



2023

Annual Report



ST JOHN AMBULANCE AUSTRALIA (VIC) INC

12.1 million

Victorians served

170,029

Victorians trained

71,580

Victorians cared for

TAM (LEFT) AND CAMERON (RIGHT)
READY TO RESPOND



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Chairman and CEO's Report



> **MARK ENGEL**
OSTJ
CHAIRMAN



> **GORDON BOTWRIGHT**
OSTJ
CEO



We are pleased to present our 2023 Annual Report in the 140th year of St John Ambulance Victoria.

It is no small thing to provide continuous service to the community for 140 years, and we are enormously proud of our many thousands of volunteers and staff and the contribution they have made to the Victorian community.

Dr Edward Neild founded St John in Australia here in Melbourne in 1883, and he surely could never have imagined the profound life-saving impact this would have over so many years.

Our organisation has been consistently focussed on its purpose, for the Service of Humanity, and a reassuring presence at every major disaster in Victoria, assisting those in sickness, distress, suffering and danger.

As we look to the future, our vision for St John is that more lives are saved, exceptional care is provided to those in need and we build greater resilience in the community. We will do this by leading Victoria in first aid and medical responses to community healthcare needs.

This year we were excited to announce the acquisition of Seniors Community Care, an organisation with over 100 staff who deliver services to those in need of personal care and support in their own home. Focused on post-acute care and in-home support, this move allows

us to deliver St John Quality Care to many more people. We warmly welcome the team and customers of Seniors Community Care to the family of St John.

The strength of our brand was echoed in the 2023 Reprack survey results, with St John Ambulance ranking in the top 4 trusted charities in the country. Public trust in St John remains stronger than it has ever been, which is of course thanks to our wonderful people.

We were also fortunate to have featured in the public eye to a far greater extent than in previous years both through our campaigns, including Know First Aid, and our earned media coverage, which together resulted in millions of Victorians becoming more aware of St John and the importance of first aid.

Our largest daily service into the community, Non-Emergency Patient Transport, served over 62,000 people this year. We acknowledge the tireless work of our staff who provide person-centred care to each and every patient, confirmed by the many compliments they receive throughout the year. This service has faced significant unforeseen cost impacts and funding challenges which has impacted the annual results of St John Victoria and the entire patient transport sector. It is an important

service that provides vulnerable people access to essential health services and we remain focussed on working with Government and our partners to return the patient transport sector to a sustainable financial footing.

Our commitment to the community remains steadfast. Despite the financial challenges, we proceeded to deliver over \$2.2M of services to the community through our St John funded community programs.

Our first aid volunteer program is the flagship, and it was satisfying to see it return to growth after COVID, with adult volunteer numbers back over 2000 strong. It was a joy to congratulate so many new First Responders as they graduated from their intensive 6-month training program. This meant that our dedicated volunteers were once again present in the community at an extraordinary number of events and festivals across Victoria. A huge thank you to the volunteer leadership team, who do an enormous amount of work behind the scenes to make all of this happen.

Our Youth program also continues to grow. Victoria had a busy year hosting the National Competition and Easter Camp and completing the program course work which has now moved online. It has been a delight to see our youth members at events, proudly wearing their greens. Thank you to the highly committed volunteer leadership team who make this program so successful.

We are ever thankful for the steadfast and growing membership of the Order of St John. 2023 saw the Order in Victoria hold

its annual dinner and celebrate our 140th anniversary, with the Bolte Bridge lit up in special recognition of St John on the same night. This year 20 postulants were promoted or received membership in the Order, while our Order Ambassadors could be found visiting volunteer divisions across the state.

Our other community programs including Defib in Your Street, First Aid in Schools, Party Ready and CPR Lab grew their impact over the year – reaching more people and covering wider geographies. Defib in Your Street completed its inaugural suburb deployment in Reservoir and launched in St Albans in April, which has allowed an entirely different community to be protected by the power of CPR knowledge and defibrillator access. We look forward to the further expansion and evolution of St John community programs Victorians have come to know and love.

A new record in training numbers was another important highlight, with over 70,000 students trained in a range of accredited and non-accredited first aid and mental health courses. To maintain the position of the premium and most preferred provider in the market is no easy feat. It is a testament to the quality of our training and investment into digital innovation via our SJx platform, which has now been rolled out by St John across the country.

Work began in 2023 on the future direction of the organisation through the development of our next Strategic Plan. We remain ambitious and committed to deliver a plan that cements our place in the Victorian community and that encourages all our volunteers, staff, customers and supporters to get behind our vision.

Thank you to the board, management and staff of St John, your hard work does not go unnoticed. It is your professionalism that continues to build our reputation and is so often remarked upon by our patients and customers.

To our volunteers, we are incredibly grateful for your service. With you as the caring and friendly face of our organisation, giving of your time and expertise so willingly, our mission is brought to life each and every day.

As we look forward to the next year, we remain committed to our global mission delivered locally, and will continue to strive for excellence in all that we do. We are excited about the opportunities that lie ahead and are confident that with your continued support, we will achieve our goals.

Thank you for your trust and support.

Sincerely,
Mark Engel, Chairman, and Gordon Botwright, CEO



2023 Highlights Timeline



MOHAMMED AND MAYOR, CR ROB STEANE AT MAROONDAH'S AUSTRALIA DAY AWARDS

26 JANUARY

- > Kayla Parker named Brimbank Young Citizen of the Year 2023
- > Mohammed Alam appointed Australia Day Ambassador 2023 for the Maroondah City Council

18 APRIL

- > Defib In Your Street St Albans Launch

26 APRIL

- > Carina Garland MP visits Notting Hill Headquarters
- > Wyndham Division volunteer, Meesha Pujitha, named the One Wyndham recipient for April



CARINA GARLAND MP AND ST JOHN CEO GORDON BOTWRIGHT OStJ

9 AUGUST

- > First Aid Champion Awards



FIRST AID CHAMPION AWARD WINNERS

11 OCTOBER

- > First Individual Support Class graduated

18 OCTOBER

- > Defib in Your Street receives honourable mention in Emergency Management Victoria's Resilient Australia Awards for 2023

20 OCTOBER

- > Riley Madden and Bruce Caslake honored with 2023 National Volunteer Award presented by Dan Tehan MP



ST JOHN STAFF EMMA (LEFT) AND MARJ (RIGHT) WITH CR BRUCE LANCASHIRE AT THE WE ARE BRIMBANK AWARDS

25 OCTOBER

- > NEPT Courses and Careers Open Night held in Geelong

26 OCTOBER

- > Defib in Your Street receives Community Engagement award at the We Are Brimbank Awards

January

February

April

June

August

September

October

November



STEVE DIMOPOULOS MP AND ST JOHN CHAIR MARK ENGEL OStJ UNVEILING THE NEW ST JOHN HQ

11 FEBRUARY

- > Grand Opening and Family Fun Day

26 FEBRUARY

- > 45 volunteers awarded National Emergency Medal

6 JUNE

- > First NEPT courses and Careers Night held in Notting Hill

24 JUNE

- > St John Ambulance Victoria celebrates 140 Years in Australia, including light up of the Bolte Bridge in red and significant media coverage



THE BOLTE BRIDGE LIT UP TO CELEBRATE 140 YEARS OF ST JOHN IN AUSTRALIA



FREE CPR CLASSES FOR WOMEN ON WORLD FIRST AID DAY

9 SEPTEMBER

- > World First Aid Day – Victoria offers 6 free CPR training classes to 90 women to close the gap

27 SEPTEMBER

- > Investiture for 16 new and promoted Members of the Order of St John

25 NOVEMBER

- > Annual Volunteer Awards held at Government House



THE AMAZING VOLUNTEERS RECEIVING AWARDS FOR THEIR YEARS OF SERVICE

Volunteers and Event Health Services

In 2023, the Volunteers and Event Health Services team achieved remarkable milestones. This was possible thanks to our dedicated 2000+ volunteers who are committed to making a difference every day and continue to deliver outstanding first aid services across the Victorian community.

Together, we attended 2,353 events counting an impressive 171,599 hours volunteered. This comes from local community gatherings, major festivals, and sporting spectacles.

An amazing team of volunteers upheld our commitment to safety and wellbeing, extending our services beyond traditional boundaries to support a globally significant event, the FIFA Women's World Cup. As the sole St John Ambulance state in Australia entrusted with providing first aid services for both players and the public at this prestigious tournament, our experienced volunteers played a vital role in ensuring the health and safety of everyone in the tournament. Their dedication and expertise shone on the world stage for all to witness.

Throughout the year, we also extended our support and expertise to a variety of iconic sporting events. Among these

events were the ever-popular Australian Open, the Australian Grand Prix, the Melbourne Marathon, and the Melbourne Racing Carnival. We were pleased to see our First Aid Services returned to Avalon Airshow after a gap. We also maintained strong partnerships with key venues including MOPT (AAMI Park, John Cain Arena, Margaret Court Arena, and Rod Laver Arena), Marvel Stadium, GMHBA Stadium, Flemington and Moonee Valley Races, Sidney Myer Music Bowl, Her Majesty's Theatre, Rochford Wineries, and Festival Hall.

Another highlight of 2023 was a key milestone for our Whitehorse Division, who celebrated a remarkable 80th anniversary, making eight decades of solid commitment to providing essential first aid services to the community. Over the years, the division has shown dedication, resilience, and profound impact on the community, embodying the core values of



St John Ambulance. The milestone not only reflects a rich history but also underscores the ongoing significance of Whitehorse Division in fostering health and safety within the community it serves.

There was also an incredible interest in the volunteering space with over 800 enquiries on our website with over 200 people progressing through to graduate as new First Responders by completing our intensive First Responder program over approximately six months.

Our Advance Responder program also expanded with two programs run in 2023 and the group growing to 30. Our First Aider Scope members including First Aiders, First Responders and Advanced Responders are all supported by over 180 health professionals at many events.

Our dedicated small team of Community Transport drivers continued to support our community with 1900 trips this

year, with plans to continue to grow growth and expand this important community service in 2024.

All our services continue to be supported by our passionate State Operations, Clinical Services, Event Deployment and Communications teams who work behind the scenes to ensure that our members are event service ready. In 2023 VEHS continued to strengthen our governance framework through training, improving our reporting framework, quality improvement projects and implementation of a new clinical governance and reporting structure.

Furthermore, we continued to lead the way in Victoria and set the standard in managing patrons at high-risk festival events involving a range of complex medical presentations. We continue to upgrade and invest in state-of-the-art medical equipment and deploy a dedicated highly trained and skilled range of Health Professionals and Advanced and First Responders to support these events. These include Doctors, Nurses, and Paramedics.

Key Statistics

EVENTS
2,353

1,217 Local events
254 Major events

TOTAL VOLUNTEER MEMBERS
2,081

HOURS VOLUNTEERED
171,599

ROSTERED SHIFTS
29,101

EMERGENCY MANAGEMENT SHIFTS
94 Unique shifts

PATIENTS TREATED AT EVENTS
9,470

AMBULANCE VICTORIA TRANSPORTS
233

COMMUNITY TRANSPORT TRIPS
1,906

Significant Incidents

CARDIAC ARRESTS **3*** INTUBATIONS **11**

*primary cause is other than cardiac for 2 incidences

| Scope of Practice Summary | 2023* | 2022 | 2021 |
|---------------------------|------------|------------|------------|
| Nurse | 96 | 118 | 144 |
| Paramedic | 50 | 68 | 74 |
| Doctor | 32 | 48 | 50 |
| TOTAL | 178 | 234 | 268 |

*AS AT DEC 2023

Contract Achievements

➤ Appointed to resume delivering first services at Avalon Airshow

Free Event Coverage

249 events for free across the Metro and Regional areas

➤ Anzac Day, Good Friday Appeal and Vision Australia's Carols by Candlelight remain key events in this space



OUR VOLUNTEERS ARE ALWAYS READY TO HELP IN AN EMERGENCY

Emergency Management

In the Emergency Management area, we continue to strengthen our presence and remain ready to mobilise when emergency events occur.

Teams continued training and readiness to ensure capability. This has proven particularly relevant when in early 2024 bushfires emerged in the Ballarat area and members were deployed to a range of locations.



ST JOHN YOUTH CAMP

Key Statistics

YOUTH MEMBERS

540

DIVISIONS

21

ADULT LEADERS

105

Vision Australia – Carols by Candlelight Thanks

Dear Tim,

I would like to say a massive thank you from everyone at Vision Australia. Your support of Carols by Candlelight made it an extraordinary event. Together, we raised over \$2.3 million from donations, ticket sales and sponsorships – an incredible feat that will transform the lives of children who are blind or have low vision.

Thank you for the impact you've made, helping us to achieve this incredible accomplishment. We could not have done this without the help of St John. Please pass on my thanks to any of your colleagues who also worked on the Carols by Candlelight event.

Wishing you all the best for the year ahead.

> RON



ST JOHN VOLUNTEER AT CAROLS BY CANDLELIGHT



St John Youth

A year of consistency, renewed stability and sustainability has been our focus for 2023. The year has been an incredibly busy and productive one.

It commenced in early January with an enormous effort to host in the National Youth Competition. This was a successful camp with Youth Members from around Australia descending on Melbourne to compete in this annual competition. This year it was hosted at our own campsite in Wesburn and was a great way to be able to display the campsite facility to other St John jurisdictions around the country. The camp included great opportunities for our youth members to network and meet with members from other states and to compete in the annual championship.

The National Youth First Aid Competitions included simulated first aid scenarios, teaching first aid lessons, a CPR competition along with other scenarios to demonstrate their teamwork and leadership skills. Overall, a great effort by all involved and we look forward to next year's competition to be held in Alice Springs.

Over the past two years the Proficiency Courses as part of the Grand Prior's Award have been undergoing a refresh and over the year, we saw these starting to trickle through to be conducted by our divisions. This is a great enhancement to our curriculum materials and supports our focus of First Aid, Service, Leadership Development and Personal Development. One of the newly introduced courses is the 'Welcome Proficiency'

which provides new Youth Members with an induction to St John, addresses Child Safety Requirements and introduces them to events and a service ethos.

In addition, we saw a massive improvement to the Youth First Aid core modules. Moving away from a workbook model to where resources are available online, can be shared very easily and enabling better engagement with content at a Divisional level. Videos, worksheets, and PowerPoints now feature in the resources provided, receiving which has received very positive feedback from our divisional leaders.

We saw increased interest in our annual Easter Camp, with many Youth Members and their leaders coming together for a shared experience.

The year has seen our flagship youth program continue to deliver on its key components and to provide a first aid-oriented program in various locations across the Victorian community. Thanks to our volunteer leadership teams who run our programs week to week and those leadership roles who support the delivery of the program at a local level. Without these volunteers we would not be able to continue conduct a program which is so rich in content and enables youth to develop First Aid skills which they take into the community.

Kayla Parker

In 2023 at only seventeen-years-old, Kayla was named Brimbank Council Young Citizen of the Year. She has been volunteering with St John Ambulance for the past three years and is involved in a range of activities that benefit her community.

Kayla is confident, compassionate, and always willing to stand up for the underdog. She is determined to make the world a better place and is willing to put herself out there to help others.

After completing 200 voluntary hours with St John Ambulance, Kayla was promoted to senior leader. She also teaches younger members all about their role and first aid.

As well as her work with St John, Kayla has been involved with the Western Bulldog's leadership program, the Brimbank Council Youth Leadership program and the student voice program at her high school where she was awarded the ADF Long Tan Youth Leadership & Teamwork Award.

She has helped set up many programs aimed at the local youth community to promote student wellbeing, equality and provide a safe platform for students to raise issues with the school staff.

In the past, she has been an ambassador for the YMCA swimathon open doors program raising money for swimming lessons for underprivileged and disabled youth.

Kayla suffers from a rare form of Ehlers-Danlos Syndrome (EDS) and has spent many years raising awareness about the disorder through EDSAUS (Ehlers Danlos Syndrome Support in Australia), which supports people who suffer from connective tissues disorders.

Kayla goes above and beyond to achieve her goals. She is a true role model who will go on to do great things.



KAYLA RECEIVING THE BRIMBANK COUNCIL YOUNG CITIZEN OF THE YEAR AWARD



FIRST AID RESPONDER KATIE PROVIDING VITAL TRANSPORT TO VULNERABLE PEOPLE IN HER COMMUNITY

Community Transport

In the past year, the Community Transport team continued their mission to provide vital transportation services to individuals in need within the community.

Our commitment to facilitating access to essential services, medical appointments, and social engagements remains strong. Through the dedication of our team and support of our volunteer drivers, we have positively impacted the lives of over 250 individuals.

The customers who choose to book the service may be reluctant to use other forms of transport, but will grow to develop a trust and friendship with their St John drivers. This personalised approach is treasured by both the client and the drivers themselves. The connections built, accessibility to services gained and sense of independence is an even greater part of the Community Transport service than simply getting from A to B.

Throughout 2023 and into 2024, volunteer engagement in Community Transport is becoming a greater priority. We seek to involve more volunteers who are dedicated to this service, which will allow for greater reach to the many we know wish to access the unique approach of St John drivers.

As we reflect on the achievements over the past year, we remain committed to enhancing our services, expanding our reach, and fostering a sense of belonging within our community. With the continued support of our volunteers, staff, and customers like Lorna, we are confident in our ability to make a positive difference in the lives of those we serve.

St John have given me the opportunity for me to visit my gorgeous grandnieces and be with them when they come home from school. I really appreciate this wonderful service!

> LORNA – CLAYTON



COMMUNITY TRANSPORT OFFICER MOHAMMED, PROVIDING TRANSPORT TO THOSE IN NEED

Key Statistics

TRIPS COMPLETED

1,906

PEOPLE TRANSPORTED

250 Individuals

DISTANCE TRAVELLED

35,069 KMs

TRIPS BY VOLUNTEERS

29%

Community Programs

First Aid in Schools

2023 was a busy year for the primary schools' program, with almost 90,000 students in over 360 schools experiencing the joy and power of first aid within the classroom.

Since St John Ambulance Victoria launched this keystone program in 2013, over 1.3 million children in Primary schools across Victoria have been trained in first aid. This free program represents a huge investment by St John into health, wellbeing, and resilience both now and into the future, with over \$650k invested by St John as part of our social enterprise model.

No funding is received by any government or agency to run this program. The customers and donors to St John allow us to continue travelling each day of the school year to deliver this vital knowledge.

The feedback from schools makes the investment worthwhile. We know the program doubles student confidence and skills to deliver first aid. In 45 minutes over each of the 7 years of primary schooling, knowledge builds and concepts are retained.

While the hope was to reach more students in 2023, 26% more students were trained through the program compared to 2022. Further growth will continue in 2024 as demand from schools is strong for this much-loved program.

What Teachers Say

Excellent advice, very engaging, presenter clearly experienced with children. Thank you!

> **NIALL – KEW PRIMARY SCHOOL**

They loved the engagement and involvement in the program. Kristian was very enthusiastic and explained the topics well. He kept the class interested and made the learning fun and interesting for them.

> **BRENNAN – COWES PRIMARY SCHOOL**

The presentation was engaging and also very inclusive – everyone had an opportunity to ask questions and if they were a little off topic or incorrect answer, redirection was quick and positive.

> **ELISE – WARRANWOOD PRIMARY SCHOOL**



STUDENTS LEARNING FIRST AID AT ST ANTHONY'S ALPHINGTON

Key Statistics

STUDENTS TRAINED
87,957

SCHOOLS ATTENDED
361

AVERAGE TEACHER RATING
9.5/10

PROGRAM IMPACT
(GROWTH OUT OF 10):



BEFORE PROGRAM AFTER PROGRAM



CPR Lab sees Perennial Popularity

In 2023, CPR Lab made a strong comeback after the pandemic, providing free 10 min CPR sessions to the Victorian community at local events.

Our enthusiastic team helped the program to reach the milestone of 10,668 Victorians trained in CPR. These efforts will help the Victorian community to feel empowered and confident in providing CPR, should they ever need to.

From Swan Hill to Yarram, CPR Lab attended a variety of events this year including the Australian International Airshow, the Australian Grand Prix, Djerriwarrah Festival, Good Friday Appeal Kids Day Out and Maroondah Festival, totaling an impressive 66 events. At one event, we trained almost 900 event attendees in essential CPR skills.

2023 also an increased presence in regional and rural towns across Victoria, ever so important in regions that may be prone to longer wait times for paramedics.

2024 sees strong interest from the community around CPR Lab and cardiac arrest. We hope to be able to expand our reach further in to regional and rural areas, and attending new events to fill education gaps, and in turn, save lives.

Key Statistics

EVENTS ATTENDED
66

PEOPLE TRAINED IN FREE CPR AND DEFIB AWARENESS
10,668



FRED TEACHING FREE 10 MINUTE CPR SESSIONS



TANYA PROVIDING FREE CPR SESSIONS TO THE COMMUNITY

Sports Day Miracle

Fun turned to fear when, after a 200-metre race, Barry Williams, a PE teacher, was urgently called to the finish line at the school athletics carnival. There, he found 15-year-old Lincoln unconscious on the ground.

Barry was quick to recognise that his student had gone into cardiac arrest and required CPR and defibrillation. Remaining calm and focused from his years of first aid training, he kept Lincoln alive by performing CPR and applying a defibrillator until emergency services arrived.

Lincoln spent two days in the ICU and eight days in the ward. After an internal defibrillator was implanted in his chest, Lincoln made a full recovery.

For his quick thinking and courageous act, Barry received the overall First Aid Champion Award at the St John Ambulance First Aid Champions Awards in August 2023.

Defib In Your Street Expands its Reach

2023 was a big year for St John Ambulance Victoria's Defib In Your Street program.

Early in the year we were pleased to complete the 12-month project in our pilot suburb, Reservoir. At the conclusion of our time in Reservoir, we trained 1063 residents in accredited CPR training and installed 29 Publicly Accessible Defibrillators (PADs) across the suburb. Now that the program has covered 90% of all Reservoir residents with access to a defibrillator within 400m, we expect to see previously low rates of bystander CPR and defibrillation use change over the coming years.

With the pilot program currently being evaluated with La Trobe University, we are expecting to see it has been successful in reducing travel time to the nearest defib by nearly half. Every minute counts for someone having a cardiac arrest and being able to demonstrate that the program has a tangible impact on community first responders who are responding to a cardiac arrest.

In April of 2023, we launched into our current postcode for program, 3021. This Brimbank City Council postcode

includes the suburbs of St Albans, Kealba, Kings Park and Albanvale. Having one of the larger rates of sudden cardiac arrest in the state, with a population of 54,336, there were only 10 AEDs registered in the area, none available 24/7.

With a goal of installing 30 Publicly Available Defibrillators (PADs) and training 5,000 community members in CPR, we are currently installing defibrillators in residential areas, and providing the community with opportunities to access accredited CPR classes at no cost to the community members.

Defib In Your Street is now a highly awarded program, achieving 2 awards in 2023. In October, the program was recognised by Emergency Management Victoria with a highly commended award in the community category, and taking out the Community Engagement category in Brimbank City Council's 2023 We Are Brimbank Awards.

Our Supporters



A DEFIBRILLATOR HOST IN ST ALBANS



ABOVE: SUNSHINE SALVATION ARMY AND THEIR NEWLY INSTALLED DEFIBRILLATOR



BELOW: ST JOHN AMBULANCE CEO GORDON BOTWRIGHT WITH BRIMBANK COUNCIL EXECUTIVES



Current achievements within 3121 postcode

DEFIBRILLATORS INSTALLED

14

3 defibs on behalf of Brimbank City Council (gifted to the program)

PEOPLE TRAINED IN ACCREDITED CPR CLASSES

350

COMMUNITY GROUPS RECEIVING ACCREDITED CPR CLASSES

5

PEOPLE PARTICIPATED IN COMMUNITY PRESENTATION

551

TOTAL NUMBER OF PEOPLE TRAINED IN SOME FORM CPR TRAINING

3,608



Party Ready

Keeping teens safe at social events

After a successful pilot phase and initial implementation in schools towards the end of 2022, Party Ready expanded its reach throughout 2023 as awareness grew.

We visited 6 schools to deliver the sessions across multiple days, impacting 273 students through this life-changing program. Feedback from students indicated a notable 52% improvement in confidence regarding physical first aid and a 38% increase in overall confidence post-program, demonstrating the effectiveness of our curriculum in teaching essential skills and knowledge within a condensed timeframe.

Encompassing a spectrum of topics ranging from illicit substances and alcohol awareness, CPR, and defibrillation to bandaging techniques, mental health awareness, and conflict de-escalation strategies, this initiative strives to offer a comprehensive solution to the challenges faced by young people during social events. We have actively pursued government funding for this vital program and remain hopeful for their support.

We are delighted to report that in 2023, two Community Education Officers were upskilled to deliver the program, contributing to meeting the rising demand. However, given the considerable interest from schools in scheduling multiple sessions per day, we recognise the need for further staff development in 2024 to ensure we can adequately cater to the needs of schools across the state.

Key Statistics

STUDENTS TRAINED
273

PROGRAM IMPACT (GROWTH OUT OF 10):

PHYSICAL FIRST AID CONFIDENCE

5.3 >> 8.1

MENTAL FIRST AID CONFIDENCE

5.9 > 8.2

BEFORE PROGRAM AFTER PROGRAM

OVERALL STUDENT SATISFACTION RATING
87%

What Students Say

I loved the party ready program; I have learnt a lot.

> STUDENT KEYSBOROUGH COLLEGE

CHANTELLE PROVIDING CRUCIAL FIRST AID TRAINING TO HIGH SCHOOL STUDENTS



Thanking Our Patient Transport Team

Yesterday I was taken by patient transport at about 10.30am from Bacchus Marsh to Sunshine hospital, I just wanted to express my thanks to the two female officers who attended to me. I have never called 000 nor been in an ambulance before, and they made the experience just lovely. They were extremely kind, patient and understanding, they made me feel very safe even though I was panicking with the amount of pain I was in. They were knowledgeable and reassuring, and stayed with me at the hospital until I was into a room. I just wanted to commend them on their excellent work and thank them so much for their care of me during that difficult time.

> ELLIE

I was picked up by St John patient transport to take one of my residents with dementia to their appointment at the Sunshine Hospital. The service provided by Paul and Derek was exceptional. From start to finish, they were so good to us, caring and so helpful. Thanks for a fantastic experience.

> JO

I just wanted to write this as a compliment to two St John Ambulance workers who helped me be transported from St Vincent's Eye & Ear Hospital and back on Wednesday 10th January 2024. Their names were Chris and Emily and the care they had for not only myself but my husband Sam was beyond words. They listened, they cared and they were absolutely amazing at their jobs. I just wanted them to know how much we appreciated their care on that day after being so upset being away from the kids, being cared for means everything. Thank you.

> TAYLA



PATIENT TRANSPORT OFFICER
ELEMOMO IS ON THE ROAD

Transport Services

Providing services in Victoria for the last 10 years, we started with only 80 staff members and saw an increase to over 300 to date, recording between 65–80k movements annually, and in 2024 it won't be different.

2023 was a big year and we were pleased to have renewed our contracts with Peninsula Health and St Vincent's Hospital. We also had a new contract established with The Royal Victorian Eye and Ear Hospital.

Large numbers of new Patient Transport Officers were recruited, primarily from the St John Patient Transport Officer course. In addition, 25 existing staff successfully completed the Patient Transport Officer to Ambulance Transport Attendant pathway program. This internal development program involved a diploma run by St John, supervised hours on the road, and other coaching and assessment.

We also must mention that we proudly saw 8 staff complete an internal development pathway, transitioning from Ambulance Transport Attendant to Clinical Instructor. This involved the Certificate IV in Training and Assessment conducted by St John. These Clinical Instructors play a crucial role in supporting the development of other staff.

New staff members were recruited into the Transport OHS Committee, contributing to meaningful improvements. Most staff supported and implemented the Enterprise Agreement with NEPT staff, resulting in increased pay, allowances, and improved conditions. St John actively responded to the Victorian Government NEPT Review, advocating for positive and sustainable changes in the industry.

Furthermore, we had 7 new ambulances introduced, equipped with power stretchers, and featuring an updated internal design. These enhancements were made based on consultation with St John staff.

The Geok Hua Wong Charitable Trust provided funding for 1 new hoist ambulance. This addition addresses the growing community demand for this specialised vehicle platform. St John also developed and piloted a new program with the support of the Scanlon Foundation. This program aimed to train and employ 4 people from culturally and linguistically diverse (CALD) backgrounds.

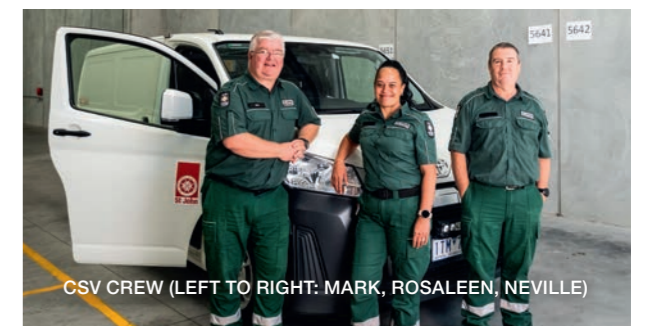
In the quality assurance and compliance area, successful surveillance audit results were achieved for both ISO9001 and ISO45001 standards, demonstrating the commitment to continuous improvement in the department.

In the past year, our Coroners Service Victoria (CSV) Division has seen significant enhancements aimed at improving our operations and services. One notable addition to our fleet is the implementation of a new refrigerated 4-berth vehicle, which marks another milestone.

It is with great pride that we celebrate the outstanding achievements of two of our CSV team members, Team Leader Claire Brack and Trainer Mark Cooper. Both Claire and Mark were recognised at the Staff Excellence Awards for their exceptional contributions and unwavering dedication to our mission. Their commitment to excellence serves as a shining example to us all, inspiring us to continue striving for the highest standards of service and professionalism.

While we look forward to the ongoing growth of our team and continue to welcome new team members, we must acknowledge the resilience of our talent pool. Our commitment to internal leadership development and succession planning has resulted in the successful appointment of all acting and permanent leadership positions from within the NEPT team.

Together, we remain steadfast in our commitment to making a positive difference in the lives of those we serve.



Key Statistics

PEOPLE
TRANSPORTED
62,110

Training

2023 marked a significant surge in student engagement, with a remarkable milestone of over 70,000 students participating in training programs offered by St John Ambulance.



STUDENTS FROM OUR FIRST EVER CERTIFICATE III IN INDIVIDUAL SUPPORT COURSE AND THEIR TRAINER SANDRA



OUR EXPERT TRAINERS TEACHING LIFE-SAVING SKILLS

This record achievement underlines the effectiveness of our innovative training approach, exemplified by the SJx model, which originated in Victoria and was successfully implemented across multiple states in 2023, including NSW, Queensland, and the ACT. In 2024, we aim to further enhance accessibility and elevate the quality of training programs nationwide.

Addressing the growing demand for training, particularly at the start of the year, we responded by intensifying our recruitment efforts to onboard additional trainers. By the end of 2023, our trainer capacity aligned with the increasing student enquiries, ensuring continuous delivery of our programs.

On World First Aid Day, September 9th, we launched an initiative aimed at bridging the gap in first aid knowledge and confidence among women. Through the provision of free female-only classes, held at our Melbourne CBD and Notting Hill headquarters, we empowered over 100 women with essential first aid skills. This initiative was driven by the statistics which reveal a concerning discrepancy: while 41% of men have received first aid training in the last three years, only 32% of women can make the same claim. This gap translates into a noticeable difference in confidence levels when it comes to administering CPR and utilising a defibrillator. Surprisingly, a significantly higher proportion of women (63%) express a lack of confidence in providing first aid, compared to 44% of men. Moreover, the data indicates that 59% of men possess the knowledge to operate an Automated External Defibrillator (AED), contrasting with just 42% of women who share the same proficiency.

Our collaboration with Victoria Police commenced early in the year, as we secured the contract for providing first aid training to their personnel. Additionally, we were entrusted with delivering their Certificate IV in Training and Assessment, reaffirming our reputation as a preferred training provider.

In line with our commitment to accessibility, we expanded our training venues across regional and metropolitan Victoria, offering greater convenience and choice to our participants.

Throughout the year, we conducted over 4,060 public classes in more than 40 locations across the state.

Our Advanced Education program earned substantial interest, hosting 29 classes throughout the year. Notably, a significant portion of these classes catered to the professional development needs of our NEPT staff, facilitating their progression into the Diploma of Emergency Health Care.

In October, we celebrated the graduation of the inaugural cohort from the Certificate III in Individual Support (Ageing, Home, and Community) course. These students, sponsored entirely by St John Ambulance, completed their 12-month journey under the guidance of Trainer Sandra Jose. Their success stories reflect our commitment to nurturing compassionate and skilled healthcare professionals, with one graduate already making a meaningful impact within the Seniors Community Care sector.

These achievements highlight our dedication to delivering exceptional training experiences and equipping individuals with life-saving skills and knowledge.



EXPERT TRAINERS TEACHING CPR THROUGH OUR ACCREDITED COURSES

Key Statistics

STUDENTS TRAINED
70,580

ENROLMENTS INTO ADVANCED EDUCATION COURSES (DIPLOMA AND CERTIFICATE)
234

ADVANCED EDUCATION CLASSES (DIPLOMA AND CERTIFICATE)
29

SHORT COURSE CLASSES
7,047

DAYS OF TRAINING DELIVERED
8,593

What Our Students Say

Training was awesome. Perfect amount of information in the class and the assessments were easy to understand. Awesome topic, love that it was included in this certificate. I really liked how Aboriginal culture was included

> **ADVANCED EDUCATION STUDENT**

I successfully completed my First Aid Certificate in Providing First Aid in an Education and Care Setting in July 2023.

Our trainer Jodie was fantastic. She was very informative and helpful in all aspects of the course outline. She provided us with all the knowledge and training we need as a first aider. She promptly answered all question her students asked. She made us all feel at ease and made the experience with St John an enjoyable one.

The customer service team both in person and over the phone go above and beyond to assist you with and inquiries you may have. I will highly recommend your service to all colleagues and friends. I look forward to completing my training with St John in the future. Keep up the amazing work.

> **JADRANKA CANCAR**



Product

In 2023, we achieved new milestones as we streamlined strategies and teams within our first aid product division, fostering growth through various improvements.

Notably, defibrillators experienced record demand, although the supply chain encountered challenges from manufacturing and parts shortages. However, by the end of the year, we navigated these obstacles, driving Victoria to the forefront as the leading state in defibrillator sales within St John Ambulance nationally. The St John Ambulance G5 defibrillator emerged as a renowned, trusted, and preferred model nationwide, prominently featured in our Defib In Your Street initiative. Furthermore, an ongoing transition project ensures uniformity across our defibrillator deployments, aligning Event Health Services with the same reliable equipment accessible to businesses and the public.

Our Kit Servicing team underwent significant transformation in response to the escalating demand for replenishment and servicing of first aid kits. While we've implemented improvements in workflows and structures, further enhancements are slated for 2024 to uphold our commitment to meeting customer needs.

Regrettably, our retail channels experienced underperformance in 2023, impacting overall results considerably. Addressing this shortfall remains a paramount objective for the year ahead.

Key Statistics

KITS SERVICED
42,761

KIT SERVICE APPOINTMENTS
7,174

ORDERS SHIPPED
20,660

DEFIBRILLATORS
GIFTED TO COMMUNITY
ORGANISATIONS
AND RESIDENTS
20



Museum Report

> **ALLAN MAWDSLEY – OAM KStJ**
HONORARY SECRETARY, MUSEUM COMMITTEE

In the 2023 year our volunteers delivered a record 2,354 hours of service at the Museum and we had 1,215 visitors.

A special event was the professional restoration of the historic calico poster advertising the horse-drawn ambulance service in Melbourne at the turn of the twentieth century. It is now properly protected to safely continue as a valuable part of our history.

Our quarterly meetings of the St John Historical Society covered a variety of topics:

- > Our January meeting presentation was by Professor Richard Southby KStJ, on "Beginnings of the Volunteer Corps of the USA Priory".
- > At our April meeting Bruce Caslake CStJ spoke of "The occupation, siege and expulsion of the Order from Rhodes".

- > At the July meeting I presented "From Cadet to Lord Prior", describing the career of Mark Compton GCStJ.
- > The September meeting presentation by Daryl Hulls MStJ was "Footscray Division's 100 Years".

Two group visits deserve special mention. The first was by the St John Board. This not only showed the rich history and ethos of the Order of St John, but also the important role of preserving the archives of the organisation.

The end of year visit by the Williamstown Historical Society enabled members to not only see our exhibits but also presentations of the 900-year history of the Order of St John and the 140-year history of St John in Victoria. The idea for this visit came from the exhibition organized by our Museum staff at Williamstown Library in May and June, titled "Back from the dead". It was a display of posters and equipment relating to the history of resuscitation.



Seniors Community Care

2023 saw big changes for Seniors Community Care – including joining St John Ambulance Victoria.

This came about from the strategic planning process of St John, including one of our objectives being to diversify our commercial activities in alignment with our mission to assist those in sickness, distress, suffering and danger.

Community care emerged as an opportunity to both diversify and impact community health. In early 2022, we set about identifying and evaluating opportunities to move into the in-home care sector. During this process we became aware of a well-established and highly regarded business that was looking for a suitable organisation to acquire them. After a robust due diligence and negotiation process, we welcomed Seniors Community Care into the St John Ambulance Victoria family in February 2023.

Seniors Community Care provides us the privilege of caring for older people in need, in their homes. The organisation also has a strong nursing capability and delivers post-acute care to patients who have returned home from hospital but still require monitoring or clinical care.

The addition of Seniors Community Care to our activities has been positive from the beginning and will only get stronger with time. Through our St John Quality Care framework and with a vision to grow the operation substantially, we want to play an important role in delivering exceptional care to Victorians who wish to receive care while remaining at home.

We look forward to Seniors Community Care management and staff becoming more integrated with St John Ambulance Victoria as the two organisations become more closely aligned.

OUR MEDIUM FIRST AID KIT
READY FOR EMERGENCIES



What Our Customers Say

Hana is professional, prompt and attentive to her work and to the servicing all equipment on the premises. Every time she has been on-site she has shown get care in providing the best experience to REA Group. We are extremely happy with the work she provides to us. Myself and the team look forward to having her back in office! We are extremely happy with the service being provided.

> **LAURA NAIM – REA GROUP**

I called for an enquiry and found your staff absolutely fantastic. Not only did the lady go out of her way to help, she found extra ways to get me a resolution. Well done. Keep good staff like her happy, they are worth a fortune.

> **LEONIE BROWN**



Philanthropic Support

To ensure we can continue to fulfil our mission, we rely on the generosity of donors and grant funders.

Donor Acknowledgement List

We sincerely thank each donor who has supported the work of St John. Their generous contributions enable us to continue to provide our services to the Victorian community. We also acknowledge the donors who wish to remain anonymous.

Gifts in Wills

- > Estate of Brenda Lindell Parker
- > Estate of Richard Sydney Benedict Divall AO OBE

Philanthropic Supporters

- > Biccys Op Shop Supporters Inc.
- > Bright Funds
- > Captive Vision Outdoor
- > Collier Charitable Fund
- > Community Bank Pinewood
- > Commonwealth Bank Wodonga
- > Community Enterprise Foundation
- > Gras Foundation
- > Lord Mayors Charitable Fund – Zdraveski Charitable Fund 1
- > Millett Family Community Grants
- > Pakenham Opportunity Shop Inc.
- > Scanlon Foundation

- Schiavello Foundation
- The Russell Foundation
- The William Angliss Charitable Fund
- Warren Opportunity Shop Inc

Government Grants

- > Banyule City Council
- > City of Ballarat
- > City of Greater Bendigo
- > Darebin City Council
- > Department of Infrastructure and Regional Development
- > Department of Social Services
- > Emergency Management Victoria
- > Greater Shepparton City Council
- > Glenelg Shire Council
- > Hobsons Bay City Council
- > Horsham Rural City Council
- > Knox City Council
- > Monash City Council
- > Wellington Shire Council

During 2023 the number of people supporting our work continued to grow. We fundraise through a variety of channels, including grants, regular giving, community fundraising, bequests, direct mail, and digital appeals.

This year, long-term supporters, the late Brenda Parker, and Richard Sydney Benedict Divall AO OBE left Gifts in their Wills to support our work. We are very appreciative of their generosity and their commitment to the work of St John.

During the year we conducted four successful appeals, with donations supporting the recruitment and training of new and existing volunteers.

Our monthly giving program, Team Green, continued to grow with these donors providing vital financial support to ensure we can continue to deliver our community programs.

We are grateful for the support received from funders and donors who help fund localised recruitment campaigns for Divisions across the state. This funding enabled us to develop bespoke campaigns tailored to the needs of the local community.

Through funding received from the Scanlon Foundation we were able to develop a training pathway for members



ST JOHN VOLUNTEERS AT THE AUSTRALIAN OPEN (PHOTO BY JAMES MORGAN)



FIRST AID TEAM AT BEYOND THE VALLEY FESTIVAL

from CALD communities to gain qualifications and employment with our Patient Transport Teams.

Grants from Department of Infrastructure and Regional Development enabled us to purchase full body QCPR mannikins for several divisions across the state. These mannikins help our volunteers practice their skills and receive real time feedback for CPR compressions, defibrillation, and airway management.

Funding from the Community Bank Pinewood will enable us to support the growth of the Community Transport program by recruiting and training more volunteers.

We are incredibly grateful to each and every donor that enables us to support the Victorian community.



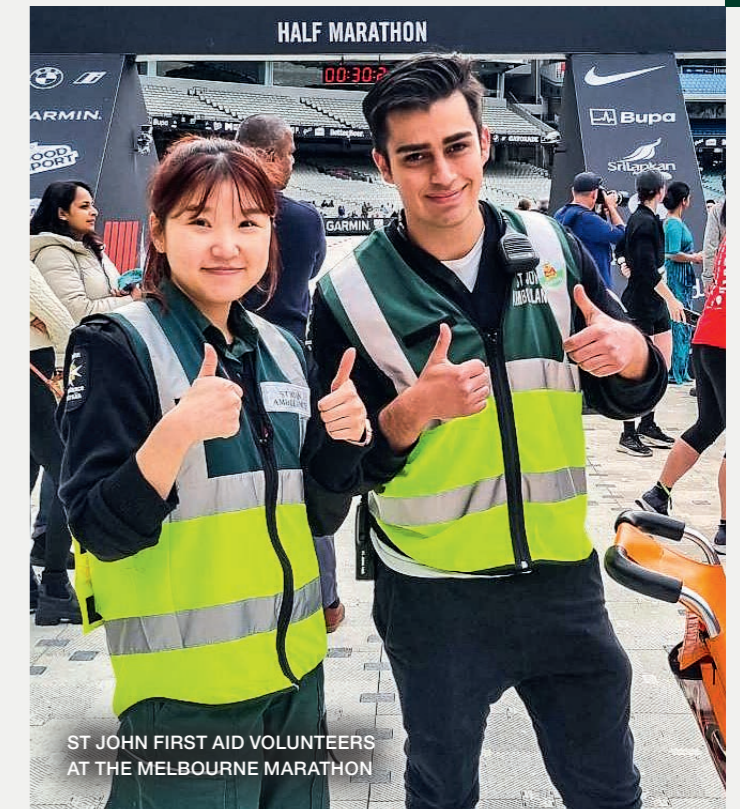
Acknowledging Our Partners

With thanks to those who supported us as partners in 2023 and enabled us to continue to develop and grow our good work.

Official Media Partner

Herald Sun

University Partner



ST JOHN FIRST AID VOLUNTEERS AT THE MELBOURNE MARATHON

Our People

We want St John Ambulance Victoria to be a great place to work and volunteer with the best, most diverse people.

Throughout what has been a disrupted period for everyone, with many changes and more to come, improving the way we communicate and engage with our people is a high priority. To date our people have shown unwavering commitment to our mission, adapting to changing circumstances and continuing to deliver outstanding results. Their resilience has been instrumental in overcoming obstacles and driving our organisation forward.

We know our people are vital in delivering our purpose and ambition for our customers. Supporting and engaging them leads to strong and sustainable performance, ultimately enabling us to execute our strategic goals and objectives. As we gradually established new routines and ways of doing things, 2023 presented an opportunity to reflect and renew, with a new strategic direction finalised and refreshed policies, processes and procedures in the pipeline.



PATIENT TRANSPORT OFFICER DARCY AT MIDSUMMA PRIDE MARCH



ST JOHN SERVICE AWARDS



2023 STAFF INDUCTION - WELCOME NEW ST JOHN STAFF



INAUGURAL NON-EMERGENCY PATIENT TRANSPORT OPEN NIGHT AT OUR CLAYTON HQ

Our Culture

Our culture is the embodiment of our purpose and values, reinforced by Our Safe Place Commitment, which together serve as our guiding light for individual decision-making and collective action. At St John, every individual is empowered to make sound decisions, prioritise customer care, nurture our people and communities, and embrace innovation, change, and challenge. By fostering a culture that values these principles, we will ensure that we remain steadfast in our commitment to excellence and progress.

Skill Development

We recognise the importance of continuous learning in an ever-evolving landscape. To support our people's growth, we have invested in comprehensive training programs and opportunities for professional development. These initiatives have and will continue to equip our

workforce with the necessary skills and knowledge to excel in their roles, ensuring their continued success and contribution to the overall growth of our organisation. In 2023 over 14,000 hours of training was delivered across 10 different programs, with 1,097 individuals participating in the different sessions.

Wellbeing

St John believes people perform at their best when they feel cared for. We take pride in fostering an environment that provides our people with the flexibility and support to focus on their mental, social, physical, and financial well-being. St John has implemented initiatives and programmes to raise awareness of well-being at work, as well as ensuring our people have timely access to support through our Employee Assistance Program, which is available to all of our people, 24 hours a day, 7 days a week and delivers a range of professional counselling services. We aim to develop individual

and team skills, mindsets, and behaviours to create a safe working environment, to nurture an environment of care, and to continuously improve the support St John offers its people.

Diversity, Equity and Inclusion

Our goal is to become known for being a diverse and inclusive organisation, a place where everyone – including employees, volunteers, customers, partners and suppliers – feel valued, respected and have a strong sense of belonging. This aspiration underpins our strategic ambitions, and we believe it is the right thing to aspire to, to make us a stronger organisation. We have set goals for diversity, equity and inclusion going forward, and are already embedding practices across the business to augment our capacity to create an inclusive, psychologically safe and accessible environment.

Order Affairs

> **ROBERT WILSON – KStJ**
REGISTRAR FOR ORDER AFFAIRS



DANIEL CICCOSILLO OStJ AND PROFESSOR
THE HONOURABLE MARGARET GARDNER AC, DStJ

Upon reflection 2023 was a big year for the Order within Victoria. Kicking it all off was the celebration for 140 years of St John Ambulance within Australia.

The Order dinner was held at the Pullman Hotel in East Melbourne on Saturday 24th June, conveniently coinciding with St John the Baptist Day. A record total of 171 tickets were sold. Coincidentally, the Order Dinner happened at the same time as our 140th year celebrations.

Our annual Church service was held on Sunday 18th June. A total of 60 Order members and non-order members attended. For the very first time, youth who read the readings took part in the procession. Officers of the Order also processed for the very first time and I hope this will continue in the future.

The Investiture was held on Wednesday 27th September for the Postulants who were announced in 2022. It was a wonderful night and all who attended enjoyed the evening.

The past year has been very busy for the Victorian Order Affairs as well as for the Ambassadors who have been getting out to the Divisions to promote the work of the Order.

The Australian Government Gazette was announced on 16th November 2023. 18 Victorians were listed as admitted or promoted within the Order.

Victorian Members of the Order

Admitted as Dame

Her Excellency Professor
the Honourable Margaret
Gardner AC, DStJ

Promoted to Knight

Mr Robert Wilson KStJ

Promoted to Commander

Mr Alistair Dunn CStJ
Mr Anthony Smith CStJ

Promoted to Officer

Mr Mark Engel OStJ

Admitted as Member

Ms Connie Bruynen MStJ

Mr Bradley Costin MStJ
Ms Caroline Elliott MStJ
Mr Craig Ellis MStJ
Ms Sabrina Erdossy MStJ
Mr Sturat Green MStJ
Mr Matthew Jaskolski MStJ
Mr Rocky Liang MStJ
Mr Davide Luisetto MStJ
Mrs Elizabeth Ravalli MStJ
Ms Catherine Smith MStJ
Ms Hilary Warrington MStJ
Mr Craig Zaal MStJ
Mr Andrew Zollia MStJ

Vale

Mr William Foley KStJ
Mr John Ireland CStJ
Sister Ailsa Howe OStJ
Mr Alan Caldwell MStJ
Mr John S. Crennan MStJ
Mr Daryl Hulls MStJ
Mr Donald White MStJ

Honours and Awards

Ultra Long Service Medal 4th BAR

Representing
70 Years Service
Barbara Davis DStJ

Ultra Long Service Medal 3rd BAR

Representing
60 Years Service
Stewart Granger BEM, KStJ

Ultra Long Service Medal 1st BAR

Representing
55 Years Service
Peter Leffler CStJ

Ultra Long Service Medal

Representing
50 Years Service
Wayne Deakes OAM, KStJ

7th BAR

Representing
45 Years Service
Anne Fogarty OStJ

6th BAR

Representing
40 Years Service
Alan Eade ASM, KStJ
Grant Parker OStJ
Simone Pearce OStJ

5th BAR

Representing
35 Years Service
Iain Nicolson KStJ
James Cheshire CStJ
Kathleen Simpson MStJ
Robyn Stone OStJ

4th BAR

Representing
30 Years Service
Cary Sandell MStJ
Michael Henzell MStJ
Sharon Boscacci OStJ

3rd Bar

Representing
25 Years Service
Alison Ford MStJ
Cherie Cheshire OStJ
Daniel Ciccossillo CStJ
Sally Hasler DStJ

2nd Bar

Representing
20 Years Service
Cherie Cheshire OStJ
Hilary Warrington MStJ
Jessica Renfrew
Sam Maudsley
Sharon Urquhart

1st Bar

Representing
15 Years Service
Bridget Ryan
Catherine Smith MStJ
Craig Reid
Paul Centofanti
Richard Lodder
Simon Rowan
Victoria Barlow MStJ

Service Medal

Representing
10 Years Service
Adrian Spinelli
Antia Schmidt
Bradley Costin MStJ
Celine Vinot
Damien Tran
Darryl Ross
Daryl Appleton
Dean Adams MStJ
Diana Di Lisio MStJ
Elisa Lay MStJ
Eliza Geraghty
Elizabeth Cannizzaro
Gary Oke
Jarryd Redinger MStJ
Jenni Clark
Joseph Vu
Luke Bethune
Lynda Hart
Martin Close
Melissa Um
Michael Georgiou MStJ
Mohammed Alam MStJ
Sarah Arnold
Thomas Marcus
Virginia Bourke CStJ
Xavier Um
Yvana Stankovska
Yvonne Berrie MStJ

Gold Commendation

Allan Mawdsley OAM, KStJ

Silver Commendation

Theresa Sprekos OStJ

Bronze Commendation

Stephanie Ave MStJ
Fairlie Tucker

Humanitarian Overseas Medal

Elizabeth Armstrong

Grand Prior Award

Jayden Loi
William Moloney
Lakni Weerasesera

Priory Vote of Thanks

Ralph Staveley



2023 VOLUNTEER
AWARDS HELD AT
GOVERNMENT HOUSE



The Most Venerable Order of the Hospital of St John of Jerusalem

Knights of Justice

Mr Cameron Oxley KStJ
The Right Reverend Dr Peter Hollingworth AC, OBE, KStJ
Dr Iain Nicolson KStJ

Knights and Dames of Grace

Her Excellency Professor the Honourable Margaret Gardner AC, DStJ

Mrs Linda Dessau AM, DStJ
Miss Dorothy Bache DStJ
Mr Richard Bluck AM, RFD, KStJ
Dr Edward Brentnall, MBE, OAM, KStJ
Mr Peter Burke KStJ
Mrs Elizabeth Chernov DStJ
The Honourable Alex Chernov, AC, QC, KStJ
Lady Anna Cowen DStJ
Mr John F. Crennan KStJ
Mrs Barbara Davis DStJ
Mrs Janice de Kretser DStJ
Professor David de Kretser, AC, KStJ
Mr Wayne Deakes OAM, KStJ
Adj Assoc. Prof Alan Eade ASM, KStJ
Mrs Lorraine Glover DStJ
Mr Stewart Granger BEM, KStJ
Mrs Lynne Landy DStJ
Dr James Allan Mawdsley OAM, KStJ
Mrs Joan Patterson OAM, DStJ

Professor Jeffrey Rosenfeld AM, OBE, KStJ
Mrs Margaret Switzer DStJ
Mr Robert Wilson KStJ

Chaplains

The Most Reverend Philip Freier ChStJ
The Very Reverend David Richardson ChStJ

Commanders

A/Professor Brett Aimers CStJ
A/Professor Francis Archer OAM, CStJ
Miss Kristy Austin CStJ
Ms Virginia Bourke CStJ
Mrs Janet Calvert-Jones AO, CStJ
Mrs Merle Carey CStJ
Mr James Cheshire JP, CStJ
Mr Daniel Ciccossillo CStJ
Ms Dawn Cochrane CStJ
Mr Michael Connelly OStJ
Mr Robert Correa CStJ
Mr Peter Cudlipp CStJ
Mr Jerome Currie CStJ
Dr Charles Curwen CVO, OBE, CStJ
Dr Alan S. Davis CStJ
Mr Neil Dine JP, CStJ
Mr Lucas Drew CStJ
Mr Timothy Duncan CStJ
Mr Justin Dunlop ASM, CStJ
Mr Alistair Dunn CStJ
Mrs Gloria Flatt CStJ
Mr Benjamin Gronow CStJ

Mr Gavan Keane CStJ
Dr Peter Leffler CStJ
The Very Reverend Dr Andreas Loewe CStJ
Mr William Mackieson OAM, CStJ
Mr Alan Marshall CStJ
Mr John Marshall CStJ
Mrs June McRae CStJ
Mr Peter Mill OAM, CStJ
Mr Peter Neylon CStJ
Mr Anthony Oxford ASM, OAM, CStJ
Mrs Julia Penaluna CStJ
Mr Max Penaluna CStJ
Mr Ian Rogers ASM, CStJ
Mrs Grace Shaw CStJ
Mr Anthony Smith CStJ
Lady Valery Stephen CStJ
Mrs Deborah Taylor CStJ
Mrs Correne Wassertheil CStJ
Mr Alan Williams CStJ

Officers

Dr Robyn Anker OStJ
Mr Anthony Baker OStJ
Mr Carl Barnard OStJ
Mrs Betty Barned OStJ
Mr Lindsay Bent OStJ
Mr Paul Blaich OStJ
Mrs Lindsey Booth OStJ
Mrs Sharon Boscacci OStJ
Mr Gordon Botwright OStJ
Prof George Braitberg AM, OStJ
Ms Kathleen Buick OStJ
Mrs Lynne Burgess OStJ
Dr Mark Burton OStJ

Ms Tania Canidisech OStJ
Mr Bruce Caslake OStJ
Mr Alan Caust OStJ
Mrs Cherie Cheshire OStJ
Mrs Maureen Chesser OStJ
Mr Rodney Collins APM, OAM, OStJ
Mr Murray Neil Comrie AO, APM, OStJ
Mrs Michell Crawford OStJ
Mr Peter Dalton OStJ
Mr Trevor Daly OStJ
Mrs Margaret Dart OStJ
Mr Norman Dart OStJ
Mr William Davis OStJ
Ms Diana De Silva OStJ
Ms Dianne Dickson OStJ
Mr Wayne Donaldson OStJ
Mr Alan Drayton OStJ
Dr Martin Dutch OStJ
Mr Gary Edwards OStJ
Mr Mark Engel OStJ
Mr Ian Ewart OAM, OStJ
Miss Susan Fayers OStJ
Ms Nadine Fisher OStJ
Miss Anne Fogarty OStJ
Major John Frewen OStJ
Mr Alan Fry OStJ
Miss Thelma Gibson OStJ
Mr Kelvin Glare AO, APM, OStJ
Mr Paul Gsodam OStJ
Mr Pierra Guillemin OStJ
Mrs Cynthia Gurner OAM, OStJ
Mr Ross Harlock OStJ
Mr Christopher Huggins OStJ
Mr Norman Jackson OStJ

Mrs Judy Jago OStJ
Mr Ian Johnson OStJ
Mr Geoff Lacey OStJ
Miss Jeanette Lacy OStJ
Miss Alva Lamprell OStJ
Mr Harry Larchin OStJ
Dr Colin N Luth OStJ
Mrs Judith Mackieson OStJ
Mr James Mays OStJ
Mr Kenneth McDougall OStJ
Mr Scott McMurtrie OStJ
Mr Alexander Medancic OStJ
Mr Andrew Mentiplay OStJ
Ms Gwen Neylon OStJ
Mrs Lynne Panayiotis OStJ
Mr Grant Parker OStJ
Ms Marie Parker OStJ
Ms Simone Pearce OStJ
Mr John Perry OStJ
Mr Noel Pianto OStJ
Rev James Pilmer PSM, OAM, OStJ
Mrs Maree Pritchett OStJ
Mr Gordon Robins OStJ
Dr Scott Santinon OStJ
Miss Helen Sefton OStJ
Ms Lisa Senini OStJ
Mrs Patricia Shields OStJ
Mr Vaughan Smith OStJ
Mrs Theresa Sprekos OStJ
Ms Robyn Stone OStJ
Mrs Lesley Swallow OStJ
Mr Robin Syme AM, OStJ
Mrs Jane Teasdale OStJ
Mr Arie Van Der Stoep OStJ
Mr Leo Van Der Toorren PSM, OStJ
Mr Henry Van Ginkel OStJ
Dr Geoffrey Vaughan OStJ
Mr Leslie Vearing OStJ
Dr Sherrie Wentworth OStJ
Ms Mary Wilkinson OStJ
Miss Daphne Womersley OStJ
Mrs Loris Zaal OStJ

Members

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Mr Stephen Aitken MStJ
Mr Neil Akers MStJ
Mr Mohammed Alam MStJ
Mrs Chennell Allan MStJ

Mr William Ben Allan MStJ
Mr Aaron Altonhof MStJ
Mr Peter Altonhof MStJ
Mrs Gladys Ampt MStJ
Mrs Amy Anderson MStJ
Dr David Anderson MStJ
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Ms Stephanie Ave MStJ
Mr Edward Bahn MStJ
Mr David Bannister MStJ
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Mrs Debra Bartlett MStJ
Mr John Barton MStJ
Mr Malcolm Beal MStJ
Mr Ashley Bear MStJ
Mrs Kay Bell MStJ
Ms Yonne Berrie MStJ
Miss Heather Blackman MStJ
Mr Jack Boessler MStJ
Mr Frederick Brown MStJ
Mrs Judy Brown MStJ
Ms Connie Bruynen MStJ
Sister Beverley Bullen MStJ
Mrs Joy Burnell MStJ
Mrs Frances Burns OAM, MStJ
Mr George Burns OAM, MStJ
Mrs Joyce Burt MStJ
Mr Paul Burton MStJ
Mrs Peggy Byrd MStJ
Mr Peter Cain MStJ
Mr Nicholas Callanan MStJ
Mrs Susan Carnes MStJ
Ms Sharon Carpenter MStJ
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Mrs Marie Chaplin MStJ
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Ms Jacqueline Christini MStJ
Mrs Jessica Ciccossillo MStJ
Mr Terence Clark MStJ
Mr Thomas Clark MStJ
Sister Beryl Clarke MStJ

Mr Nicholas Clarke MStJ
Ms Lynette Clarke MStJ
Mrs Brenda Clayton MStJ
Mr Ian Cleator MStJ
Dr Daniel Compton MStJ
Mrs Patricia Cook MStJ
Mr Brendan Corcoran MStJ
Ms Belinda Corcoran MStJ
Mr Bradley Costin MStJ
Ms Cinnamon Cotterell MStJ
Mr Anthony Courtney MStJ
Mr Peter Crawshaw MStJ
Ms Sophia Cull MStJ
Mr Gordon Curtis MStJ
Mr Malcolm Curtis MStJ
Mr Timothy Danaher MStJ
Mr Lloyd Davies MStJ
Mr Harold Alan Day MStJ
Mr Stephen Dean OAM, MStJ
Ms Kate Dennis MStJ
Dr Elizabeth Deveny MStJ
Sister Jennifer Deverson MStJ
Mrs Dianna Di Lisio MStJ
Ms Jayne Dicketts MStJ
Mr Eric Donald MStJ
Mrs Helen Donaldson MStJ
Mr Stuart Donaldson MStJ
Mr William Duncan MStJ
Mr Daniel Dycer MStJ
Mrs Lynette Edwards MStJ
Ms Caroline Elliott MStJ
Mr Craig Ellis MStJ
Mr Paul Engler MStJ
Ms Sabrina Erdossy MStJ
Mr Adrian Etherton MStJ
Mr David Evans MStJ
Mr Graham Fary MStJ
Dr Rodney Fawcett MStJ
Mrs Patricia Fay MStJ
Mr Donald Fayers MStJ
Mrs Jennifer Fayers MStJ
Miss Elizabeth Field MStJ
Mr Michael Fletcher MStJ
Mrs Barbara Foord MStJ
Dr Alison Ford MStJ
Ms Samantha Ford MStJ
Mrs Jan Fraser MStJ
Sister Pamela Fry MStJ
Mr Daryn Gardner MStJ
Mr Michael Georgiou MStJ
Ms Lauren-Jean Germany MStJ

Mr Craig Giles MStJ
Mr Frederick Gill MStJ
Mrs Miranda Gipps MStJ
Mr John Golino MStJ
Mr Simon Goode MStJ
Mr Terence Goodwin MStJ
Mr Bernard Goss ASM, MStJ
Mrs Kerryn Gouldson MStJ
Ms Sharyn Graham MStJ
Mr Graham Green MStJ
Mr Stuart Green MStJ
Ms Jo-Anne Grenenger MStJ
Ms Courtney Grigg MStJ
Mrs Tracy Grigg MStJ
Mrs Gale Gronow MStJ
Ms Katherine Gronow MStJ
Ms Samantha Gronow MStJ
Sister Inez Growse MStJ
Mr Gerard Guerin MStJ
Ms Vi Ha MStJ
Mr Paul Haas MStJ
Mr William Hardy MStJ
Mr Alan Harvey MStJ
Mr Jay Hateley MStJ
Mr Anthony Hayes MStJ
Mr Andrew Haywood MStJ
Ms Genevieve Heath-Kalutkar MStJ
Mr Michael Henzell MStJ
Ms Elizabeth Herzog MStJ
Mr George Hetrel MStJ
Mrs Patricia Hetrel MStJ
Ms Jen Heywood MStJ
Ms Beverley Holder MStJ
Mrs Megan Holmes MStJ
Mrs Marianne Hoogwerf MStJ
Mr Stephen Horton MStJ
Mr Brett Hume MStJ
Mr Scott Humphrey MStJ
Mr Jarrod Hunter MStJ
Mrs Dorothy Hutchings MStJ
Mr Robert Hutchings MStJ
Mrs Lynette Iliffe MStJ
Mr Benjamin Imrie-Quintyn MStJ
Mr Ryan Jacobsen MStJ
Dr Nicholas Jansen MStJ
Mr Donald Jarrett MStJ
Mr Joshua Jarrott MStJ
Mr Matthew Jaskolski MStJ
Mr Christopher Jay MStJ

Mrs Clare Jeans MStJ
 Mrs Lynette Johnson MStJ
 Ms Robyn Jones MStJ
 Mr Andrew Jurrjens MStJ
 Mrs Ruth Kain MStJ
 Mr Brad Kast MStJ
 Mr Reginald Kemp MStJ
 Mr James Kennedy MStJ
 Mrs Constance Kennedy MStJ
 Mr Brenton Key MStJ
 Dr Elizabeth Killoh MStJ
 Mr James Knopp MStJ
 Dr Emma Kong MStJ
 Ms Amy Kwik MStJ
 Ms Heather Lavery MStJ
 Mr Ian Lawrence MStJ
 Ms Elisa Lay MStJ
 Ms Jane Barbara Lean MStJ
 Mrs Margaret Ledley MStJ
 Mr Han-Wei Lee MStJ
 Mr Paul Leeder MStJ
 Mr Trevor Lemke MStJ
 Mr Rocky Liang MStJ
 Mr John Lloyd MStJ
 Mr Richard Lodder MStJ
 Arch Dec. Frank Lowe MStJ
 Miss Georgina Luckman MStJ
 Mr Davide Luisetto MStJ
 Mr Frederick Luke MStJ
 Dr Howard Marks MStJ
 Ms Angela Marroncelli MStJ
 Mr Andy Marshall MStJ
 Mr Kenneth Marshall MStJ
 Mr Francis John Mason MStJ
 Mrs Gwendoline Mathieson MStJ
 Ms Bridget Maxwell MStJ
 Dr James McCusker MStJ
 Mr Andrew McDonell ASM, MStJ
 Mr George McEwan MStJ
 Ms Nicole McEwan MStJ
 Ms Emilee McGivern MStJ
 Mr David McGrath MStJ
 Mrs Brenda McIntosh MStJ
 Mr Michael McKeown MStJ
 Mr Peter McKinnon MStJ
 Mr Robert McManus MStJ
 Ms Melanie McMurtrie MStJ

Mrs Dorothy McPherson MStJ
 Mr Ian McPherson MStJ
 Dr Hugh Melville MStJ
 Mr Trevor Merrett MStJ
 Dr Lachlan Miles MStJ
 Miss Helen Miller MStJ
 Mr Robert Miller MStJ
 Mr Robert Milliken MStJ
 Mr Domenico Misale MStJ
 Mrs Heather Mitchell MStJ
 Mr Peter Mitchell MStJ
 Mr Kevin Moloney MStJ
 Mr Wayne Moloney MStJ
 Mr Troy Montgomery MStJ
 Ms Claire Moore MStJ
 Mrs Leah Moore MStJ
 Mrs Lesley Moore MStJ
 Mr Martin Moran MStJ
 Mr James Morris MStJ
 Mrs Heather Morrison MStJ
 Miss Christine Morrison MStJ
 Mrs Shirley Moxon MStJ
 Mr Gordon Muir MStJ
 Mrs Virginia Murphy MStJ
 Mrs Jill Murray MStJ
 Mr Christopher Murray MStJ
 Mr Warren Nankervis OAM, MStJ
 Mr Richard Ogley MStJ
 Mr Gordon Ortmann MStJ
 Mrs Clare O'Sullivan MStJ
 Mr Joseph O'Sullivan MStJ
 Mrs Brenda Oxford MStJ
 Mrs Jaime Oxford-Nadin MStJ
 Ms Michelle Palmer MStJ
 Mr Symeon Panayiotou MStJ
 Ms Marie Parker MStJ
 Ms Gail Parkinson MStJ
 Venerable Canon Heather Patacca MStJ
 Mr Nigel Patience MStJ
 Dr Emma Patterson MStJ
 Ms Ann Payne MStJ
 Ms Simone Pearce MStJ
 Mr Daniel Petrotta MStJ
 Mrs Beverley Phillips MStJ
 Mr Rodney Phillips MStJ
 Mr Donald Pickens MStJ
 Mr Johnny Piscopo MStJ

Mrs Catherine Polinelli MStJ
 Mr Daniel Porter MStJ
 Mr Jeffrey Priest MStJ
 Mr David Priestley MStJ
 Mr Darron Pritchett MStJ
 Mr Phillip Pritchett MStJ
 Mr Colin Pumpa MStJ
 Dr David Quin MStJ
 Mr Dale Quinn MStJ
 Mrs Yvonne Radcliffe MStJ
 Mr Ian Ramsdale MStJ
 Mrs Elizabeth Ravalli MStJ
 Miss Edith Rawson MStJ
 Mr Michael Ray ASM, MStJ
 Mr Jarryd Redinger MStJ
 Ms Petra Reynolds MStJ
 Mr Graeme Robinson MStJ
 Dr Charles Roseby MStJ
 Mrs Julie Rubira MStJ
 Mr Michael Rudolph-Nicholson MStJ
 Mrs Michelle Ruemmler MStJ
 Mr Graham Ryan MStJ
 Mr Peter Ryan MStJ
 Mr Geoffrey Sadler MStJ
 Mrs Maree Salter MStJ
 Mr Peter Sambell MStJ
 Mr Cary Sandell MStJ
 Mr Daniel Sefton MStJ
 Mrs Margaret Shine MStJ
 Ms Jessica Simpson MStJ
 Mrs Kathleen Simpson MStJ
 Mr Russell Sincock MStJ
 Mrs Martha Smith MStJ
 Mr Michael Smith MStJ
 Ms Wendy Smith MStJ
 Ms Catherine Smith MStJ
 Dr Eugene Spangaro MStJ
 Ms Bernadette Sparkes MStJ
 Mr William Spinks MStJ
 Mrs Margaret Spinks MStJ
 Mr Charles Spiteri MStJ
 Mr Lyle Spokes MStJ
 Mrs Edith Spoor MStJ
 Mrs Lillian Stephens MStJ
 Mr Alan Stephens MStJ
 Mrs Robyn Stephens MStJ
 Miss Nellie Stephenson MStJ

Dr William Straffon MStJ
 Mr Kenneth Swanson MStJ
 Mr Paul Symmons MStJ
 Mrs Sharon Taucher MStJ
 Ms Catherine Taylor MStJ
 Mr John Teague MStJ
 Mrs Patricia Thompson MStJ
 Mr Charles Tilley MStJ
 Mr Bruce Trappett MStJ
 Mr Lindsay Tremethick MStJ
 Mrs Barbara Trimmell MStJ
 Mr Harry Turner MStJ
 Ms Anastasia Tzamouranis MStJ
 Ms Carolyn Ulyatt MStJ
 Ms Bronwyn Vaile MStJ
 The Very Reverend Dennis Arnold Van Derwolf MStJ
 Dr Matthew Waixel MStJ
 Mrs Heather Waldron MStJ
 Mrs Eveline Walters MStJ
 Mr Kevin Wanstall MStJ
 Ms Hilary Warrington MStJ
 Mr Andrew Wassertheil MStJ
 Mr Neil Watt MStJ
 Sister Winifred Watts MStJ
 Mr Neil West MStJ
 Dr Robert West MStJ
 Dr Leslie Wheeler MStJ
 Mr Mark White MStJ
 Mr Greg Williamson MStJ
 Mr Keith Wilson MStJ
 Mr Glenn Wilson MStJ
 Mr Greg Wilton MStJ
 Mr Claus Peter Winckler MStJ
 Mr John A. Wiseman MStJ
 Dr John F. Wiseman MStJ
 Ms Michelle Wos MStJ
 Mr Donald Wright MStJ
 Mrs Kathleen Wright MStJ
 Mr Gary Wyatt MStJ
 Mrs Sheila Wylie MStJ
 Dr James Xavier MStJ
 Mr Rodney Young MStJ
 Mr Craig Zaal MStJ
 Mr Andrew Zollia MStJ



➤ REVEREND JIM PILMER
 PSM, OAM, OStJ

One of the arms of welfare support provided to St John staff and volunteers is that of chaplaincy. *Caring for the carers* is the way our chaplains were described to me recently and it sums up our role in providing pastoral care to all members of the St John team, whether those in the field or behind the scenes in various support roles.

State Chaplain's Report

A positive outcome this year from earlier Covid restrictions is that staff and volunteers are discovering the value of informal and confidential telephone or streamed conversations on a 24/7 basis as a means of receiving support. This availability is most frequently used regarding relationship issues, personal bereavement or to seek advice about supporting those in their community or workplace. Phone availability does not preclude personal visits when requested and chaplains also make regular visits in their respective areas.

Raising awareness of the role of chaplains has been facilitated by my being able to give a brief overview of chaplaincy at the various induction sessions of new staff over the past year. If there is a basic message attached to those few minutes together it is that *'there is always someone to talk to'*.

We have been encouraging staff and volunteers to also see chaplains as an 'educational resource'. We live in a multi-cultural and multi-faith society, and this can sometimes raise matters of religious practice and respect for religious customs in units such as Patient Transport and Coronial Services. A *Guide to Religious Diversity*, with a special focus on the requirements of our Coronial Services team, was prepared and distributed to all CSV staff during the year.

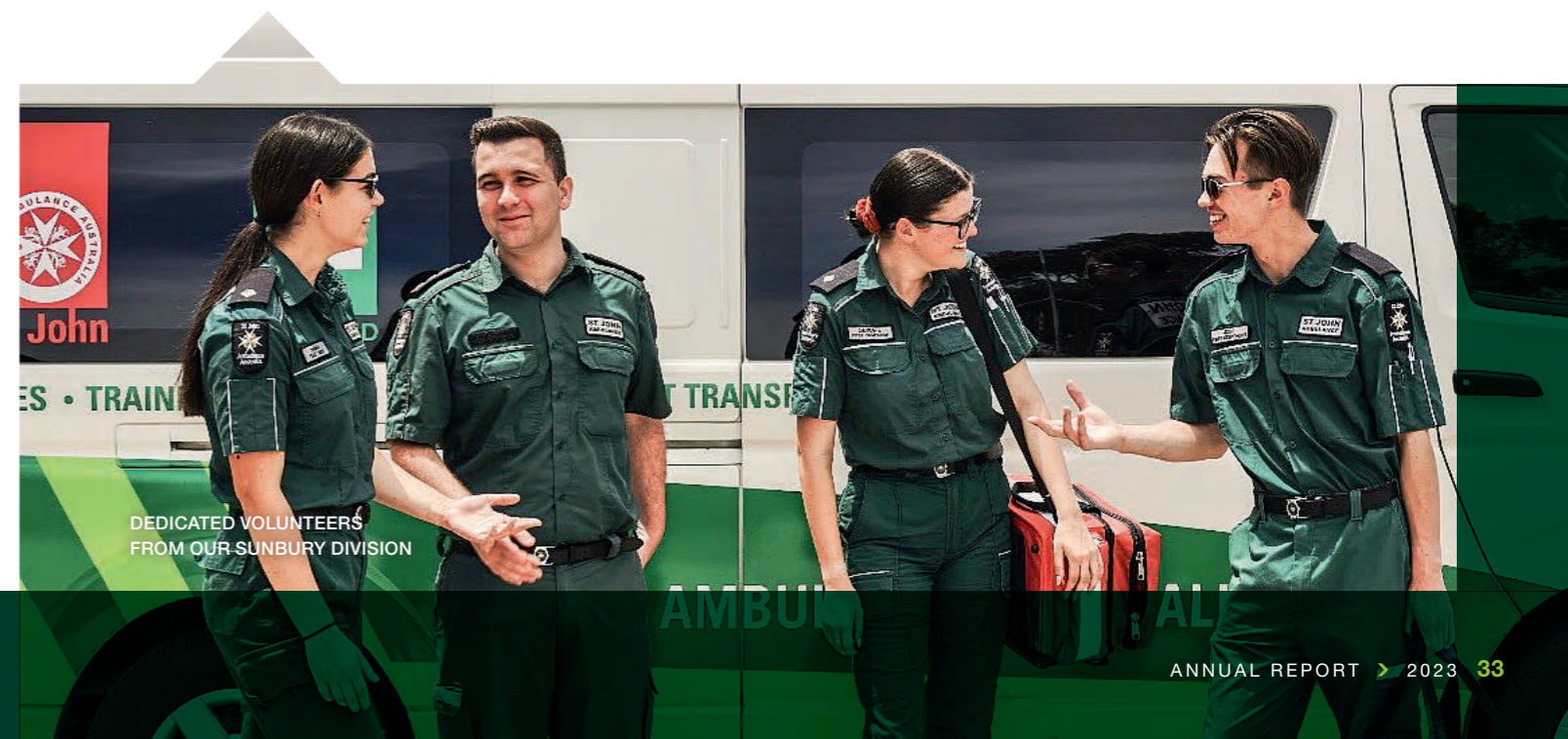
Chaplains are happy to discuss matters of religious diversity and are available to assist with specific issues or make inter-faith contacts where necessary.

I am pleased to report that in the past year Reverend Steve Wieckhardt accepted the position of chaplain in Mildura, bringing the chaplaincy team to seven.

We now have regional chaplains in Ballarat, Bendigo, Geelong, Sale, Wodonga and Mildura.

Finally, I have valued my relationships with the senior chaplains from Ambulance Victoria and Victoria Police during the past year. There are times in the life of the wider community when those links are important, and I am most appreciative of their interest in the work of St John overall.

On behalf of our chaplains, I wish to thank all volunteers and staff for the trust they place in us. We look forward to continuing our role of providing pastoral care and spiritual support in the year ahead.



DEDICATED VOLUNTEERS
 FROM OUR SUNBURY DIVISION

Strategic Plan



Maximise Our Community Health Contribution

St John Ambulance Victoria is a reassuring presence in the Victorian community. Our activities and programs build resilience in and give confidence to the communities which we serve.

OUR COMMITMENTS BY 2023:

- > 33% of the Victorian population engaged in First Aid knowledge building annually
- > Two new community programs
- > 50% of sudden cardiac arrests receive defibrillation
- > Significantly grow our Community Transport Services
- > 90% of sudden cardiac arrests receive CPR

2023 UPDATES:

- > We trained over 170,029 people in first aid through a range of free and paid programs
- > We continued to grow our new community programs Defib in Your Street and Party Ready



Diversify Our Commercial Activities

Best described as a social enterprise, St John is a not-for-profit organisation that receives no recurrent government funding. We rely on our commercial activities to fund our community programs – and to realise our mission.

OUR COMMITMENTS BY 2023:

- > Create a Centre of Excellence in Healthcare and Industrial Compliance Training
- > Launch an agency for aged care and in home care workers
- > Increase Fundraising's contribution
- > Provide corporate health and wellbeing services

2023 UPDATES:

- > We acquired an In Home Care organisation – Seniors Community Care



Deliver Person-Centred Care

We exist to serve people in sickness, distress, suffering and danger. To do this wholeheartedly, we must always focus on the specific needs of each and every person we help.

OUR COMMITMENTS BY 2023:

- > Develop and maintain a clinical governance framework
- > Support research in First Aid and healthcare
- > Deliver effective measures to report and improve the patient experience
- > Innovate First Aid training to improve bystander preparedness

2023 UPDATES:

- > We delivered care to over 11 million patrons at events
- > The clinical governance framework was finalised



Inspire Our People

We aim to create a culture which encourages our people to thrive and achieve incredible things. We want everyone to know that they are contributing to our mission – whatever their role in the organisation.

OUR COMMITMENTS BY 2023:

- > Expand our Employee Value Proposition
- > Child Safe Certification
- > A great place to volunteer
- > Provide a Safe Place for our people

2023 UPDATES:

- > We grew volunteer numbers by 213
- > We secured an EBA for NEPT staff



Financial Overview

2023 has been a year with its own challenges.

From the time of 2023 budget preparation, it was clear the year was going to be present high levels of uncertainty due to inflationary pressures and fixed price service agreements. Unfunded changes to the Non-Emergency Patient Transport Regulations, increases in compliance costs and wage pressures all contributed to a poor financial outcome for the year.

Event Health Services was impacted by lower volunteer engagement resulting in reduced revenue generation and higher cost of delivery. Despite all of these challenges our St John Ambulance teams remained focused on delivering critical services for our clients and the communities in which we operate, including growing our funding of community programs to \$2.18M. Our health training business marginally missed revenue growth targets and was similarly affected by the increased cost of delivery that adversely impacted margin results.

The acquisition of Seniors Community Care during the year introduced further diversification to our commercial activities and delivered on our objective to maximise our community health impact. It was a year of disruption and transition for this team but despite this they performed well.

Contractual constraints with our key business partners have placed significant operational stress on our organisation, however we have not allowed this to distract us from delivering on our strategic plan and mission. Our staff have continued to do their best to deliver services to the Victorian community.



Some of the highlights of 2023 include:

- > Event Health Services delivered \$3.5M in revenue, just below the budget (6%), driven principally by maintained engagement in major events
- > 200+ new members via the 2023 volunteer recruitment program after a significant investment in new training pathways and member recruitment strategies
- > Continued investment into the training innovation SJx, which has now been taken up in St John organisations across the country expanding the program nationally
- > Launched second community program for Defib in Your Street
- > 171,599 hours of volunteer service in the community
- > 87,957 primary school children trained via the First Aid in Schools program
- > 273 secondary school children trained via the Party Ready program
- > 1,906 community transport trips
- > 10,668 members of public trained in CPR via CPR Lab
- > Transported 62,110 Non-Emergency Patients and cared for 9,470 patients at events
- > Acquisition of Seniors Community Care, an organisation with over 100 staff working to deliver services to those needing personal care and support in their own home, including older people



WILLIAM FARROW FEATURED IN THE HERALD SUN FOR NATIONAL VOLUNTEER WEEK (PHOTO BY MARK STEWART)

2023 Financial Summary

| | 2023 \$000s | 2022 \$000s | 2021 \$000s |
|---|----------------|----------------|----------------|
| Commercial revenue | 57,755 | 48,826 | 49,350 |
| Government grants | 150 | 355 | 314 |
| Fundraising revenue | 729 | 972 | 443 |
| Event health services revenue | 3,350 | 3,943 | 1,957 |
| Other non-commercial revenue | 1,503 | 2,384 | 3,003 |
| TOTAL Revenue | 63,487 | 56,480 | 55,067 |
| Net (Deficit) | (7,041) | (2,213) | (782) |
| Gain/(Loss) on JB Were Portfolio | 314 | (370) | 488 |

2024 Outlook

The business remains optimistic in its financial outlook for 2024.

The budget for 2024 considers the following key priorities and initiatives:

- > SJAV will continue its growth journey aiming for 10% organic commercial growth (excluding NEPT), taking total operating revenue to \$64.6M
- > A favourable outcome from our patient transport contract renewal negotiation
- > Invest in our volunteer training, recruitment, and retention programs to grow membership and engagement
- > Continued commercial growth in training, kit servicing and product services units focusing on industry market opportunities
- > Implementing business unit cost saving projects and initiatives to reduce operational costs
- > Investment in new workforce management systems to drive efficiencies through integrated labour management systems and performance reporting
- > Continuing investment in brand with a fresh brand campaign
- > Launch of a third Defib in Your Street program
- > Continue to invest in sustainable community projects and commercial diversification consistent with our mission
- > The ongoing positive contribution of Seniors Community Care including supporting their structure to deliver growth

Governance

Board of Directors Victoria

St John Ambulance Australia (Victoria) Inc is an independent Incorporated Association and a member of the St John Ambulance Australia Federation.



› **MARK ENGEL**
OstJ
CHAIRMAN



› **PROF GEORGE BRAINTBERG AM, OstJ**
DIRECTOR



› **CAROLINE ELLIOTT**
MStJ
DIRECTOR



› **PAUL DAVIDSON**
DIRECTOR



› **RICK NUGENT**
APM
DIRECTOR



› **JANICE MUNT**
DIRECTOR



› **DAVID BRAJKOVIC**
DIRECTOR



› **TRUDY ARARAT**
DIRECTOR

Meeting of Members

During the financial year, 10 meetings of members were held. Attendance by each member was as follows:

| 2023 Board Meeting Members | Eligible to Attend | Total Attended |
|----------------------------|--------------------|----------------|
| Mr Mark Engel | 10 | 10 |
| Prof. George Braitberg | 10 | 8 |
| Ms Caroline Elliott | 10 | 9 |
| Mr Paul Davidson | 10 | 8 |
| Mr Richard Nugent | 10 | 9 |
| Ms Janice Munt | 10 | 7 |
| Mr David Brajkovic | 10 | 10 |
| Ms Trudy Ararat | 10 | 9 |



2023 EMERGENCY SERVICES MATCH

Thank You

Multi-Cultural Festival
North Geelong Secondary College
20/10/23

We want to express our sincere gratitude for your invaluable contribution to our Multicultural Festival. The two gentlemen who represented your organisation were truly exceptional during the event. I have forwarded the invoice to our accounts department. Thank you once again for your outstanding work.

Warm regards,

› **SUZANNE – EVENT ORGANISER**

Marvel Stadium – 20/08/23

Last evening, I had a 'medical event' at Marvel Stadium at the end of the St Kilda v Geelong AFL match. I was looked after so well by your team at Marvel Stadium. In particular, I'd like to recognise the care and professional treatment I received from Hannah and Thomas. They looked after me, and calmed my shaken family, so well. Thank you, both, I'm indebted.

› **MATT**

Melbourne Marathon – 15/10/23

At the completion of the Melbourne Marathon I was in a reasonable amount of discomfort and would like to pass on a massive thank you to all of the St John's staff that provided incredible support to the event.

To the staff member/medic (Bree) and the overseeing Doctor (Tom), thank you for your wonderful care and compassion.

What an incredible organisation St John Ambulance are. Thank you.

› **GARY**

Disney on Ice – 28/06/23

I attended Disney on Ice on Wednesday 28/06/23 at Rod Laver Arena. On the way in my 7-year-old tripped over and hurt his elbow. We went to the first aid room, and he was treated by Matt. I just wanted to let you know that Matt was amazing with him, he chatted to him, kept him calm and let him know what he was doing. He turned a bad start into a fun story for my son to tell. Thank you to the St John Ambulance team and a really big thank you to Matt, you're lucky to have him on your team.



St John Ambulance Australia (VIC) Inc

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