

# Annual Report 2023-24



St John Ambulance Australia Queensland Limited

## Vision

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

## Mission

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

## Values

**Humanity** – The generous quality of human nature. Being humane and kind, compassionate and sympathetic, respecting all people.

**Excellence** – The quality of being outstanding. Excellence means greatness – the very best.

**Respect & Integrity** – Having due regard for the feelings, wishes, or rights of others. Being honest, transparent and having strong moral principles.

**Diversity** – The practice or quality of including or involving people from a range of different social and ethnic backgrounds and of different genders, sexual orientations.

**Collaboration & Innovation** – Collaboration in the workplace is about people working together. And through cooperation, explore something new; a new idea, approach, method, or device that will achieve the team's goals.

## Acknowledgement of Country



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



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

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

**Cover image:** Event Health Service volunteers attending the 2024 Brisbane ANZAC Day service.

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



MESSAGE FROM THE

## Governor of Queensland

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

It is my great pleasure as Deputy Prior and Dame of Grace of the Order of St John, and Governor of Queensland, to offer my congratulations to St John Ambulance Queensland on another year of providing exemplary service to our community.

A charitable organisation synonymous with helping people for 140 years now, St John Ambulance Queensland continues to enhance the lives of all Queenslanders.

With a mission and a set of values that have stood the test of time, your passion for the work of saving lives through First Aid permeates all that St John Ambulance Queensland represents. It is heartening to see that the demand for your products and services persists, with 22,009 kits and 720 defibrillators sold over the year, and a huge 23,939 kits serviced. This, accompanied by the training of 35,756 students, is telling of your outstanding level of commitment to the community.

It remains so crucial that individuals know how to apply life-saving skills in times of need. This message has been at the forefront of the work carried out by St John Ambulance Queensland and has led to greater community wellbeing as a result. The partnering of St John Ambulance Queensland with organisations such as Safe Kids QLD, RSL Queensland and Share the Dignity has extended your reach and created greater platforms of support for all those living in this great state.

Organisations as old as yours can expect from time to time to undergo periods of change and challenge, but it is in the next steps that are taken that we see the true heart of such organisations. St John Ambulance Queensland has responded commendably, navigating change with determination to emerge with a promising outlook, and under the leadership of your newly appointed Chair Adjunct Associate Professor Glen Morrison OStJ and CEO Mr Peter Maher OAM, the future does indeed look very bright.

To those leading the way, and to the volunteers who bring to life the vision of St John Ambulance Queensland, we applaud your endeavours, not only for the dedication and determination shown over this past year, but for the insights and ideals that will inform what lies ahead for this wonderful organisation. Your efforts really do make a difference.



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





## MESSAGE FROM THE Chairman

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

Dear Members, Supporters and Volunteers,

### As we reflect on the past twelve months, it is with immense pride and gratitude that I present this Board Chair report for St John Ambulance Queensland Limited.

This year has been a further period of significant transition and a remarkable achievement for our organisation. Together, we have navigated a landscape of change with resilience and determination. I want to take this opportunity to thank Mr Tony Ahern and Len Fiori for their contribution during a period of change, along with Adjunct Professor Reverend Dr Peter Devenish-Mears and Ms. Judy Morgan for their stewardship. Leading an organisation as the Board Chair is a complex and often challenging task, and their leadership through this change has been instrumental in re-shaping our organisation for the future.

#### Achievement and Impact:

Our mission is “with you in times of need” and you will be pleased to see some of the wonderful work the organisation has achieved by integrating our mission into everyday activities. We must acknowledge and celebrate our successes as this sets a strong foundation for the next 140 years.

The evolution of Event Health Services is now increasing our response capability to support community events and broader communities in times of disaster. This will further build as we move towards 2032 Olympic Games.

Training & Education continues to play an important part in preparing Queenslanders in the event of an emergency and it's pleasing to read the strategies they have developed to continue to grow our reach across our state. Our community education initiatives have also been strengthened through programs such as First Aid in Schools which has trained over 13,000 children over the last 12 months. This wouldn't have been possible without a generous donation from a former Cadet.

Our Communities teams are continuing to deliver a high-quality service. Over the last year, my mum has needed to use St John for transport to and from appointments after suffering a fall at home last September, fracturing her pelvis and shoulder. Without services like this, many older Australians would lose their connection to the community. Maintaining a connection to the community takes various forms from community transport to appointments and social outings through to having a chat on the phone. These are all important ways that St John ensures people stay connected; we should be proud of the 6,634 collective interactions we've had.

#### Navigating change for a strong future:

The past year has been one of further transformation for St John Ambulance Queensland. We have undertaken substantial changes to strengthen our organisation and position us for

long-term success. I acknowledge that there have been periods over the last 12 months that may have caused increased stress and for that I am sorry. The board has made several decisions over the last year to ensure the success of our organisation into the future and I appreciate the openness and honesty of our organisation as we navigated these difficult times.

Further to this we are actively moving towards constitutional renewal. The review of our constitution is an important piece to our roadmap. This review has also provided us with the opportunity to improve some of our further business processes around how we manage and engage with our various membership groups. The proposed constitution will move towards a membership vote in February 2025, and I encourage every member of the company to ensure they have their say.

#### Outlook:

As a Not-For-Profit organisation our financial position is a critical measure of our success and survivability. The position for our organisation at the end of this financial year is a considerable improvement in comparison to previous years. I am confident that with the business changes the executive team are making, such as the integration into the National Business Enterprise Services Group, we will increase our visibility and transparency. This integration will be supported by the current finance platform and customer relationship management (CRM) system.

#### Looking Ahead:

The journey ahead is promising, and I am excited about the opportunities that lie before us. With the continued support of our dedicated team, engaged community members and donors, I am confident that St John Ambulance Queensland will continue to thrive and continue to make a profound impact on the broader Queensland community.

In closing, I would like to express my deepest gratitude to everyone who has been part our journey this year. Your support, hard work, and dedication have been instrumental in our achievements and will be crucial as we embark on the next chapter of our story.

Thank you for your unwavering commitment and for believing in our mission and values. Together, we are making a difference and building a brighter future for the communities we serve.

Yours in service,



**Glen Morrison**  
Board Chair



## MESSAGE FROM THE Chief Executive Officer

Peter L Maher OAM, FAICD, CCEO, Adjunct Professor ACU,  
Chief Executive Officer

### This year has been marked by significant transitions and achievements for our organisation.

As the newly appointed CEO, I am proud to share the progress we have made.

One of the most notable achievements in the past year was the relocation to our new facility in Nundah. The grand opening of St John House was a memorable event, honoured by the presence Her Excellency, the Honourable Dr Jeannette Young AC PSM, Deputy Prior and Dame of Grace of the Order of St John.

Throughout the year, we have celebrated several significant milestones and achievements. Our Annual Staff Service Milestone Awards saw the acknowledgement of individuals who have dedicated 20 years of service to our organisation.

We launched the Vintage Vision pilot program, as part of a collaborative partnership with Roche Products Pty Ltd aimed at filling the unmet need for eye health services in aged care facilities around Australia. The goal of the pilot program is to leverage the data collected to advocate for a federally funded national screening model.

We continued our partnership with Followmont Transport and UD Volvo which supports the delivery of our Ophthalmic program via the St John Eye Van. We extend our thanks to Followmont Transport for allowing us to store the St John Eye Van at their site.

During National Volunteer Week we took part in a campaign lead by St John Ambulance Australia that involved all states and territories and recognised the invaluable contributions of our volunteers. The campaign included acknowledgement across our social media platforms, a dedicated message from myself on behalf of our organisation and an awards ceremony.

Our organisation proudly attended at the Anzac Day Parade in Brisbane providing event health services to the Brisbane community and supporting ADF veterans. I have been extremely impressed with the professionalism of our team members and their unwavering dedication to the community we serve. Our organisation is very fortunate to have such committed individuals, contributing to our long and proud history.

Looking ahead, I plan to focus on the investment of our resources toward significantly expanding our volunteer base. To help achieve this goal we have established a partnership with Queensland Ambulance Service, who are enthusiastic about collaborating with our volunteers, especially for providing relief during times of disaster.

Over the past few years, the financial position of the organisation has experienced a decline. We are committed to addressing this issue through a comprehensive review of our expenditures and implementing improvements to our financial systems to ensure better reporting. We are also implementing measures to reduce costs and introducing programs aimed at increasing donor contributions and securing grants. A major operational improvement this year has been the consolidation of our IT services in-house. We are confident that these efforts will support our financial recovery and growth.

This past year we saw over 35,000 students trained with lifesaving first aid skills and knowledge through St John Ambulance Queensland. Thanks to the hard work and commitment of our teams we exceeded our sales target for the financial year.

The annual St John Day church service was held on the 23rd of June. Each year, St John agencies throughout the world join in the celebration of St John the Baptist Day. The service was an opportunity for us to reflect on the values of service, compassion, and dedication that St John embodies.

As part of our ongoing commitment to providing efficient, financially sustainable and high-quality support we implemented some additional improvements to our transport service delivery model. St John Ambulance Queensland receives government funding to provide our transport services at a lower rate to eligible clients. To keep our services sustainable and affordable for our clients we moved to an aggregated transport model. This model will mean clients share vehicles when using transport services. This group model aligns with our mission as a community transport service and maximises our ability to support those in need.

Towards the end of the year, we welcomed Adjunct Associate Professor Glen Morrison OSTJ, MACPara, MBA as the new Board Chair for St John Ambulance Queensland. We appreciate the work done by the previous Chair, Ms. Judy Morgan, who dedicated her time and effort to our organisation. We thank her sincerely for her service and wish her all the best.

Although not without its challenges, this year has been transformative and filled with accomplishments. I look forward to building on these successes and leading our organisation to even greater heights in the coming year.



**Peter L Maher OAM FAICD,  
CCEO, Adjunct Professor ACU**  
Chief Executive Officer



## MESSAGE FROM THE Council of Members

Noel Gillard OAM CStJ,  
President of The Council of Members

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

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

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

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

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

In January 2024 the St John Ambulance Australia Queensland Board of Directors appointed myself, Noel Gillard OAM CStJ as President of The Council and Brodie Taylor as Deputy President.

Awards were presented at Government House in November 2023 by the Governor of Queensland, Her Excellency, the Honourable Dr Jeannette Young AC DStJ PSM as Dame of Grace in the Order and Deputy Prior in Queensland of the Australian Priory of the Order of St John in Australia.

The Annual Church Service with arrangements by our Chaplain Fr Harry Reuss OStJ was held at St John's Cathedral Brisbane on 23 June 2024, the nearest Sunday to John the Baptist Day. Members including the Deputy Prior processed with the Clergy. At the conclusion of the service participating St John members and family joined with local parishioners for morning tea.

Order Registrars across Australia and New Zealand hold Order Affairs consultation via Zoom quarterly to discuss current Order affairs and activities and exchange local activities.



**Noel Gillard OAM CStJ**  
President of The Council of Members



## MESSAGE FROM THE Our Chaplain

Fr Harry Reuss OStJ, CHOL,  
Queensland State Chaplain

### Members of St John have a long and proud record of service

The Christian notion of service was articulated in St Mark's Gospel (Chapter 10.45) by Jesus Christ: *'For the Son of Man (Jesus) also came not to be served but to serve, and to give His life as a ransom for many'*.

Even before Jesus was Crucified, our Patron St John the Baptist was executed and his head displayed on a platter. St Mark 6:5-29 recounts this chilling and gruesome event.

We read in St John's Gospel Chapter 15:12-13 *'Greater love has no man than this, that a man lay down his life for his friends'*.

In Australia we are vividly reminded of this at least three times a year.

1. Anzac Day, 25<sup>th</sup> April
2. Vietnam Veterans Day, 18<sup>th</sup> August – Anniversary of the Battle of Long Tan
3. Remembrance Day, 11<sup>th</sup> November.

Anzac Day has developed into a very sacred day in Australia. There are some 35,000 surviving Vietnam War Veterans in Australia. (Google Search).

The famous French Quaker Missionary, Etienne de Grellet 1772-1855, succinctly summed up service with these words: *'I shall pass this way but once; any good that I can do or any kindness I can show to any human being; let me do it now. Let me not defer nor neglect it, for I shall not pass this way again'*.

**'I shall pass this way but once; any good that I can do or any kindness I can show to any human being; let me do it now. Let me not defer nor neglect it, for I shall not pass this way again'**

**ETIENNE DE GRELLET, FRENCH QUAKER MISSIONARY**

This year we celebrated St John's Day with our Annual church service at St John's Cathedral, Brisbane on the 23rd June 2024.

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



**Fr Harry Reuss OStJ, CHOL**  
Queensland State Chaplain





## MESSAGE FROM THE Historical Society of Queensland

Noel Gillard OAM CStJ President of The Council of Members

### The Historical Society of Queensland committee continues to meet on a monthly basis.

Together, the Working Group Chair and SJAAQ Historical Society Members have worked on the development of a "Strategy and Action Plan". The purpose and objective of the Society is the discussion, research and recording of the history and the work of The Order and SJAAQ throughout Queensland.

#### Key achievements during 2023-2024:

- > The Society record resources, and a functional work home have returned to the new St John Headquarters at Nundah, after a period of temporary accommodation at the Queensland Ambulance Service Museum at Wynnum and St John Ambulance Queensland records its appreciation for this accommodation.
- > Significant progress has been made with the electronic cataloguing of records held in storage over recent years. Further endeavours are underway to continue the search for known missing records.
- > The Society's function is undertaken by 17 active members who bring a strength of diversity in their work in the service of St John. Membership is invited from all members of The Order and St John Queensland.
- > On the recommendation of the Society the Board of Directors have approved the following acknowledgement of service to be recognised in the new St John Headquarters building:
  - Board room named Professor Peter Leggat AM KStJ
  - Training room named Beth Dawson AM DStJ
  - Training room named Vera Crook OAM DStJ
- > Presentation of two standing displays at:
  - Beenleigh Historical Village
  - St John Yeerongpilly Training Centre



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

NOEL GILLARD, PRESIDENT OF THE COUNCIL OF MEMBERS



**Noel Gillard OAM CStJ**  
President of The Council of Members



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





## THE BYSTANDER AND THE CASUALTY

# 200 years of healthcare in Queensland



Major General Professor John Pearn AO GCStJ RFD

**In September 1824, the European military garrison and convict open-air gaol was established as the Moreton Bay Settlement, at Red Cliff Point.**

This year, 2024, is the Bicentenary of those events. The Settlement saw the beginnings of European healthcare, as we understand it today.

The history of those events brings to mind the importance of bystander first aid. When His Majesty's Colonial Brig, Amity, moored off Red Cliff Point on 14 September 1824, she discharged 20 soldiers of 5 Company of the 40th Regiment of Foot, 29 convicts and one convict overseer, 10 soldiers' wives and nine children, and one civilian surgeon-storekeeper. Three of the women were in the third trimester of pregnancy.

The Gubbi Gubbi People had lived in this region for perhaps 30 millennia or more; and like all Indigenous populations, had a sophisticated system of medicinal ethnobotany, again with knowledge held by all members of the tribal group or local population.

The Settlement was established in huts at what was later named Humpybong Creek at Redcliffe as we know it today. The Settlement endured for seven months at that site, before being transferred to North Quay, in what was to become central Brisbane. During that period, individuals relied on self-help and bystander attention. Heat stress, insect bites, eye infections and fevers beset the party. Three infants were born within weeks of landing. Insufficient and rushed planning meant that there were no medicines to treat the sick or injured. Under these circumstances, bystander first aid of necessity was the order of the day.

In 2024, the acutely sick and injured rely, in the first instance, on bystander support. In the major cities of Australia, the median ambulance response time is less than 15 minutes; but it is in these 15 minutes that the injured or acutely sick rely on bystander care. Thus, just as 200 years ago, if one asks, "Why am I learning the drills and skills of first aid?", the answer is for myself or loved ones of whom I am the bystander.



**Major General Professor  
John Pearn AO GCStJ RFD**



**If one asks, "Why am I learning the drills and skills of first aid?", the answer is for myself or loved ones of whom I am the bystander.**

**MAJOR GENERAL PROFESSOR JOHN PEARN AO  
GCSTJ RFD**



# Our Organisation

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

We have been saving lives for 135 years and internationally are part of a wider organisation with a long and honourable history.

Our vision is to be the charity of choice, dedicated to the service of humanity, enhancing the lives of all people and their communities, and a trusted partner through their life's journey, a leader in the field in First Aid and community health resilience.

## Our services include:

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

“We have been saving lives for over 135 years and internationally are part of a wider organisation with a long and honourable history.”







## Our Impact

We equipped more than

**35,000**  
Queenslanders



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

We spent

**3,692**  
hours



on calls to those who were lonely or needed Support.

We drove more than

**2,300**  
people



to medical appointments or on shopping trips and social outings, travelling more than

**1,000,000**  
kilometres

Our First Aid responders provided more than

**12,000**  
volunteer hours



of Health and Medical Services at

**115**  
events



We developed and delivered

**108**  
bespoke mental health training courses



across various industries.

We taught First Aid in Schools to more than

**14,000**  
students



The St John Eye Van travelled

**37,526**  
kilometres



to reach and provide treatment to

**1,216**  
patients in remote and rural areas.

We sold more than

**22,000**  
First Aid Kits



and more than

**700**  
defibrillators



We empowered social connection and community by providing

**107**  
social trips



for

**642**  
clients

# Our Reach

St John Ambulance Queensland provides first aid training, products and servicing across the state with options available for in person, hybrid and online training courses.

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

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

## Supporting our community

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









# Our Board



Adjunct Associate Professor  
Glen Morrison OStJ



Ray Thurlow



Dr Angus McDonell



Alison De Marco



Michael Andrews



Brett Mildwaters



Angelique Ettia

St John Ambulance Queensland has a very knowledgeable team who provide governance, oversight, and strategic direction to ensure the organisation maintains our delivery of high-quality services to the community.

The members of the Board apply agile and innovative approaches to meet the needs of those we support, train and service. Our dedicated Board ensures that we will deliver on our promises to our people, and that our community is at the heart of everything we do.

**Adjunct Associate Professor  
Glen Morrison OStJ**  
Dip Paramedical Science Dip BusMgt, MBA  
MAICD MACPara.  
Appointed Chairman 5th June 2024  
Member Elected 23rd November 2017

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

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

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

**Dr Angus McDonell BM KStJ**  
MBBS(Hon), BSc(Hon), BAppSc MSc  
MHSc, GDipHNut GDipEmHlth  
GCetAeroMed, FACRRM FRACGP FARGP  
Member Elected 20th September 2016

**Angelique Ettia**  
BComm(Fin, Mkt & HR), Cert Bus(NLPAust),  
GradCertBus(Philanthropy & Non Profit St.),  
MAICD MAHRI AMIF MFIA  
Board Appointed 30th June 2022

**Alison De Marco MStJ**  
LLB LLM  
Board Appointed 20th September 2016

## Acknowledgments

The Board would like to extend our sincere thanks to Ms Judy Morgan and Dr Peter Devenish-Mearns for their contribution to the St John Ambulance Queensland organisation. Both Judy and Peter elected to end their time as Board members during this reporting period. We wish them both all the best.

## Directors' Honorarium

Some members of the Board received an honorarium. Over the 2023-24 financial year period the total amount paid was \$18,711.12. Not all Directors elect to receive the Honorarium. We would like to acknowledge all the Directors for their service to the St John Ambulance Queensland organisation.

## Board Meeting attendance (current members)

Director	Attended
Glen Morrison	11
Angus McDonell	12
Alison De Marco	10
Ray Thurlow	10
Brett Andrews	11
Brett Mildwaters	12
Angelique Ettia	13

## Our Committees

### Finance & Risk Committee

18 meetings held

- > Angelique Ettia (Chair)
- > Andrew Barron (non-Board member)
- > Brett Mildwaters
- > Michael Andrews

### Governance Committee

5 meetings held

- > Noel Gillard
- > Glen Morrison
- > Ray Thurlow
- > Alison DeMarco

### Medical Governance Committee

5 meetings held

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



# Our Executive Team

Our Executive Leadership Team is responsible for the delivery of our strategic priorities and management of the operations of our organisation.

Our Executive's work to ensure St John Ambulance Queensland continues to open doors and create pathways to achieve lifesaving and life changing outcomes for the individuals, groups and organisations in the communities we serve.

**Peter L Maher** OAM, FAICD, CCEO, Adjunct Professor ACU  
Chief Executive Officer  
Appointed May 2024

Peter joined as St John Ambulance Queensland CEO after numerous board and CEO positions including an extensive 14 year career as CEO at St Vincent De Paul Society in both Queensland and the Northern Territory. Having spent 12 years in the Government sector, Peter is highly regarded for his strong commercial experience and intimate knowledge of Government decision making processes and public policy issues.

Peter has a great passion for helping others and in 2011 was awarded The Order of Australia for his service to the non-for-profit sector.

**Darryl Stewart**  
General Manager Commercial, Marketing and Supply Chain  
Promoted February 2024

Darryl has been with St John Ambulance Queensland since 2019 when he joined as Supply Chain Manager. Darryl is a result driven General Manager with over 20 years' experience across a range of industries. Our customer service processes have been streamlined under Darryl's leadership and adept ability to utilise cutting edge technology.

In 2023 Darryl's portfolio was further expanded when he was appointed as General Manager Commercial, Marketing and Supply Chain.

**Grace Mullins**  
General Manager Health Services  
Promoted February 2024

Grace Joined St John Ambulance Queensland in March 2023 as Ophthalmic Programs Operations Administrator. Since then, she has taken on the role of General Manager Health Services which includes

Ophthalmic Programs, Event Health Services and Youth Programs.

Highly skilled in business planning and analysis Grace has extensive experience in operations and project management.

**Opal Halliday**  
General Manager Community Services  
Promoted February 2024

Opal first joined St John Ambulance Queensland in 2020 as Manager of Volunteering Community Services.

With a focus on the transition to the Aged Care Reform – Support at Home Program and NDIS growth Opal has worked to create strategic plans for innovation, guide ideation processes and launch new services and processes ensuring focus on continuous improvement.

**Suzanne Burgess-Dean**  
Financial Controller  
Promoted February 2024

Suzanne is an experienced Chartered Accountant having spent 9 years working in the commercial business sector and 17 years in public practice. Suzanne has worked across a range of industries and business types throughout her career.

As Financial Controller for St John Ambulance Queensland, Suzanne strives to provide our stakeholders with detailed, accurate and timely information to ensure decision making is effective and uncompromised.

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

Ben has been with St John Ambulance Queensland for 12 years. He first joined our organisation as a volunteer First Aider in 2012 before being employed as the Event Health Services Logistics Coordinator in 2014. Ben has provided extensive experience in service delivery, compliance, and corporate services management with demonstrated excellence in leadership and governance.

“Some members of the Board received an honorarium. Over the 2023-24 financial year period the total amount paid was \$18,711.12.”



Peter L Maher



Darryl Stewart



Grace Mullins



Opal Halliday



Suzanne Burgess-Dean




Benjamin Lynch


# Strategic Plan

Our current Strategic Plan ends in December 2024. Our Council Members and our Board have been working on the development and implementation of a new Strategic Plan that will cover the 2025-2027 period. The new strategic plan will come into effect from January 2025.

The completion status of the strategic initiatives is reflective of the financial period represented in this report. Several of the initiatives marked as ongoing have since been completed.



 **Completed** strategic initiatives

 **Ongoing** strategic initiatives

## MISSION

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

## VALUES

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

### CLIENT SOLUTIONS

Client service excellence to meet current and future needs.



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



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

### OUR PEOPLE & PERFORMANCE

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



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



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

### STEWARDSHIP & SUSTAINABILITY

Long-term sustainability as an exemplary charity.



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



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

# Key Statistics and Highlights

## COMMUNITY SERVICES

**23,939**  
First Aid kits serviced 

**22,009**  
First Aid kits sold 

**720**  
AED's sold 

## FIRST AID IN SCHOOLS

**14,057**  
kids trained in First Aid 

  
**40**  
schools booked First Aid in Schools Courses

## TRAINING

**35,756**  
Students trained 

**108**  
Mental Health courses delivered 

**9.7/10**  
Average satisfaction rating from students 

## EVENT HEALTH SERVICES

**12,305**  
volunteer hours 

**153**  
active volunteers 

First Aid services provided at  
**115**  
community events 



## ST JOHN EYE VAN

**37,526km**  
travelled across Queensland 

**1,216**  
patients treated 

## COMMUNITY SUPPORT PROGRAMS

197

Community volunteers

2589

Volunteer hours under the ACCVS program

1155

Volunteer hours with TAFE

2839

Security calls



853

Friendship calls



## TRANSPORT SERVICES



54,529

Transport trips provided



1,014,948.10

Total kilometres travelled

9 Volunteer drivers

## SOCIAL TRIPS

29

Social Trip volunteers



725

ACU Student volunteer hours

107

Social Trips



642

clients booked onto Social Trips



## SOCIAL MEDIA

594.9k

Facebook reach



10.6k

Facebook followers

64.3k

Instagram reach



Audience:

69.6%  
Women

30.4%  
Men







# Celebrating the Grand Opening of St John House - Nundah

Our new headquarters, St John House was officially opened in Nundah on January 29, 2024 by Her Excellency, the Honourable Dr Jeannette Young AC PSM, who is also Deputy Prior and Dame of Grace of the Order of St John.

Her Excellency remarked that St John Ambulance Queensland has made significant contributions to Queensland and deserved a place to finally “hang its hat”, after several years of operating its many services from several locations across Brisbane.

Centralising operations under one roof was not just a relocation but a commitment to strengthening St John Ambulance Queensland’s ability to serve our community with even greater impact.

Lord Mayor Adrian Schrinner, Councillor Adam Allan, members of the Order including Chancellor of the Australian Priory, Board members, volunteers and staff gathered to witness the official opening.

St John Ambulance Queensland has proudly held the title of a certified social enterprise for almost a year, demonstrating its commitment to making a positive difference in society.

Accredited nationally by Social Traders, St John Ambulance Queensland stands as a shining example of how organisations can combine business success with social responsibility.

The opening of St John House aligns with SJAQ’s momentous 140 years in Australia and marks a significant milestone in providing a consolidated space for the entirety of St John Ambulance Queensland’s services.



“Centralising operations under one roof was not just a relocation but a commitment to strengthening St John Ambulance Queensland’s ability to serve our community with even greater impact.”

# Community Support Services

Opal Halliday, General Manager Community Services

## Foundations

Reflecting on the past year, I am filled with a profound sense of pride and resilience. Despite the challenges, it was a year of significant productivity and growth, laying the foundation for a robust and sustainable Community Services. This period provided us with an opportunity to introspect, not only on our cherished traditions and history at St John but also on our journey within Community Services and the impact we have made.

In addition, we continued to navigate the uncertainties of the Aged Care Reform and funding opportunities, eagerly awaiting clarity on our future direction. The mid-year audit by the Aged Care Quality & Safety Commission served as a valuable learning platform, enabling us to grow, streamline our operations, and ensure we deliver our best for the community.

The consolidation of resources and the transition to a centralised head office in Brisbane have furthered our vision of a more connected and unified organisation. This strategic move promises to enhance our operational efficiency and foster a more collaborative work environment.

## Connections

In an effort to build a resilient and sustainable service, we embarked on a journey that began with client engagement. We initiated our inaugural Consumer Advisory Group, bringing together clients from across the state to understand the intricacies of our services and client needs. Their feedback and guidance have been instrumental in laying the groundwork for what will eventually become a new vision for Community Services.

In partnership with TAFE, we have pioneered an innovative intergenerational volunteer program. This initiative has proven to be highly successful, revolutionising our future operational strategies. It offers students invaluable practical experience through interaction with our senior community members and Aged Care Facilities, thereby cultivating our future workforce. This strategic collaboration not only enhances the students' professional growth but also contributes significantly to our community engagement efforts.

Upon identifying our organisational voice and mission, we have successfully forged relationships with local community entities and advocacy groups. Additionally, we have sought mentorship and fellowship from our St John counterparts across Australia. This strategy of collaboration emphasises our dedication to fostering a resilient and inclusive community service.

## Re-focus

As we boldly navigate the complexities of the Community Transport and Aged Care Industry, our quest for connections and best practices persists. We now approach this journey with a revitalised spirit and a unique perspective of 'thinking differently'. The year 2023/24 was not merely a period in time, but a chapter of enlightenment and growth. Our vision is clear - to forge a robust, sustainable, and esteemed service that will not just endure, but thrive long into the future.



**Opal Halliday,**  
General Manager Community Services



**“Our vision is clear - to forge a robust, sustainable, and esteemed service that will not just endure, but thrive long into the future.”**

**OPAL HALLIDAY, GENERAL MANAGER COMMUNITY SERVICES**

# Event Health Services

Grace Mullins, General Manager Health Services

**St John Ambulance Queensland Health & Medical Services has officially transitioned back to our cherished Event Health Services, which has a rich history and a strong presence within our volunteer community both across the State and nationwide.**

In 2023, we marked our 48th consecutive year at the Ekka, with the support of 77 dedicated volunteers who contributed nearly 3,000 hours over the course of 23 days.

We were also honoured to support the FIFA Women's World Cup in Southbank during July and August, where we cheered on the remarkable Matildas as they secured third place in the world.

In April, we experienced a record number of volunteers provided First Aid at ANZAC Day services statewide. Over 54 volunteers generously provided First Aid services to our communities in Brisbane, Nundah, Toowoomba, and Townsville, representing our organisation with distinction. This incredible representation shows our strong sense of Team St John culture,

Volunteering Queensland has identified the top three challenges faced by volunteer organisations this year: a decline in volunteer hours, a need for increased training, and a decrease in the number of individuals willing to volunteer. Despite these challenges, the St John presence continues to remain strong within the volunteering community. We recognise that there is work ahead of us, but we remain committed to our mission of being with you in times of need.

As we look ahead to the future of Event Health Services, we will be standing up multiple Hubs across the State. This presents a remarkable opportunity for Event Health Services to expand our community outreach, enhance the support and offerings available to our volunteers statewide, advance our modern professional volunteer pre-hospital care capabilities, and grow our volunteer base.

Our remarkable 14-wheel, 19-meter Eye Van serves as a vital service to Central Queensland, delivering life-saving treatment and increasing the quality of eye health for our First Nations and rural communities. This achievement would not be possible without the exceptional ongoing support of our clinical team, including Dr. Rowan Porter, Dr. Andrew Laming, Mai Truong, James Devereaux, and the nursing teams at Emerald and Gladstone Hospitals. We would like to extend a heartfelt thank you to the services provided over the years by Doctor John Kearney and his unwavering commitment to the St John Eye

Van for many years in Gladstone and Emerald.

I would like to especially mention our drivers, Mark Morrissey and Steve Forrest. Without both of you the St John Eye Van couldn't reach the locations safe and sound. Mark Morrissey has been with the Eye Van for over 11 years now and has retired about 3 + times. Mark is instrumental in the St John Eye Van's setup at every location, pack down, and delivery. Mark is not "just" a driver, he is the changer of light bulbs, trouble shooter of IT issues, printer cartridge changer, cup of tea maker, wheelchair lift operator, and all 'round incredible human. We are very thankful for Mark and Steve for your contribution of service to the St John Eye Van.

## Vintage Vision

This year, we completed a pilot program originally envisioned by Lyndall De Marco, in collaboration with Roche Pharmaceuticals, Designs for Vision, and Professor Paul Mitchell. The Vintage Vision pilot involved volunteers Patricia Hume and Alina Jacob traveling to Central Queensland to perform retinal screenings for aged care residents in Biloela, Gladstone, Emerald, Rockhampton, and Yeppoon.

The pilot program was inspired by Lyndall De Marco's vision to offer eye care screenings to older adults who find it challenging to leave their care facilities. Roche Pharmaceuticals provided the funding, Designs for Vision supplied the DRS Camera and visual acuity tools, and Professor Paul Mitchell handled the grading, diagnosis, and report writing.

Volunteers Patricia Hume and Alina Jacob from St John Ambulance Queensland played a crucial role, carrying out the program with remarkable dedication. They visited each residential aged care facility, set up the necessary equipment, and conducted the screenings. The collected images and readings were then sent to Professor Mitchell and his team for analysis.

Over the course of 12 weeks, we screened more than 380 residents across 8 locations. Professor Paul Mitchell and his team are currently reviewing the results, and we are excited about the prospects of this program.



**Grace Mullins,**  
General Manager Health Services

**“As we look ahead to the future of Event Health Services, we will be standing up multiple Hubs across the State”**

GRACE MULLINS, GENERAL MANAGER HEALTH SERVICES



Patients are often forced to journey to metropolitan areas, and missed treatment can result in irreversible visual loss.







# St John Eye Van

Dr Rowan Porter

To improve access to sight-saving therapies, the St John Eye Van (formerly Indigenous Diabetes, Eyes and Screening [IDEAS]) program was launched in December 2013, to reduce blindness from diabetes in Queensland's Indigenous communities.

An initiative of the Queensland State Government, funds were donated to the Queen Elizabeth Diamond Jubilee Partnerships, who administered the program for 10 years, before donating the van and ongoing program to St John Ambulance Queensland. Using the eye as a focus to better manage systemic diabetes, the program has taken a multifaceted approach to closing the gap in eye health and longevity, through a comprehensive ophthalmic and diabetes initiative.

Diabetes prevalence is almost three times higher in Indigenous Australians. It is a metabolic disorder causing a vasculopathy resulting in multi-organ disease. Diabetes is an important driver of the disparities in cardiovascular disease and life expectancy.



Only **53%**  
of Indigenous Australians with diabetes  
undergo annual eye screening.

The eyes are unique in providing direct visualisation of the diabetic microangiopathy. Grading of diabetic retinopathy not only assesses treatment criteria for sight-saving therapies but is also a biomarker of systemic vascular disease.

Moderate visual loss (less than 6/12) is three-times more prevalent among Indigenous Australians, accounted for by refractive error (63%), cataracts (20%) and diabetic retinopathy (5%), which are known ocular complications of diabetes.

Whether in remote or metropolitan communities, Indigenous people have difficulty obtaining the eye care they need. Barriers to accessing specialist medical care include poverty, remoteness and cultural determinants that are complex. The medical workforce maldistribution is a factor causing vision impairment to be twice as prevalent among Indigenous Australians in outer regional areas.

The paradigm shift in management of diabetic retinopathy with anti-VEGF (vascular endothelial growth factor) intra-vitreous injections requires regular access to injections every 1 to 4 months. Access to these advances remains inequitable across the Australian population, especially for Indigenous Australians, patients living in remote areas, and patients of lower socio-economic status. Delivering these injections requires a clean space, disposables, cold chain drug delivery and equipment that is delicate and expensive. Patients are often forced to journey to metropolitan areas, and missed treatment can result in irreversible visual loss.



**Dr Rowan Porter**

# Training, Product and Services

Darryl Stewart, General Manager Commercial, Marketing and Supply Chain

## Commercial

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

## Supporting Our Charitable and Community Programs

The surplus generated from our commercial operations plays a crucial role in funding the charitable and community programs that define St John Ambulance Queensland’s commitment to public service. These programs are integral to our mission of building capacity, resilience and well-being across Queensland.

By leveraging our commercial capabilities to deliver high-quality services tailored to customer requirements, we not only fulfill market demands but also ensure sustainability for our charitable endeavours. This approach enables us to reinvest in initiatives that positively impact communities throughout Queensland.

As we continue to innovate and adapt to the evolving needs of our clients and stakeholders, our commitment to delivering excellence remains unwavering. Through our commercial activities, we strive to achieve synergies that benefit both our customers and the communities we serve.

## First Aid and Mental Health Training Impact

During the reporting period, St John Ambulance Queensland successfully trained a total of 35,756 students in first aid and mental health awareness. This significant achievement underscores our commitment to equipping individuals and communities with life-saving skills and knowledge.

## Student Satisfaction and Trainer Excellence

We are pleased to report that our training programs received outstanding feedback from students, with an average satisfaction rating of 9.7 out of 10. This exceptional score reflects the dedication and expertise of our trainers in delivering high-quality education and practical training experiences.

## Financial Performance

St John Ambulance Queensland surpassed expectations by achieving sales of \$4.7 million, exceeding the budgeted target of \$4.5 million. This accomplishment highlights our strong operational performance and effective management of resources, enabling us to sustain and expand our critical training and community service initiatives.

## Product Sales Performance

In the past year, St John Ambulance Queensland achieved robust sales in product offerings, totalling \$5.8 million. This achievement underscores the strong demand for our products and demonstrates our ability to effectively meet the needs of our customers across Queensland.

## Servicing Team Success

Our servicing team exceeded their budgeted sales target of \$1.2 million, achieving an impressive \$1.4 million in sales. This exceptional performance resulted in a surplus of \$200,000 over the projected budget, highlighting the team’s dedication and efficiency in delivering outstanding service solutions.

## Moving Forward

Looking ahead, we remain dedicated to expanding our commercial offerings while upholding our values of integrity, excellence, and collaboration and innovation. By maintaining a strong focus on operational efficiency and customer satisfaction, we aim to further enhance our impact and contribute meaningfully to the well-being of Queenslanders.



**Darryl Stewart,**  
General Manager Commercial,  
Marketing and Supply Chain

“As we continue to innovate and adapt to the evolving needs of our clients and stakeholders, our commitment to delivering excellence remains unwavering.”

DARRYL STEWART, GENERAL MANAGER COMMERCIAL, MARKETING AND SUPPLY CHAIN



# First Aid in Schools

Since the launch of the First Aid in Schools pilot program in 2018 St John Ambulance Queensland has delivered lifesaving first aid education to 89,500 students at 258 schools across Queensland.

The First Aid in Schools program is an initiative developed and designed exclusively for primary school students that empowers children to deliver vital first aid in an emergency and help save lives.

The ongoing success of the program this year has enabled us to employ a permanent Community Education Coordinator to teach the foundations of first aid in an age-appropriate manner.

Through this program students learn to recognise danger, engage basic response and why it is important to go to a trusted adult get help, along with the process of calling triple zero (000) and the questions they will be asked to build confidence in using the service.

Over the years we have tailored the delivery of First Aid in Schools to suit the needs of the schools that benefit from this free program. Originating with face-to-face education sessions, we have expanded our delivery service model to include online options that cater to remote and regional schools.

Our goal has always been to ensure that as many students as possible receive first aid education and are equipped with the skills to respond in an emergency.

Throughout the 2023-2024 period, the St John Ambulance Queensland First Aid in Schools team successfully trained an impressive 14,057 students across 40 schools. These figures show a steady increase compared to the previous reporting period.

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



**“The First Aid in Schools program is an initiative developed and designed exclusively for primary school students that empowers children to deliver vital first aid in an emergency and help save lives.”**

**DARRYL STEWART, GENERAL MANAGER COMMERCIAL, MARKETING AND SUPPLY CHAIN**



## MESSAGE FROM THE Director of Mission

Benjamin Lynch JP (Qual), Director of Mission

**It has been, and continues to be, an honour to serve as the Director of Mission for St John Ambulance Queensland.**

While the past year has brought with it many changes and significant challenges for our organisation I move forward with confidence that St John Ambulance Queensland is entering a new era of stability and growth. I see in this growth both a long overdue return to those parts of our history that make us who we are, and also a clear and necessary recognition of the need to modernise and adapt to a new way of operating in a modern society.

I foremost wish to acknowledge the incredible dedication of our entire team - both paid staff and volunteers - who tirelessly give of your time and energy every day in service to the ideals of St John. It is through your selfless efforts that we can provide the care, compassion, and support that define our organisation. Without you, we simply could not fulfil our mission of serving humanity in times of need.

The numbers, facts, and figures throughout this report ultimately act to speak of the difference you make in our community. The lives that have been impacted, improved, and extended through the programs we offer. This is only possible only because of your unwavering commitment and stands at the very heart of the founding of St John. As mentioned earlier in the report this year, 2024, is the Bicentenary of the events that lead to the beginnings of European healthcare, as we understand it today. Looking back at how far we have come in this area and the contributions made by the St John organisation is a point of great pride.

I would also like to recognise those individuals who have contributed above and beyond in their service to St John, some of whom you will find mentioned throughout this report. Their exceptional efforts are a testament to the values we uphold, and I am committed to ensuring these contributions are properly recognised. In the coming year, we will continue to improve and expand our rewards and recognition processes to ensure that more of our team's outstanding achievements receive the appreciation they deserve.

Thank you to everyone who contributes to the ongoing success of St John Ambulance Queensland. Together, we remain steadfast in our commitment to making a meaningful difference in the lives of others.



**Benjamin Lynch JP (Qual),**  
Director of Mission

**“The numbers, facts, and figures throughout this report ultimately act to speak of the difference you make in our community.”**

**BENJAMIN LYNCH JP (QUAL), DIRECTOR OF MISSION**



# Volunteering

St John Ambulance Queensland could not provide the services to our community that we do without our dedicated volunteers.

Our volunteers are the lifeblood of our organisation and the continued commitment and resilience demonstrated by our volunteers contributes to our ongoing success as an organisation.

This year saw us take part in a campaign lead by St John Ambulance Australia during National Volunteer Week that involved all states and territories and recognised the invaluable contributions of our volunteers. The campaign included acknowledgement across our social media platforms, a dedicated message from our CEO and an awards ceremony acknowledging the service of our volunteers.

The theme ‘Something for Everyone’ which recognised the diverse opportunities across the volunteering sector was particularly fitting for our organisation as it reflects the wide range of benefits our volunteers deliver to the Queensland community.

The below message was shared to all St John Queensland volunteers to say thank you for all that you do for our organisation and the Queensland community.



To our valued St John Volunteers, as well as their friends, families and the employers who support them, we just wanted to say...

## Thank you

...  
for the strength you give to communities across Queensland every single day, and night.

...  
for your resilient, courageous actions that have changed lives for the better.

...  
for rolling up your sleeves and taking the hard road, always helping those in need.

...  
for the vital role you play in building a stronger Queensland.

This National Volunteer Week we celebrate all that you do for the Queensland community and St John Ambulance Queensland. On behalf of St John Ambulance Queensland we offer our sincerest thanks for your unwavering dedication and commitment.

“I had a great experience, everyone was really lovely, and I would 100% recommend.”

TAYLOR, ACU SPEECH PATHOLOGY STUDENT



For more information about the volunteering opportunities available with St John Ambulance Queensland and to register as an active volunteer visit [www.stjohnqld.com.au/support-us/volunteer/](http://www.stjohnqld.com.au/support-us/volunteer/)



## St John Honours and Awards

The following were admitted to The Order of St John as Members:

**Mr MICHAEL ANDREWS** (for exceptionally high quality of performance in his roles at state, national, and international levels with proven innovation and effective governance.)

**Ms ADELE ELZE** (for providing St John Ambulance Australia Queensland and The Order (in Queensland) with the highest level of service commitment.)

**Mr DAVID BECKHAM** (for strong commitment to his membership and progression through the ranks up to Divisional Superintendent and later progression to State Officer level appointments.)

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

**Rev Dr PETER DEVENISH-MEARES** receiving the Service Medal in recognition of 10 years of service.

**Mr GLEN MORRISON** receiving the Third Bar to the Service Medal in recognition of 25 years of service.

**Ms VIVIAN LARSSON** receiving the Second Bar to the Service Medal in recognition of 20 years of service.

**Dr GERARD MEIJER** receiving the Gilt Bar to the Service Medal in recognition of 30 years of service.

**Mrs JANICE MISFELD** receiving the Second Bar to the Service Medal in recognition of 20 years of service.

**Mr PETER MCMURTRIE** receiving the 2nd Gilt Bar to the Ultra Long Service Medal in recognition of 60 years of service.

**Ms SANDRA WILLIAMS** receiving the Second Bar to the Service Medal in recognition of 20 years of service.

**Mrs ANN DEMAINE** receiving the 1st and 2nd Gilt Bar to the Ultra Long Service Medal in recognition of 55 and 60 years of service.



# People and Culture

The past year has been one of significant transformation for our organisation.

The People & Culture department has navigated through a series of changes that have redefined the way we work, interact, and support our people. From leadership shifts to office relocation and process optimisation, we have worked tirelessly to ensure our staff's security and well-being during this period of evolution.

## Leadership Changes

One of the most prominent changes this year has been within our leadership team. The transition in the CEO position, alongside shifts within senior management, has brought both challenges and opportunities. The Leadership team has played a vital role in facilitating these transitions, ensuring clear communication and minimising disruption to staff.

We have also focused on supporting our leadership team through these changes by providing mechanisms and resources to foster resilience and adaptability. As we move forward, our goal remains to provide leadership with the tools and insights necessary to lead the organisation through its next phase of growth.

## Office Relocation

In a bid to streamline our operations, we successfully relocated to a new head office space that now combines all our services under one roof. This move has allowed for greater collaboration across teams and a more cohesive organisational culture. By bringing everyone together, we are fostering better communication and cooperation while reducing overhead costs associated with maintaining multiple sites.

The relocation has been a complex process, and we have focused on ensuring a smooth transition for all employees, offering support in the form of flexible work arrangements and regular updates throughout the move. Staff feedback has been crucial in identifying areas for improvement, and we continue to fine-tune the workspace to suit everyone's needs.

## Permanent Employment Contracts

A key milestone this year was the transition of all staff to permanent employment contracts. This decision was made to provide greater job security and long-term stability for our employees. We believe that by ensuring the security of our people, we are building a more engaged, committed, and motivated workforce.

The shift to permanent contracts has been positively received, and we have observed a boost in employee morale. In addition, we have refined our onboarding processes to ensure that new permanent employees feel supported from their first day with us.

## Alignment to the SCHADS Modern Award

In our effort to standardise and ensure fairness across the organisation, the majority of our staff are now covered under the SCHADS (Social, Community, Home Care and Disability Services) Modern Award. This alignment guarantees that our employees are compensated and supported in line with industry standards, creating a more equitable work environment.

We continue to ensure that all staff have a thorough understanding of their entitlements and obligations under the Award, and we've offered training to managers to ensure they are well-equipped to manage staff within this framework.

## Process Reviews and Continuous Improvement

In the spirit of fostering continuous improvement, we conducted an extensive review of our internal processes. The objective was to identify areas for improvement, streamline operations, and explore cost-reduction opportunities without compromising quality or employee satisfaction. Several changes have been implemented, including more efficient workflows, enhanced communication channels, and the optimisation of resource allocation across teams.

With these process improvements we hope to lead better organisational performance and cost savings, and we continue to actively seek ways to enhance operational efficiency in the future.

## Conclusion

Despite the turbulence of the past year, the People & Culture department has remained committed to supporting our staff through every challenge. By focusing on leadership support, employee security, equitable work conditions, and process improvement, we have laid the foundation for a stronger, more resilient organisation. Looking ahead, we will continue to champion the well-being and development of our people, ensuring that they remain at the heart of everything we do.

We are confident that these changes position us well for future growth, and we look forward to another year of progress and positive transformation.

**“The People & Culture department has navigated through a series of changes that have redefined the way we work, interact, and support our people.”**

# Finance, Information and Technology and Corporate Services

Suzanne Burgess-Dean, Financial Controller

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

We generate revenue through multiple channels:

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

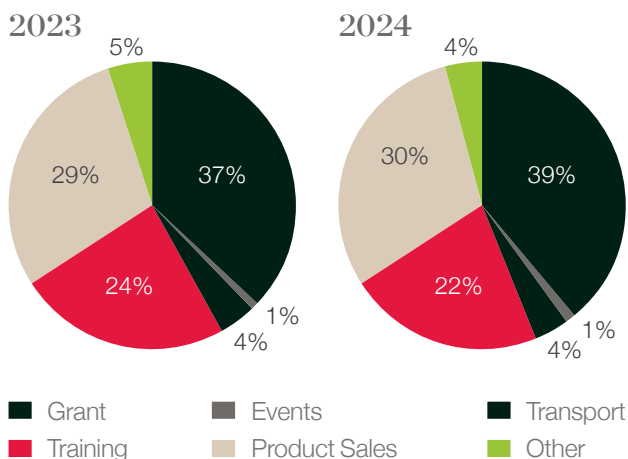
The overall net operating result for the 2023-2024 financial year was a surplus of \$85,430. This is a tremendous turnaround from the 2022-2023 financial year deficit of \$800,322 and emphasises the ongoing efforts of the existing team to improve our financial viability.

Total revenue for the 2023-2024 financial year was \$20,086,513 compared to the previous year of \$19,339,897. This is an improvement of \$746,616 (3.8%) over the previous financial year, with increases in all revenue streams including a 12% increase in training income.

Total expenditure for the 2023-2024 financial year was \$20,001,083 compared to the previous year of \$20,140,219. This represents a decrease of \$139,136 (1%) over the previous financial year. Whilst St John Ambulance Qld is not immune to the inflationary pressures that have impacted businesses and households in recent times, we have successfully managed costs by concentrating on expenditure efficiencies.

This financial year presented numerous challenges which has necessitated changes with the business structure. We have reacted positively to these changes and are confident that we have a solid foundation to advance and grow the organisation.

## Revenue 2022 & 2023



## Full copy of audited annual financial statements

A full copy of the audited annual financial statements for the 2023-2024 financial year are available on our website - [stjohnqld.com.au](http://stjohnqld.com.au).

## Finance, Information Technology and Corporate Services

The 2023-2024 financial year has once again been a hive of activity for the finance, information technology and associated corporate services support areas of St John Ambulance Queensland.

We remain committed to delivering high-quality support services to our internal business units, which in turn allows exceptional services to be offered to the business' external clients. This is achieved through continuous review and improvement of processes and procedures, recruitment and retention of qualified and trained personnel and quality reporting of data to decision-makers.

St John Ambulance Qld is committed to ongoing investment in resources to better utilise technology including advanced automation and integration to improve processes. We are constantly working to ensure our most precious resource – our people - have all the resources they need, including maintaining tools of trade, upskilling and training.

We are all eager to see the results of these initiatives as the next financial year unfolds.



**Suzanne Burgess-Dean,**  
Financial Controller

“St John Ambulance Qld is committed to ongoing investment in resources to better utilise technology including advanced automation and integration to improve processes.”

SUZANNE BURGESS-DEAN, FINANCIAL CONTROLLER



# St John Giving – Supporting St John Ambulance Queensland

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

Here are some of the ways you can contribute:

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

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

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

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

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

**5. In-Kind Donations:** In addition to monetary donations, we also welcome in-kind contributions.

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

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



# Thank You

As a not-for-profit organisation we couldn't do the work that we do without the support of the organisations who partner with us to serve Queensland and enhance the lives of children, families and people in need. Strengthening community wellbeing is at the core of what we do.

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

## Our Programs

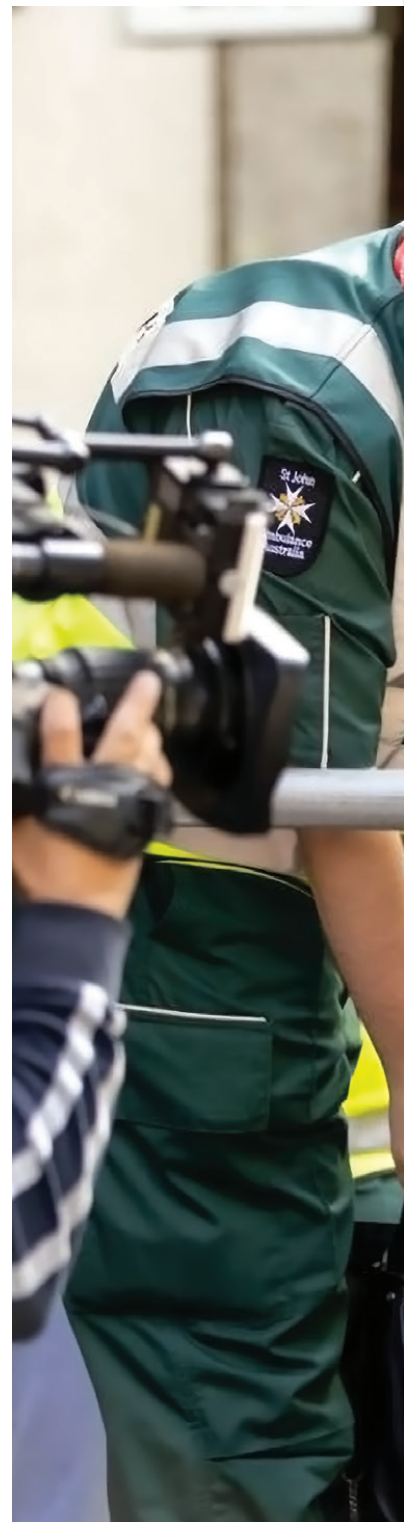
- > First Aid in Schools
- > St John Eye Van Ophthalmic Program
- > Discounted First Aid training for seniors
- > Event Health Services
- > Community Support Services
  - Home visits
  - Friendship calls
  - Transport services
  - Social Trips
  - Accompanied Activities

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

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

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

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







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



## CONTACT US

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