



St John

St John
Ambulance
Queensland
Annual Report



2020
2021



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Message from the Governor



Seven years ago, I was invested as a Knight of Grace of the Most Venerable Order of the Hospital of St John of Jerusalem and was appointed Deputy Prior of the Order of St John in Australia.

In those seven years, these roles have enabled me to observe, first-hand, the exceptional contribution of those who serve Queensland as volunteers with St John Ambulance.

St John Ambulance has served Australians for almost 140 years but few events in that time could have prepared the organisation for the experience of the COVID-19 pandemic.

The response of St John Ambulance has been exemplary, recognising early in the pandemic that one of the greatest challenges would be to help the community to remain resilient, sustain a sense of wellbeing, and deal with the loneliness of enforced isolation.

It has done this by making countless 'friendship calls', accompanying clients on shopping trips

and medical visits, and assisting Meals on Wheels with meal delivery. These services, combined with mental health training for volunteers, have enabled the vulnerable to remain in their own homes.

In the past year, the organisation has also taken significant steps to address the disturbing statistic that 90 per cent of the 30,000 sudden cardiac arrests recorded in Australia each year result in death. Defibrillators have therefore been donated to five not-for-profit sporting organisations, and more are planned.

I congratulate St John Ambulance on this initiative and on the response to the pandemic, and on behalf of all Queenslanders, thank them for their continued service.

**His Excellency the Honourable
Paul de Jersey AC CVO**

Governor of Queensland

Message from the Chair of the Board



It is my privilege to present our Annual Report. In reflecting on the financial year, and with so many staff and volunteers working under difficult circumstances in support of our community, you all have much to be proud of. Even as we account to you in this Annual Report, I honour and thank you for your service, for the sacrifices that you make every day, for your commitment to others and for your humanity.

When I became Board Chair, some 18 months ago, I spoke of: the Most Venerable Order being always at the core of what we do and who we are; a steady and sustainable re-build of what is vital, especially re-establishment of the volunteer uniformed branch, now called Health and Medical Services; the sensible use of our surplus and building partnerships to sustainably

serve our community, by building capacity, resilience, and wellbeing.

We also sought to listen and act where we can, we do this together and our focus is and will always be humanitarian service, doing 'what we can' with 'what we have' in a sustainable way.

With all of this in mind, the Board and management team energetically entered the 2020/2021 financial year with a strong commitment to transforming our organisation, service renewal and accountability and cultural, financial and business reform. With the mighty support of staff and volunteers, we continued to achieve a number of successes in line with our aim of setting the conditions for a relevant and sustainable future supporting the purposes of St John Ambulance Queensland.

What we report here celebrates the tireless and selfless work done by St John Ambulance in Queensland to help the vulnerable and the sick. Although we still face the uncertainties of COVID-19 together, it is heartening to hear of how, one team, be it staff, volunteers and members, have been at the forefront of caring for and supporting the Queensland community. This includes community care, first aid training,

equipping people with supplies, community visits, and caring for the isolated, just to name a few.

Although there have been incalculable challenges we did not allow anything to distract us or stop us doing vital humanitarian work.

It remains both an honour and privilege to serve as the Chair of the Board of Directors of St John Ambulance Queensland. Given the range of initiatives and developments that we currently have underway, we invite others to join us on the journey in the service of humanity.

I look forward to reporting on our successes and achievements in my next report.

Thank you.

Kind regards & blessings

Reverend Dr Peter Devenish-Mearns OStJ
Board Chair

Message from the CEO

As we continue to be challenged by COVID, I'm extremely proud of all Team St John for their resilience and continued commitment. Your desire to go above and beyond, approach all endeavours in a positive spirit and your willingness to work together to ensure high quality support and service outcomes is recognised and greatly appreciated.

Building on our strong foundation, I remain extremely optimistic in the face of the many and varied challenges the future may hold. We have the strength and capabilities, built over our 138 year history, to restore our leadership as a humanitarian organisation, providing support to the marginalised and disadvantaged, and engaging with rural, remote, isolated, and indigenous people and communities.

Over the year we have continued to consolidate our position, focusing on being operationally efficient and effective, with a focus on costs, and ensuring we have the capability and capacity for growth. With an improved emphasis on the customer, a clear understanding of our strengths, the environment, future opportunities, and a desire to continually improve, we emerge a better company, innovative, balanced and prepared for further success in 2022.

This year has seen the development of a new strategic plan, focusing on the theme "With you for Life", serving the community through building capacity, resilience, and wellbeing. To achieve this, we have defined five strategic goals: Charity of Choice, Community Support and Partnerships, Client Solutions, People and Performance and Stewardship and Sustainability. These will drive our priorities and initiatives going forward over the next three years. Underpinning the strategic goals is Team St John.

At its core, Team St John is focused on the creation of one community, embracing our values, creating a resilient, agile, innovative and proactive organisation, where all are valued for the contribution each brings. A culture where we plan, think and act considering



the impact on the entire organisation not just individual departments. A culture where everyone is an ambassador for the Brand not just their part of the organisation. We are all members of St John first, regardless of where we serve in the organisation.

Working together through the adversity of this year, we have seen some great highlights. We have continued our training journey, expanding our courses to include short and qualification courses, and the option of alternate delivery modes. We have increased our product offerings, steadily growing this component of our business.

I thank everyone involved with the delivery of training and product. As a charity, our commercial enterprise provides the funding we need to deliver our humanitarian and community support programs. Without your efforts we could not deliver on our humanitarian purpose.

Team St John Snapshot

In our Community's area we are making a real difference to people who are lonely, marginalised and disadvantaged. My thanks to everyone, who has been involved in the delivery and coordination of our community programs, your passion for our purpose inspires me.

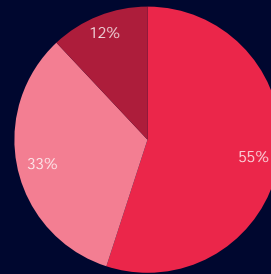
We have undertaken the steady rebuilding of the Heath and Medical Services, recognising the significant effort to support Queensland Health through activities such as the Pinkenba vaccination clinic. I thank all involved for their efforts.

We have commenced the transition of the Indigenous, Diabetes, Eyes and Screening service (IDEAS Van) to the St John Eye Van and the plans to create a new Ophthalmic Service Department. The Van is a mobile fully equipped ophthalmology and optometry treatment centre with state-of-the-art diagnostic equipment. This will enable us to deliver ophthalmic capability to rural, remote and isolated communities.

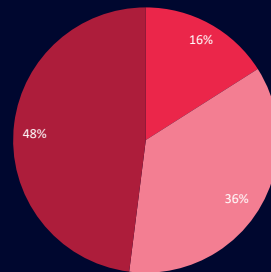
Our improved focus on customer service has included the launch of our new website, implemented new and improved processes in Finance, HR and Business Systems and the commencement of some significant projects to ensure our sustainable growth into the future.

To the executive and management teams, thank you for your leadership this year. Your determination, skills and experience add depth to our capability.

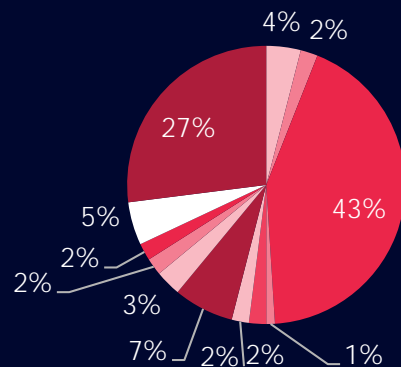
Finally, I would like to thank all our stakeholders, partners, and customers for your support. I look forward to 2022, with our new strategic plan and a transformation and growth agenda, that will allow us to further our Service to Humanity, in Queensland.



■ Full Time ■ Part Time ■ Casual



■ 18 - 30 ■ 31 - 50 ■ 51+



■ Bundaberg ■ Cairns ■ Geebung
 ■ Gold Coast ■ Mackay ■ Maryborough
 ■ Morningside ■ Rockhampton ■ Sunshine Coast
 ■ Toowoomba ■ Townsville ■ Yeerongpilly

147

Staff Members Across Queensland

80 / 67

Female / Male

1996

The Year Our Longest Serving Staff Member Started

Stephen Porter AO AM (MIL)

CEO

Message from the State Chaplain

We Chaplains celebrate and honour the focus, gifts, diversity and renewal of Team St John, as we unite in our service to humanity. We are especially thankful for the focus and dedication of our staff and volunteers who have innovatively delivered outcomes in community care, resilience building first aid and mental health training and prehospital first aid in these difficult times.

Under our new leadership, I believe our Commandery is going from strength to strength. The renewed focus on community, building capacity and resilience and improving the wellbeing of disadvantaged and vulnerable groups, respects the past, provides a singular focus for the future and emphasises our humanitarian ideals.

Humanity can simply be defined as the quality of being human. It is unique to our nature and this distinguishes us from other beings. Humanity means helping and caring for others.

Humanity is centered on forgetting your own interests when someone needs your assistance. St John has always been a leader in the service of our community. Throughout our history, we have consistently been where we have been needed and in this time of uncertainty and concern our efforts are greatly needed and appreciated.

For Team St John, these humanitarian activities are not undertaken for fame or for reward. To our staff and volunteers who go above and beyond to assist and support, it is part of our nature and our duty. When we perform such activities, we get inner peace and blessings from those whom we helped. Every religion teaches us humanity, love, and care.

And there is no religion above humanity. We offer our assistance irrespective of caste, creed, religion, and region. In short being human is our first identity. From those early days in Jerusalem when Br Gerrard and others cared for the sick of all Faiths, this principle continues to inspire our proud Order and our Team today. St John is about love for humans and charity in action, so that we can live by each other's happiness.

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

With my prayers and best wishes

Fr Harry Reuss OStJ CHOL
Queensland State Chaplain

Message from the Council of Members

It gives me much pleasure to report on the activities and progress made by the Council of Members and Working Group participants in advancing the engagement with the general membership of St John throughout Queensland. The Council is a subcommittee of the board and an advisory body, whose primary role is to assist the Board in the effective engagement and communication with the membership of St John Ambulance Queensland (SJAQ) and the Members of the Priory of the Order of St John Australia resident in Queensland.

The Council conducts quarterly meetings of Members, constituted as two formal business meetings of the Council and two fellowship and seminar events designed to engage Members in developing and sharing awareness of the programs and opportunities. A formal business meeting of Council members was held on the 07 October 2020, with a member networking function and annual awards event on 05 December 2020, coinciding with International Volunteer Day. This event was strongly supported by Members and Staff.

Whilst COVID-19 health directed restrictions have continued to affect the operations of the Council during 2020-2021. Members have found alternative ways of maintaining contact and participation in Council activities. The ongoing activities within Council are organised through standing Working Groups directed by and reporting back through the President.

The Priory Ceremonies and Function Working Group is chaired by Peter McMurtrie AO KStJ. Achievements during this reporting period were: the National Order Affairs conference 05 August 2020; the Annual Order of St John Investiture at Government House 30 October 2020; the Annual Priory Awards & Promotion Committee 10 February 2021; the SJAQ Service Commencement Church Service (Brisbane) 14 February 2021; the Annual Order of St John Investiture at Government House 16 April 2021 and the Annual St John Church Service 20 June 2021.

The Historical Society of Queensland Working Group is chaired by Robert De Vere OStJ. The purpose and objective of the Society is the preservation, research and recording of the history and work of SJAQ and The Order in Queensland. Achievements during this reporting period were: monthly meetings for a full day work session and ongoing discussions and cooperation with the Queensland Ambulance Service Museum (Wynnum) enabling the development of stronger relationships for the

mutual interest of both Societies. The unifying theme for these discussions is that pre-hospital emergency medical care has always been a joint mission between SJAQ, QAS and Queensland Railway (in some remote localities) and there is a strong historical link to preserve.

The Ophthalmic Working Group is chaired by Professor Graham Lee assisted by Sandra Moore MStJ. One of the significant initiatives was the agreement of the transition of the Indigenous Diabetes Eyes and Screening (IDEAS) Van Service to SJAQ. The operation of the Van provides SJAQ with a high-profile health service recognised eye screening service to rural, remote, isolated, and Indigenous communities. This service operationalises the ophthalmic component of the strategic plan and provides additional capability to SJAQ.

While there remained general support for the reintroduction of the 'Ophthalmic Week' in the SJAQ calendar, preparation for this year's activities needed to be postponed due to COVID-19. Prof Lee was invited by the national office to present at their 'Oh! For Ophthalmic in October' webinar on 8 October 2020. The 'Eyes of St John' online symposium held on 23 July 2020 via Zoom helped re-connect the St John family with each other and members of the public. The symposium raised awareness in the community of the vital volunteer work and projects in support of the of St John Eye Hospital in Jerusalem. The lessons learned from that symposium were developed into a second webinar 'Let's Talk About First Aid' (via Zoom) held on 22 October 2020.

The Council strongly recommends that SJAQ invest further in the utilisation of digital technologies to further facilitate member engagement and clinical training activity across the State. I wish to report that I have received Member feedback during this reporting period endorsing the current direction and leadership from the Chairman of the Board and the current CEO. Members are feeling encouraged. Finally, I wish to acknowledge my thanks and appreciation to Council Members, particularly the Chairs of the Working Groups.

Noel Gillard OAM CStJ

Council Executive Officer - Council of Members

The Living History of St John

St John Ambulance Australia serves in many clinical and practical roles. In addition to these, one of its cultural roles is the preservation and promotion of the history and heritage of prehospital care. The “Covid Year” of 2020-2021 has recalled the influenza pandemic year of 1919; and the role that many charitable and volunteer organisations played in the care of the community in that era. St John again is involved in community support in the current pandemic.

One milestone of the current year has been the completion of the commissioned History of the St John Ophthalmic Hospital in Jerusalem. The three historians who have researched and written this text are Dr Ian Howie Willis, Dr Matthew Glozier and Professor John Pearn – Dr Glozier is the current Priory Librarian and Howie Willis and John Pearn are former national Librarians of the Order of St John. The book is titled “A Beacon of Hope”, and it is anticipated that it will be launched both in London and in Jerusalem around St John’s Day 2022 . There will be a subsidiary launch here in Queensland after that time. The St John Eye Hospital in Jerusalem was founded in 1882 and was one of the first specialist hospitals in the world. The book launch in 2022 is planned for the occasion of the 140th anniversary of the Eye Hospital. Throughout this period, several million patients have received world best-practice eye care .

The annual national History conference of the St John Ambulance Historical Society of Australia was held by Zoom on 20 November 2021. Professor Pearn delivered a paper entitled “The Chain of Survival – Concept, Evolution and Implementation”.

John Pearn AO GCStJ RFD

St John Ambulance Queensland

The Historical Society of St John Queensland has a wide range of historical memorabilia on display at our Yeerongpilly training centre.



First Aid in Schools



Community Visitors Scheme



Social Support Services



Product Sales and Restocking



First Aid and Mental Health Training



Workplace Services



Community Transport



Health and Medical Services



Phone Services



Our Reach



Cairns



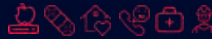
Townsville



Mackay



Rockhampton



Bundaberg



Hervey Bay



Maryborough



Brisbane



Toowoomba



Gold Coast



Vision, Mission & Values



Respect



Excellence



Devotion



Togetherness



Openness &
Transparency



Faithfulness



Diversity &
Inclusion



Unselfishness

Acknowledgement of Country

St John Ambulance Queensland respectfully acknowledges and pays respect to the First Peoples, the traditional custodians of the lands and waterways in which we operate and thank them for their continued hospitality. We acknowledge and celebrate the continuation of a living culture that has a unique role in these regions. We also acknowledge Elders past and present as well as our emerging leaders of tomorrow and thank them for their wisdom and guidance.





For over 130 years, the nature of how we support individuals, employers, associations and the broader Queensland community continues to grow and evolve. However, our mission has always stayed the same. We are dedicated to enhancing the lives of Queenslanders, their families and the community through the delivery of innovative training, first aid and community social support services.

Our vision is to enhance the lives of Queenslanders and their families through innovative community and workplace support, charitable programs, industry leading first aid training and providing quality first aid supplies.

The growth in our services is very strong and in line with our mission to meet the changing needs of Queensland communities.

With you for Life.



5 - 12

First Aid in Schools (FAiS). One of our charitable programs offering free first aid training to children. FAiS is often the introduction to St John in your life.



32 - 40

Volunteer with St John. Have you found yourself with a little more time and looking for volunteering opportunities? St John would love to have you onboard.



15 - 21

Health and Medical Services (HMS). Our HMS team attend community events and are a very visible and important program. From football games to high profile events, it's an essential part of keeping connected to the community.



22 - 27

First Aid Training. Out of uni and joining the workforce is often the first time you will need to do First Aid and CPR training. Training with St John is a great way to gain those skills.

At St John Ambulance we are "With you for Life".

While this is just an indicative timeline, there are several touchpoints during your life when St John will come to mind. From seeing us at your local football match, to using us for your daily transport needs, we are there throughout your life's journey.



41 - 50

Purchases First Aid Kits for family, active lifestyles or your vehicles. At this stage you may also come across St John products in the workplace. A long standing knowledge of St John brings us to mind when first aid kits are required.



66 - 70

Sign up for the Community Visitors Scheme and enjoy home visits from a St John volunteer to spend time doing a puzzle, using the iPad or having a coffee.



55 - 65

Transport Services at St John can help to keep you connected to the community that you love. Whether it's to get to an appointment or to your favourite cafe, we will be there.



78 - 85

Joining a Social Trip with St John keeps you socially active and meeting new people and seeing new places.



First Aid in Schools

The 2020-2021 financial year has been challenging for everyone and this also includes the First Aid in Schools (FAiS) program. COVID-19 has resulted in periods of school closure and limited access on campus for non-teaching staff. In order to adapt to these challenging times, the FAiS program developed an instructor led online live delivery course allowing us to continue our community outreach program and fulfil our booking commitments. During this period, the program delivered training and issued certificates to 17,125 students.

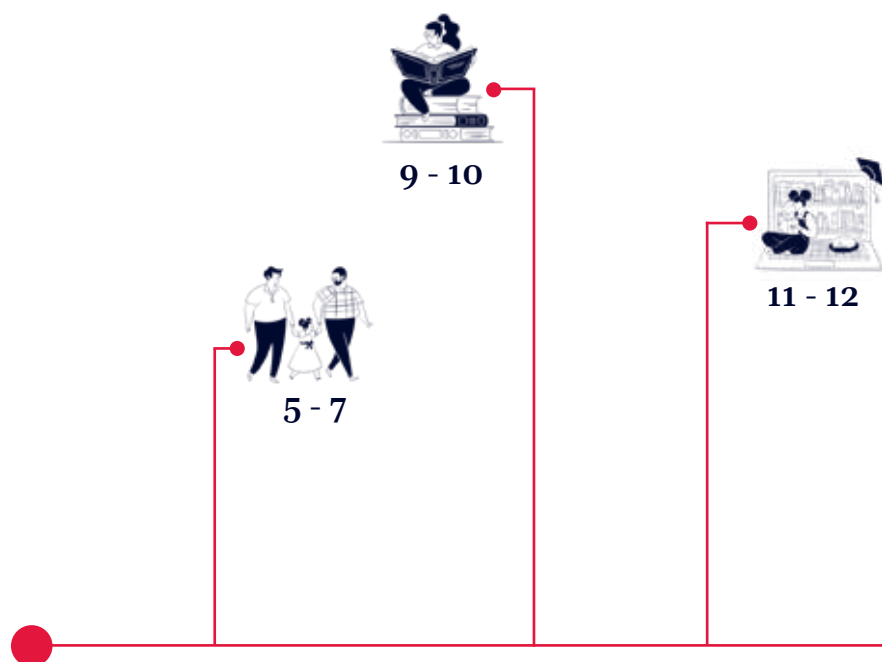
This financial year saw the pilot and release of our remote online program in the remote town of Urandangi allowing FAiS to be delivered into communities that previously had limited access to these types of services. As part of this service, we have established remote training kits to be delivered to the school containing inflatable CPR 123 mannequins allowing the remote schools to have the same experience as courses delivered with in-person educators. Following the full launch of this service we have delivered into four additional remote schools.

During this financial year FAiS embarked on a growth readiness strategy recruiting 15 new volunteers in preparation for the 2021-2022 school years. The First Aid in Schools program continues to

.....
17,125
Students

.....
123
Mannequins
Delivered

.....
15
New Volunteers for
the Program



have a strong rebook rate with feedback and retention continuing to be on the increase.

Due to the increasing awareness of the program in the community the FAiS team were approached with a unique request from a school to provide a standard FAiS course as part of a debrief session for the children who had witnessed a near drowning incident at the school swimming carnival and witnessed the subsequent delivery of the lifesaving first aid provided.

We engaged our educators, and our St John Mental Health training team were asked to share some expertise with our educators to help guide this special course; which went very well. It proved to us again that this program provides a key service in the community to ensure that children are empowered and feel confident to assist in first aid emergencies.

During 2021-2022 the FAiS program are planning to expand into Ipswich to close off the Southeast Corner in our face-to-

face model and we are further growing the remote regions via our online delivery to allow for greater reach throughout the state; ensuring as many Queensland students are given this life skill message as possible.

“St John’s First Aid in Schools is a wonderful program that is interactive, well planned and well delivered. The age appropriate content is easy to learn for students as young as Prep all the way through to Grade 6.”

Tracey Beaton - Coolum Beach Christian College

297

People Assisted

35

Individual Events
Attended

(many events run over
several days, eg. covid
clinics)

2,170

Volunteer Hours
(event hours only)

53

Volunteers



15 - 21



5 - 12



32 - 40



55 - 65



Health & Medical Services

Health and Medical Services (HMS) has relaunched with a new name and a focus on supporting community *resilience, disaster recovery and response and event pre hospital care.*

With the Events Market fluctuating due to the environmental restrictions of COVID-19, supporting the community with a health focused multi-disciplinary response team has emerged as the new direction for St John Ambulance QLD.

Borne from the opportunity to support our key health providers Queensland Health and QAS, the need for a *professional volunteer "fit-ready"* workforce to dovetail into the state-wide

COVID-19 response Health & Medical Services has provided a range of opportunities for St John Ambulance QLD Health and Medical Services members.

A balance between building our teams and relationships in order to compete in the growing private pre-hospital care industry, whilst maintaining our humanitarian drive to support our communities through our volunteer programs is key to HMS success. The 2021 Royal Queensland Show (Ekka) was cancelled just days prior to opening to the public due to the COVID-19 pandemic. This marks the fourth time in Ekka's 145-year history that the show has been cancelled, and the second year in a row due to COVID-19.

As the major annual HMS activity for the year, this was a blow for St John Ambulance QLD however the decision was in the best interests of public health. HMS benefited from the experience of preparation and setup of the First Aid Posts at Ekka for bump in and Beef Week, attending to several incidents during those 2 weeks. It highlighted areas for process improvement in Clinical Practice, Accreditation, Insurance, Risk Management, Logistics, Resourcing and Training for HMS members.

Whilst credentialling, clinical practice guidelines and resourcing improvements have been the focus of the reformed HMS operation, the roll-out across the state has been slow and steady focusing broadly on Southeast Queensland and Brisbane as the hotspot for the key COVID-19 response. HMS is committed to reestablishing a strong and resilient regional and rural community-volunteer model that can be integrated into local urgent care systems. Research has shown that a socially constructed framework between volunteer prehospital services, the community and the ambulance services is more robust than policy, procedures, and systems. Moving into 2022 the focus will be on building these relationships with QAS and our regional and rural communities to see an autonomous HMS assist in empowering communities



66 - 70

Commercial Market and Clients

The St John Ambulance Old Commercial Services vision is "St John Ambulance Queensland is the preferred and trusted partner for first aid, mental health and healthcare products and training across Queensland. We deliver high quality value-adding solutions to meet customer needs - anywhere, anytime, safely and sustainably."

The 2020-21 year was a challenging time for all Queensland - industry, business, governments, not-for-profit organisations, members of the public and the community in general - as the market and population came to grips with the initial impact of the COVID-19 global pandemic.

Despite a cautious restart after the initial COVID-19 wave in early 2020, and some subsequent periodic instability due to border restrictions and lockdowns, the demand for our first aid training, products and services returned to some normality during 2020-21.

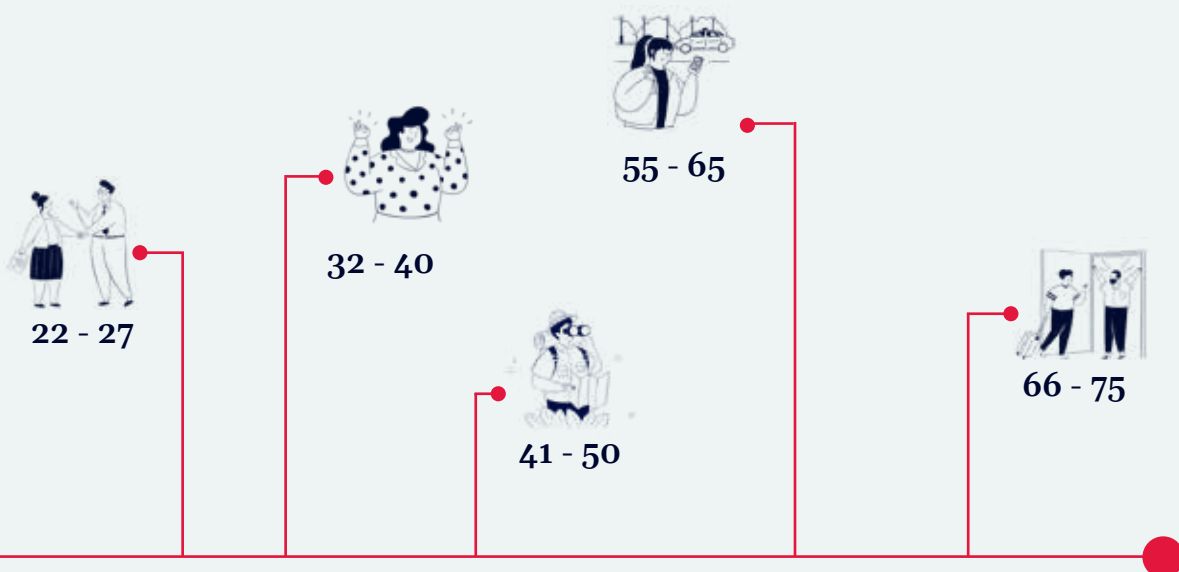
The Commercial Sales and Service teams worked extremely hard and with a lot of passion to outperform their Sales Budget by \$0.5m.

Overall, diversification and agility to respond

to "the new normal" became the way for St John Old to stay relevant and position itself as "a supplier of choice" for the years ahead.

This diversity and agility was demonstrated through the way St John Old:

- promoted its breadth of offerings on social media channels and on a new public website,
- cross-promoted the wide range of services that the whole of St John has to offer,
- networked with various government, community and corporate influencers,
- responded to the needs of its loyal corporate client base through flexible delivery, servicing and pricing,
- pursued a variety of tenders and grant funding opportunities,
- tailored its training operations to meet specific student and client needs,
- innovated its service quality to improve the customer's experience,
- leveraged its one-stop shop capability to improve corporate procurement appeal, and
- focused strongly on the customer to make St John "easier to do business with".



.....

\$6.86m

Revenue

.....

2,800

Corporate Clients

.....

We welcomed some new major clients; Mirvac, TAFE Old, Multicap, Moreton Bay Regional Council, Toowoomba Regional Council, and Cook Regional Council.

We continued to trade strongly with our existing major clients; Archdiocese of Brisbane, Energy Qld Limited, Suncorp, Queensland Rail, Aurizon, Fletcher Building, Integrated Youth & Family Services, Rockhampton Regional Council, Coles, Woolworths and Aldi.

We were successful in securing grants to deliver mental health training from Construction Skills Queensland and the Community Recovery Unit in the Department of Communities, Housing and the Digital Economy.

Overall, the 2020-21 performance was very pleasing, and the surplus delivered valuable funding for the charitable programs that St John Qld continues to provide.





3,561

Courses Delivered

25,785

Students Trained

9.6/10

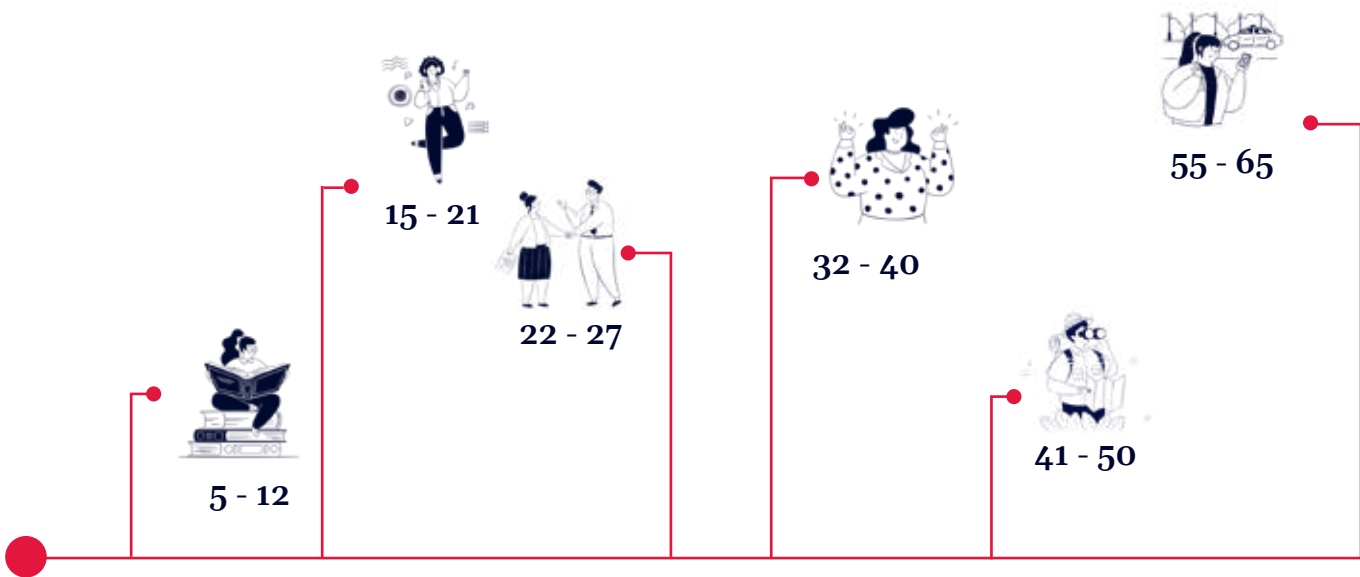
Student Satisfaction Index

Training and Mental Health

The Training business unit performed strongly in 2020-21 despite the challenges of operating in a COVID-19 impacted environment.

COVIDSafe precautions remained in place for all courses and were expanded with the use of the "Check In Qld" App. Infection control procedures and a cap of 15 students per class were maintained to ensure a safe and comfortable student experience.

Training was delivered across 12 St John Qld venues plus multiple hired venues in regional and metropolitan centres to provide local choice, and we continued to take our courses onsite for business and industry clients. St John training facilities; in Cairns, Townsville, Mackay, Rockhampton, Bundaberg, Maryborough, Buderim, Toowoomba, Ashmore, Banyo, Brisbane City and Yeerongpilly; continued to provide convenience for individual and corporate clients alike. The St John way of training with practical hands-on instruction, real first aid equipment, and modern clinical course material continued to set the market standard.



The Training team introduced the Acknowledgement of Country (spoken and PowerPoint) into all training classes to demonstrate respect for the indigenous lands on which we train.

Diversification beyond our traditional first aid range of courses continued with the addition of a range of Workplace Health & Safety courses; Emergency & Fire Warden, Chief Emergency & Fire Warden, Fire Extinguisher Training, and Manual Handling set up for delivery in 2021-22. The RTO also had the Certificate III Individual Support (Aging, Disability and Community) added to scope. These additions will enhance our diversification agenda, enabling St John Qld to be a more complete "Training College" to service a broader range of students and corporate clients.

Mental Health training continued to evolve with development of bespoke courses to service the specific needs of various industry sectors and clients, such as Cook Medical, Suncorp, Fletcher Building, and the Defence and Education sectors.

The COVID-19 pandemic has also accelerated the demand for online and virtual classroom training. Online micro courses and a virtual delivery option for CPR and PFA courses are being planned for roll-out from early 2022.

As we plan for ongoing growth and satisfaction of community and industry training needs into 2021-22 and beyond, we will continue to diversify our course offerings and reshape the way we train with a focus on quality, flexible learning and accessibility for all Queenslanders.

“My wife and I have had the same tutor a few times and he is extremely professional whilst being friendly and approachable, especially when we need to ask a question etc.”

St John Client Satisfaction Survey 2021



18 - 21



22 - 27



55 - 65



32 - 40



41 - 50



66 - 80

Volunteering

2020/21 has been a challenging year in the volunteering space. The impact of COVID-19 brought with it fear, concern and loss as we were forced to step back from what we knew and loved; long term friendships struggled, fun dampened, isolation loomed. In a matter of months, the landscape of volunteering changed.

However, in true resilient St John style, we dusted ourselves off and asked 'how can we help', and there the work began. New ways of connecting were born, strict safety guidelines were followed, hands raised for new uncharted solutions. An exciting wave of new volunteers came into the fold, bringing diverse thinking to compliment the traditional St John ways.

Amidst the chaos, we were able to bring forward new initiatives such as a volunteer management system, growing services within the hospitals, providing online access to first aid awareness for children, increasing home visits to isolated people around the state, providing shopping, getting our vulnerable to medical appointments, supporting vaccination role out, checking temperatures and more.





25,000

Volunteer Hours

360

Volunteers All
Over Queensland

33%

Volunteers Are
Under 40 Years

8%

Volunteers Speak
Another Language

91 years

Our Oldest
Volunteer

COVID-19 has made a notable difference to our community but as St John volunteers; you have made us proud. Not only have you adapted to the new environment we find ourselves in, you have done it with grit, grace and professionalism.

Our community could not exist without your support and for this we thank you!

This year has set the groundwork for innovation and shone a light on the possibilities for next year and we invite you to come along for the ride.

Community Care & Support Services

The challenging circumstances of the year offered the Community Team an opportunity to rethink the way we deliver services and the type of service we deliver.

Our Team operated with people in our community to provide connections in a variety of ways such as community transport, in home and residential visits, hospital concierge and social supports. The Community's team has always been aware of the barriers many people in our community face every day due to loneliness and social isolation and this year's challenges highlighted the very real crisis of social isolation within our community.

Loneliness is when a person feels they are missing an intimate relationship: – for example, a partner or close friend. Many of our clients experience this daily. Social isolation can be described as a lack of social connections.

In 2018 research found that 1 in 4 Australians aged 12 - 89 experienced problematic levels of loneliness, however more recent data since the onset of the COVID-19 pandemic suggests 1 in 2 Australians are lonely.

The estimated prevalence of problematic loneliness at any given time is around 5 million Australians. Because we support many vulnerable people who became even more socially isolated and lonely during

the pandemic, our clients' needs drove the creation of new programs.

We created an assisted shopping program and made changes to our social supports program allowing greater virtual supports capacity.

Whilst some services continued throughout the year with changes to the delivery style or extra precautions, others we interrupted.

Our many community transport services continued, with newly introduced safety measures, to provide clients with these essential connections to their health and community services.

The two hospital concierge programs St John Ambulance Queensland so proudly deliver at Caboolture and Logan Hospitals experienced a tumultuous year indeed.

Naturally the hospitals were operating under extraordinary circumstances and our amazing group of volunteer support staff were required to be present only when it was safe to be.

The strength of resolve of many of our volunteers and staff was certainly tested and whilst a challenging year, it was also a year where we saw our volunteers shine and come out to support our community using resilience and creativity.



15 - 21



22 - 27



32 - 40



55 - 65



41 - 50



70 - 85



66 - 70

7,500

Social Supports to
Our Community

25

Aged Care
Facilities We Visit

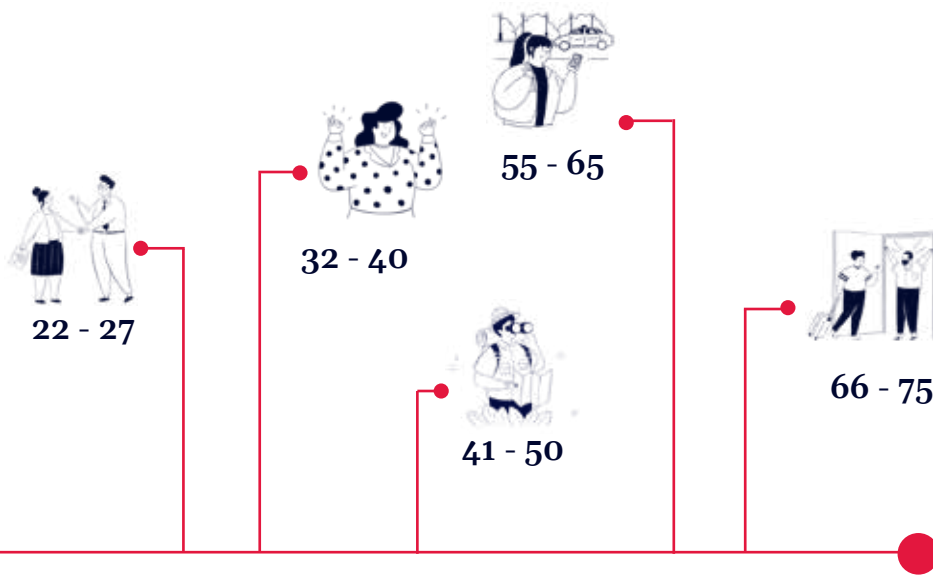
17,800

Community Support
Hours

*“As I live alone,
the interaction
I have with my
support person
is all I have to
look forward to
each day. I enjoy
a brief chat as
if they were my
family and I am
not made to feel
a nuisance about
that”.*

St John Client Satisfaction
Survey 2021





Product

The Products business unit performed strongly in 2020-21 on the back of COVID-19 driven demand for PPE (masks, gloves), and the launch of the St John partnership with ZOLL to become the Australian distributor for its St John branded G3 and G5 defibrillators and accessories. The Products business also diversified into new lines of business including sharps receptacles and servicing, mobility equipment, incontinence products, sports medicine consumables and medical alarms.

The plan to sell and distribute equipment and products via St John Qld retail outlets based at existing St John premises across the state was launched at the Morningside warehouse and Townsville facility late in the year, with a full roll-out across more sites planned for 2021-22. The real advantage that retail shops provide is that customers can walk in to see, handle and compare the products and receive advice on product features and use from the knowledgeable onsite St John staff.

The territory sales and service team consisting of nine consultants in field service vehicles covering all major metropolitan

and regional centres - Cairns, Townsville, Mackay, Rockhampton, Bundaberg, Greater Brisbane (4) and Gold Coast; provided local, responsive and expert advice and service to over 1,400 clients, a great achievement!

The online St John Qld and St John Australia shops have gone from strength to strength with a refreshed website allowing improved search, select and payment features. Many customers prefer the convenience of shopping online and this is expected to grow in popularity in future years.

Innovation in the way traditional first aid solutions are presented is an ongoing challenge for the Products team. Customisation of product kits and bundling of products to suit various market and user needs is now the norm. Next year will see more innovation as we address environmental sustainability and supply chain diversity.



7,842

First Aid Kits Sold

467

Defibrillators Sold

1,403

Restocking Customers

1,609

Product Lines

“Buying our products from St John was a wonderful experience and customer service could not have been better”.

St John Client Satisfaction Survey 2021

Our Board & Executive



Rev. Dr Peter
Devenish Meares
BBus(Accounting)
MCom(Hons)
MLitt
GradDipMinistry
GradDipTheol
GradDipCoupleTherapy
FRSA FFin CDec

Chair

Appointed
30 June 2020

Director

Appointed
24 January 2018



Glen Morrison
DipParamedical
Science
DipBusMgt MBA

Deputy Chair

Appointed
23 November 2017



Dr Angus McDonnell
BM

Director

Appointed
20 September 2016



Alison De Marco
LLB LLM

Director

Appointed
15 June 2018



Michael Andrews
BMedSc

Director

Appointed
27 November 2019



Ray Thurlow
CMC JP
AdvDipOHS
AssocDipAppSc
DipBus DipCouns
MStJ

Director

Appointed
29 November 2018



Sharon Houghton
BComm(Accounting)
FCA

Director

Appointed
27 November 2019



Judy Morgan
MBA BSc,Japanese-
Language

Director

Appointed
20 November 2020



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

Director

Appointed
30 October 2021



Stephen Porter
 AO AM (MIL)
 BSc MBA MA
 FAIDC

*Chief Executive
 Officer*

Appointed
 15 February 2021



Peter Ciereszko
 BCom CA FAIM

*Chief Financial
 Officer*

Appointed
 12 April 2021



Angela Burdon
 MBA

*General Manager
 Community Care and
 Support Services*

Appointed
 7 June 2021



Steve Moren
 BBus GradDipBus(IR)

*General Manager
 Commercial
 Services*

Appointed
 4 July 2016



Leo McNamara
 MBA MHlthSc
 FCHSM CHE

*General Manager
 Health and Medical
 Services*

Appointed
 9 September 2014



Lyndall De Marco
 AM

*General Manager
 Ophthalmology
 Programs*

Appointed
 29 November 2021



Adele Elze
 JP(QUAL)

*Executive Assistant
 to the CEO*

Appointed
 20 May 2003

2020 - 2021 Financial Performance Summary

St John Ambulance Australia Queensland Limited is an independent, profit-for-purpose organisation and a registered charity. We generate revenue through the operation of commercial first aid training and first aid product sales, through Commonwealth and State Government grants and through fundraising and community support.

Our financial results for 2020-2021 financial year continue the improvement in recent years in underlying profitability, where surpluses from commercial activities provide much needed revenue sources for unfunded missional activities and projects.

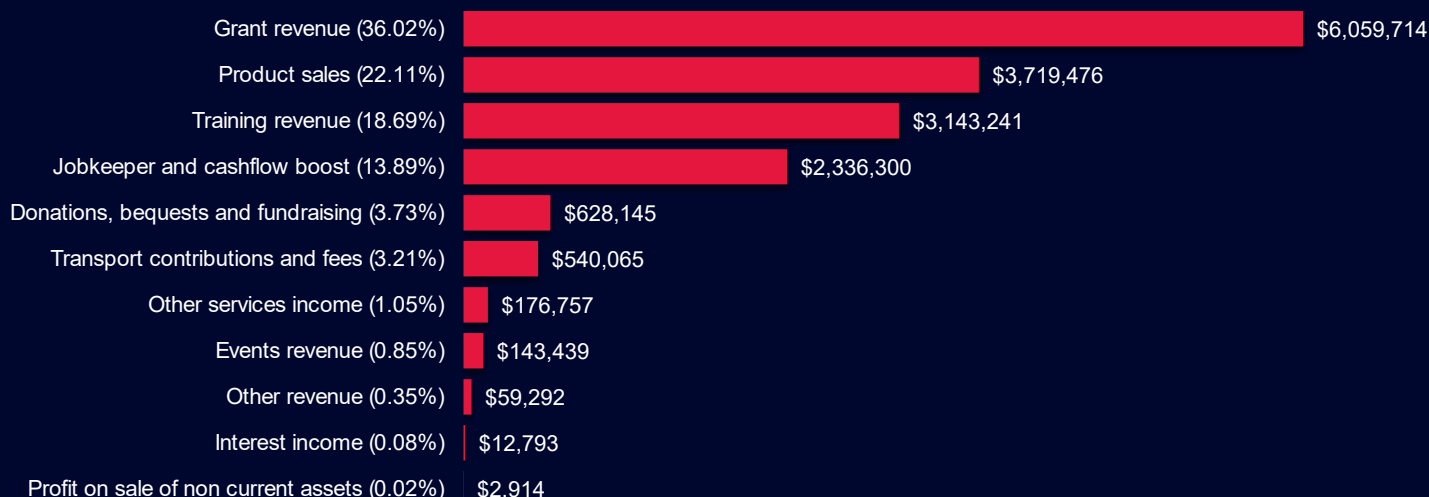
The overall net operating result for the 2020-2021 financial year was a very pleasing surplus of \$2,629,610 compared to a surplus of \$108,506 for the previous financial year. Total revenue for the 2020-2021 year was \$16,822,136, which included Jobkeeper and other government cashflow boosts of \$2,336,300. This is an improvement of \$2,335,267 over the previous year, where total revenue was \$14,486,869, which included Jobkeeper and other cashflow boosts of \$1,140,250.

Total expenditure for the 2020-2021 year was \$14,192,526. This represents a saving of \$185,837 over the previous year, where total expenditure was \$14,378,363. The projects and programs for 2020-2021 were significantly impacted once again by the Covid-19 pandemic, as reflected in lower expenditure levels.

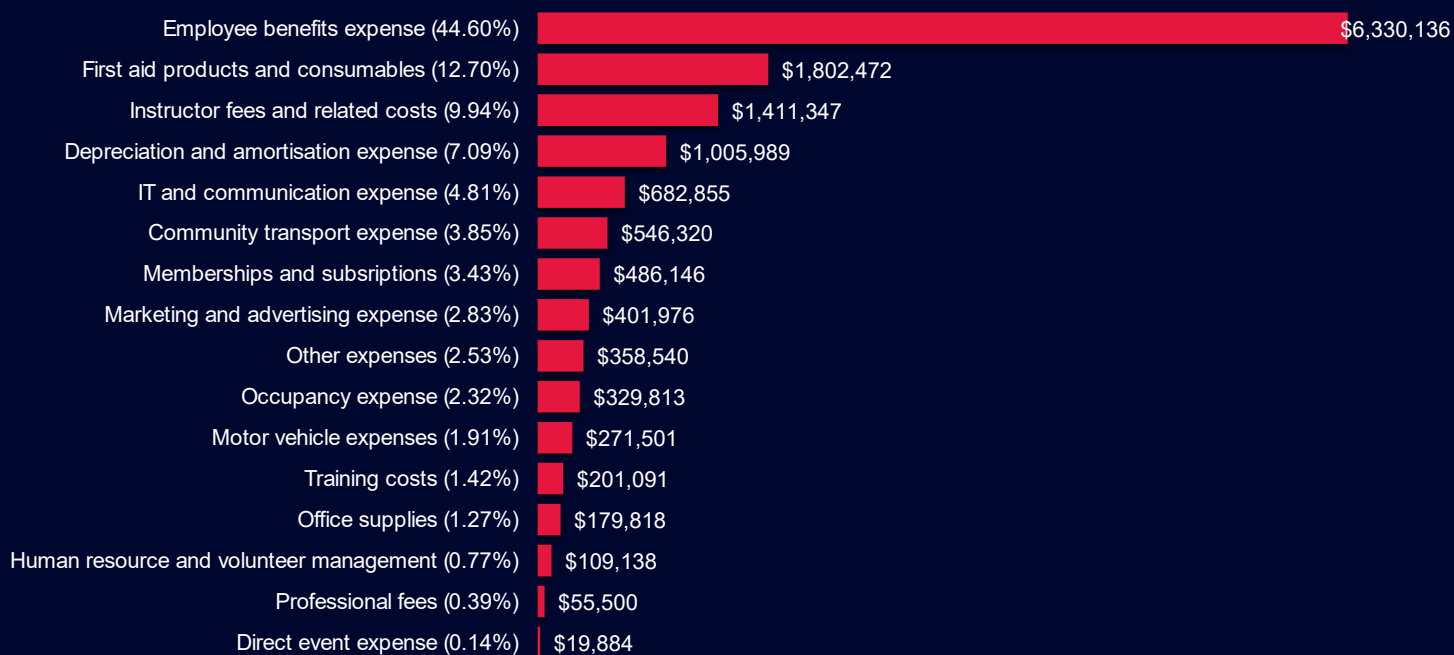
We continue our focus on profit improvement in our commercial operations, with strategies to further grow our training and product sales profitability in order to provide a sustainable and growing funding source for much needed charitable and missional projects.

A full copy of the annual financial statements for the 2020-2021 financial year are available by calling 1300 785 646 during business hours.

Revenue



Expenditure



2020 Awards - St John Honours and Awards

Order of St John – Admission and Promotions 2020

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

2020 Admissions and Promotions were presented at Government House Brisbane on 16th April 2021 by His Excellency the Honourable Paul de Jersey AC CVO

Admitted as Officer

Rev Dr Peter Devenish-Meaures OStJ

Admitted as Member

Ms Ruth Blunderfield MStJ
Mrs Stephanie Briggs MStJ
Ms Alison De Marco MStJ
Mr Jeffrey Griffiths MStJ
Mrs Alannah Morrison MStJ

The following awards were presented at our Annual Presentation and Celebration Day by Her Excellency the Honourable Dr Jeannette Young PSM, the Governor of Queensland on 4th December 2021.

Service Awards

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

The Service Medal forms part of the Australian Honours and Awards System.

10 Year Service Medal

Beverley Best MStJ
Desiree Camden
Allan Curzey
Beth Gabriel
Jennifer Gneil
Elizabeth Godden-Fellows
Pip Hamersley
Melanie Hibberd
Dianne Manning
John McBain
Christeen Morton
Robyn Lee MStJ

First Bar to the Service Medal

Ruther Blunderfield MStJ
Lorraine Finn
Robyn Lee MStJ
Thelma Tiley

Second Bar to the Service Medal

Justin Ganzer MStJ
Paul Neuendorf MStJ

Third Bar and Fourth Bar to the Service Medal

Noel Gillard CSTJ

Fifth Bar to the Service Medal

Peter Kemp CSTJ

Seventh Bar to the Service Medal

Vlas Efstathis KStJ
Vince Little KStJ
Shirley Watson DStJ

Ultra Long Service Medals

Ultra Long Service Medal and First, Second and Third Bar to the Ultra Long Service Medal

Beth Dawson DStJ

Ultra Long Service Medal and First Bar to the Ultra Long Service Medal

Ann Demaine DStJ
Fred Leditschke KStJ

Ultra Long Service Medal

Vlas Efstathis KStJ
Shirley Watson DStJ
Vince Little KStJ

Priory Vote of Thanks

The Priory Vote of Thanks recognises outstanding achievement or contribution to the work of St John Ambulance Australia by a non-member or organisation. This letter is awarded by the Prior and Chancellor.

Samantha McSweeney

The National Emergency Medal

The National Emergency Medal was first issued in 2012. It is awarded to persons who render sustained service during specified dates in specified places in response to nationally significant emergencies within Australia; or to other persons who render significant service in response to such emergencies.

Lisa Dingwall MStJ
Ashleigh Turner

Staff Service Awards

Staff service awards are awarded after 5 years of service to St John Ambulance Qld, then every consecutive 5 years.

2021 Staff Service Awards are presented to the following members:

5 Year Service Award

Nessa Davey
Salote Poasa
Susan Westbrook
Rosalyn Bristow
Salah Pourasad
David Martin
Steve Moren
Sarah Robertson
Vince Robertson
John Lipman
Jonathan Symmonds
Darryl Johnson
Vince Robertson

10 Year Service Award

Melanie Hibberd
Blair Ansford

25 Year Service Award

Leanne Cutjar
Anthony Brelsford
Clive Blagg

“It started as a typical day where I was training a new volunteer how to deliver first aid in schools including CPR techniques. I subsequently found out that later that day the volunteer went to her gym to work out and saved a life by administering CPR and Defibrillation. It is immensely rewarding when you see that the great messages we are promoting in the schools and community being heard and making a real difference”.

Emma Forster
First Aid in Schools





With you for life.

www.stjohnqld.com.au
1300 785 646
ABN: 74 264 019 231

