheme is to enhance the recruitment, retention and capability of emergency management volunteer agencies like St John NSW.

The benefits of this project to the community and emergency volunteers includes the fact that 320 new volunteers joined St John NSW between the launch of the targeted social media campaign (14 September 2019) and the end of the project (31 October 2019). This means 320 more people across the state are equipped with the skills, knowledge and confidence to provide first aid in emergency situations.



**BE THE DIFFERENCE**

**BECOME A VOLUNTEER WITH ST JOHN AMBULANCE.**



**DISCOVER VOLUNTEER OPPORTUNITIES**

**DISCOVER VOLUNTEER OPPORTUNITIES**

- Provide first aid at events, from behind-the-scenes
- Empower people to feel confident
- Support our teams behind-the-scenes

**BE THE DIFFERENCE** BECOME A VOLUNTEER WITH ST JOHN AMBULANCE.

Call 1300 ST JOHN  
Or visit [stjohnsw.com.au](http://stjohnsw.com.au)

# outcomes – 2019 snapshot



**\$9.8M**

People in homes, workplaces and communities across NSW were prepared for emergencies and kept safe through the sale of over \$9.8 million of first aid related products and equipment in 2019.

## Numbers that Matter



Total number of volunteers

**2,452**



Total number of events and emergencies attended

**5,044**



Total number of staff

**210**



Total of number patients treated

**14,596**



Total number of Cadets and Juniors

**916**





Total number of duty hours

**273,828**



Total number of first aid certificates issued to students

**56,731**



Total number of trainers

**50**



Total number of First Aid in Schools students trained

**11,239**



Total number of community members engaged in First Aid Force

**4,070**

# how we're changing

In 2019 we built our capacity for growth, laying the foundation for 2020 and beyond as thought leaders and market leaders.



The St John (NSW) brand is vibrant and growing. We attract and retain a diverse and highly skilled volunteer and staff workforce. Over 70% of our volunteers are under 30. Becoming a St John volunteer is seen as an exciting, career enhancing commitment.

2019 has shown how St John (NSW) can make a real and meaningful difference in our local communities. In times of adversity, St John (NSW) with its iconic green uniforms is seen as a symbol of security.

2020 will see St John (NSW) build on its platform of leadership and respect in its community. Our focus remains on being crisis ready and helping to build community resilience through:

- **Equipping critical care teams at major events and music festivals**
- **Expanding on our workplace paramedic and medical services**
- **Supporting communities hit by natural disasters**
- **Building a toolkit for life through our youth and school programs**
- **Working side by side with other emergency service organisations**

**“I would like to commend St John Ambulance Australia (NSW) for its over 135 year effort in delivering accessible community medical services, and for its service as the community medical partner for NSW Health and NSW Ambulance during the 2020 bushfire season.”**

**The Hon. Brad Hazzard MP**  
Minister for Health & Medical Research

# our 2018-2020 strategy

Our strategy reflects our mission.

Our strategic goals and initiatives direct our efforts and hold us accountable to what we set out to achieve.



2019 was about building our capacity for growth.

We ensured we had a solid foundation of core business and community programs. Through our community, commercial, emergency service and government relations we built our platform of trust and respect.

2019 saw changes to our volunteer organisational structure to support regional hubs and a one organisation approach to deliver on our strategies. A range of options for volunteers to engage with St John (NSW) across clinical and non-clinical, commercial and community activities were introduced. This structure increased our readiness and ability to respond in an emergency no matter where or when.

St John (NSW) developed a health and safety environment to ensure its youth were supported at every turn but also made sure that they had a strong and vibrant voice in their own future. Leadership programs with one on one coaching were run at every level of the organisation, giving a consistency of message, values and behaviours across the organisation. It identified and developed both our current and future leaders. This leadership was put to the test during the 2019 fires and St John (NSW) proved that those countless hours of training made the difference.

2020 will see the diversification of our offering at a commercial and a community level. St John (NSW) will focus on where it can make the most impact in building resilient individuals, workplaces and communities through first aid.

**Our 2018-2020 Strategy is focussed around the four pillars of Engage, Enable, Reimagine and Future Proof.**

**Engage**

We are thought leaders and influencers. We build strong partnerships and develop key relationships. We create opportunities.

**Enable**

We have a common vision that drives us and shared values and behaviours that support us. We have all the tools we need to succeed. We are agile.

**Reimagine**

We understand who we are and the impact of the work that we do. We view the world through our customer and communities eyes. We are innovative.

**Future Proof**

We are the custodians of St John (NSW). We have the responsibility to ensure its sustainability. We are relevant.



# our people

## Our Board



**Sean McGuinness**  
Chair



**Scott McDonald**  
Deputy Chair



**A/Prof Jason Bendall**  
Commissioner and Director



**Coretta Bessi**  
Director



**Sue Campbell-Lloyd AM**  
Director



**Ajoy Ghosh**  
Director  
Retired as of April 2020



**Joanne Muller**  
Director

## Our Executive Team



**Sarah Lance**  
Chief Executive Officer



**Damien Spence**  
Chief Financial Officer



**Trude Salat**  
Deputy Commissioner  
Volunteering



**Vanessa Lorford-Mills**  
General Manager of People,  
Performance and Culture



**Fiona Ellis**  
General Manager of Sales,  
Marketing and Service



**Ilan Lowbeer**  
Deputy Commissioner  
Advisory



**Martin Thomas**  
General Manager of Training



**Andrew Sitaramayya**  
General Manager Events &  
Community Health Services



**Andrew Stevens**  
Deputy Commissioner  
Youth

# our heart and soul

REGISTERED  
NURSE

St John





## Our Volunteers



Number of volunteers

**2,452**

## Our Staff



Number of staff

**210**



Total of duty hours

**273,828**

**“Our achievements are a credit to our people who consistently give it their all. Each and every one of you contribute to the success of this organisation and every day I am thankful for the passion and dedication you all show.”**

**A/Prof Jason Bendall**

Commissioner of St John Ambulance  
Australia (NSW)





performance



## Our Values

Our values define who we are and guide our actions and behaviour. They influence the way we work with each other, our customers and communities.

Our values are:

### Respect

We are ambassadors for St John (NSW). We are respected for the work that we do and the way that we do it. We recognise our strength comes from our diversity. We have the courage to be authentic and true.

### Integrity

We do the right thing. We are honest and trustworthy. We are accountable for our actions and take ownership of our shared goals. We are there when you need us. You can depend on us.

### Leadership

We are the custodians of our future. We enable our teams to grow and succeed. We lead by example and learn from our mistakes. Our passion and commitment engage and inspire.

### Communication

We are sincere in our voice and actions. We share ideas and listen to each other, our customers and community. We are open and transparent in all that we do.

### Collaboration

We work best when we work together. We care for our colleagues and our community. We take initiative, generate new ideas and embrace change. We share success. Together we make a difference.



## Organisational Governance

Our organisation is committed to the principles and practice of good governance.

Our Board sets the strategic direction of the organisation. It is future focussed, looking at emerging issues and trends that will affect our long term success and reputation.

Our Board comprises seven highly qualified individuals. Mr Sean McGuinness served as the Chair of our Board and a member of the St John Australia National Board throughout the year.

In 2019, our Board was supported by the following committees:

- **People and Governance Committee**
- **Audit Risk and Investment Committee**
- **Honours and Awards Committee**

Our State Council works closely with our Board as a feedback mechanism on whole of organisation initiatives. The State Council is representative of the members of St John NSW ranging from Members of the Order, Youth, Metro and Regional.

## Clinical Governance

Clinical governance is ‘the framework through which health organisations are accountable for continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which excellence in clinical care will flourish.’<sup>1</sup>

We are governed by a number of clinical governance processes, including:

- **The National Medical Advisory Panel (MAP),**
- **St John NSW Clinical Governance Committee**
- **The Clinical Advisory Group.**

<sup>1</sup>NSW Health definition.

All St John (NSW) personnel operate under St John Australia’s National Clinical Practice Guidelines which ensures that each patient receives the highest level of care to achieve the best possible medical outcome.

Our National Clinical Practice Guidelines are regularly audited and updated to ensure best practice and that we remain Australia’s leader in the field of pre-hospital care.

## Training Governance

St John Australia is a Recognised Training Organisation (RTO number: 88041) and issues nationally recognised qualifications and statements of attainment.

St John Australia’s medical and technical advisory committee’s authorise the content of courses, ensuring excellence in education outcomes using the latest teaching techniques and course content to meet both Australian and International standards.

Quality control processes cover all programs whether they are offered to the public, at client premises, online or customised to meet the needs of specific workplaces, groups or communities.

St John Australia also offers specialised certified programs to meet specific workplace and community needs.

# financial position

## Financial Overview

As a Profit for Purpose charitable organisation, the continued financial success of our commercial services – including first aid training and products - are vital. The surplus generated by these operations help to fund our community programs.

We are pleased to report that 2019 was a successful year for these activities with growth achieved across all a service offerings against a challenging and competitive market. In 2019, St John (NSW) recorded a net surplus of \$306,123, which compares favourably to the 2018 net surplus of \$222,570.

During the year we continued to invest in our community programs providing funding of \$3,214,943 to support community event services, the First Aid in Schools program, youth development and leadership programs and a number of other local and international programs as part of the wider international St John Ambulance network.

In 2019 we continued to invest in developing our fundraising capability. Traditionally, St John (NSW) has funded our community programs from the income generated from our first aid sales, service and training operations. As a self-funded charitable organisation, we see in the future fundraising to be an important avenue to help us grow the work we do in communities' right across the state. We will continue to invest in developing and expanding our capabilities in this area in 2020.

We made capital investments in excess of \$700,000 in infrastructure supporting our community programs, in the development of a state of the art First Aid training facility at Burwood and in information technology systems and infrastructure.

During the financial year, St John (NSW) realised positive returns on our portfolio of investments in the form of dividend and interest income totalling \$1,125,000. Our diversified investment portfolio performed well in a volatile year for both local and international markets.

At 31 December 2019, investments in the portfolio were re-valued resulting in an unrealised gain in the value of the investment portfolio of \$1,478,000 being recognised in other comprehensive income.

To all of our customers and stakeholders, we thank you for your continued support of St John Ambulance Australia (NSW) in 2019.

To our volunteers who give up your time to save lives, we are incredibly proud of the work that you do supporting communities right across New South Wales, thank you for your passion, service and commitment.

To our donors and supporters, we are honoured by your generosity. Your donations, grants and bequests directly support our community programs and volunteers, saving lives in communities across the state.

To our staff, thank you for your dedication to your work and to the communities served by St John (NSW).

A full copy of our financial statement is available at [www.acnc.gov.au](http://www.acnc.gov.au).

# Statement of financial position as at 31 December 2019

	2019 \$'000	2018 \$'000
<b>Assets</b>		
<b>Current Assets</b>		
Cash And Cash Equivalents	2,930	4,833
Trade And Other Receivables	1,294	1,390
Inventories	771	571
Other Assets	613	980
<b>Total Current Assets</b>	<b>5,608</b>	<b>7,774</b>
<b>Non-Current Assets</b>		
Financial Assets	22,207	18,974
Property, Plant And Equipment	2,080	1,854
Intangible Assets	222	308
Right-of-use assets	4,243	-
Other Assets	215	277
<b>Total Non-Current Assets</b>	<b>28,967</b>	<b>21,413</b>
<b>Total Assets</b>	<b>34,575</b>	<b>29,187</b>
<b>Liabilities</b>		
<b>Current Liabilities</b>		
Trade And Other Payables	1,245	2,399
Borrowings	-	21
Employee Entitlements	611	673
Provisions	105	135
Lease Liabilities	1,090	-
Other Liabilities	618	425
<b>Total Current Liabilities</b>	<b>3,669</b>	<b>3,653</b>
<b>Non-Current Liabilities</b>		
Employee Entitlements	228	174
Borrowings	-	84
Lease Liabilities	3,556	-
Other Liabilities	10	10
<b>Total Non-Current Liabilities</b>	<b>3,794</b>	<b>268</b>
<b>Total Liabilities</b>	<b>7,463</b>	<b>3,921</b>
<b>Net Assets</b>	<b>27,112</b>	<b>25,266</b>
<b>Equity</b>		
Accumulated funds	26,169	25,801
Reserves	943	(535)
<b>Total Equity</b>	<b>27,112</b>	<b>25,266</b>

## Statement of profit or loss and other comprehensive income for the year ended 31 December 2019

	2019 \$'000	2018 \$'000
<b>Revenue</b>		
Product sales revenue	9,866	9,650
Training course fees revenue	8,558	8,248
Event fees revenue	2,307	2,465
Donations and grants	1,069	300
Other revenue	1,505	1,719
<b>Total revenue</b>	<b>23,305</b>	<b>22,382</b>
<b>Income</b>		
Other income	-	159
Gain on sale of property, plant & equipment	3	1
<b>Total other income</b>	<b>3</b>	<b>160</b>
<b>Expenses</b>		
Administration expenses	(1,785)	(2,026)
Contribution to St John Ambulance Australia (National Office)	(406)	(403)
Depreciation and amortisation	(2,065)	(687)
Distribution expenses	(4,742)	(4,987)
Employee expenses	(8,833)	(8,227)
Finance costs	(113)	(6)
Marketing expenses	(700)	(335)
Property expenditure	(878)	(2,256)
Training expenses	(674)	(583)
Transport expenses	(751)	(930)
Volunteer service expenses	(603)	(503)
Other expenses	(1,452)	(1,376)
<b>Total expenses</b>	<b>(23,002)</b>	<b>(22,319)</b>
<b>Surplus (deficit) before income tax</b>	<b>306</b>	<b>223</b>
Income tax	-	-
<b>Surplus (deficit) for the year</b>	<b>306</b>	<b>223</b>
<b>Other comprehensive income (deficit):</b>		
<i>Items that will not be reclassified to profit or loss:</i>		
Changes in the fair value of equity instruments	1,478	(825)
<b>Total comprehensive income (deficit) for the year</b>	<b>1,784</b>	<b>(602)</b>





# thank you

Thank you to all those amazing organisations and individuals who used our first aid services and bought our first aid products in 2019, including:

## Corporate

Ageing, Disability and Services  
Aldi Stores  
ALH Group  
Aruma  
ARTC – Wagga Wagga  
Aurizon Operations  
Ausgrid  
Australian Border Force  
Boral  
Bourke Shire Council  
Caravan and Camping Industry Association  
Catholic Education Office Bathurst  
Catholic Metropolitan Cemeteries Trust  
Centennial Coal Group  
Citibank  
Coca Cola Amatil  
Coles Group  
Costco Wholesale Group  
CSIRO  
CSR  
Department of Defence  
Department of Environment and Heritage  
Department of Family and Community Services  
Department of Finance, Services & Innovation  
Department of Planning & Environment  
Dexus  
Dressed for Success  
Employers Mutual Management  
George Weston Foods  
Georgiou Group Pty Ltd  
Goulburn Mulwaree Council  
HealthShare NSW  
Lake Macquarie Council  
Legal Aid NSW  
Life without Barriers  
Liverpool City Council  
Marist 180 (Marist Youth Care)  
MotorOne  
MIRVAC  
Nestle Purina Petcare  
Northcott Disability Services  
NSW Police Force  
NSW Rural Fire Brigade  
Office Brands  
Optus  
Port Stephens Council  
Prysmian Australia  
Richard Crookes Construction  
Roads and Maritime Services  
SELC Australia  
Serco Asia Pacific  
SG Fleet Australia  
Sodexo Australia  
South 32 (Appin West Mine)  
State Emergency Services (SES)  
Sydney Catholic Schools  
Sydney Olympic Park Authority/Quay Centre  
Sydney Water  
TAFE NSW  
Target  
Transport for NSW  
Volunteer Rescue Association  
WESTRAC  
Woolworths

## Community

Auburn SES  
Berowra Waters RFS  
Blacktown City Council  
Cabra-Vale Diggers  
Canterbury-Hurlstone Park RSL  
Cadia Valley Operations – Newcrest Mining Limited  
Cassons  
Central Coast Junior Motorcycle Club  
Champion Systems  
Dooleys Club  
Eurobodalla Shire  
Flashback Repairs of Forster  
Frank Dutton Mechanical Repairs  
FIXX Events and Marketing  
Hornsby Shire Council  
Hornsby/Ku-ring-gai RFS District  
Hunters Hill Food & Wine Festival  
J&S Engineering  
Kiama Caltex (Manning Street)  
Kiama SES  
Liverpool City Council  
Manning River Agricultural & Horticultural Society  
Taree Inc.  
Muirfield High School  
Molong Central School  
Monaro Air Rifle Club  
Mosman Council  
National Storage (Rutherford)  
North Shore Coaching College Chatswood  
North Sydney Council  
Northern Beaches PCYC  
NSW Teachers Federation  
Storage King Chatswood  
Southern Cross University  
The Lions Club of Sydney Chinese Inc.  
Transurban Community Grants  
Trek Bicycles  
Vella Brothers Smash Repairs  
Willoughby City Council  
Wyong Community Bank Branch of Bendigo Bank

**Together, you've helped us make a difference in communities across NSW.**



Divisional Superintendent

ST JOHN  
AMBULANCE



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