



ANNUAL REPORT

2022

St John Ambulance Australia (VIC) Inc



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CHAIRMAN'S REPORT

► Mark Engel
MStJ

I am delighted to present the St John Ambulance Victoria Annual Report which charts our progress and achievements in 2022.

The St John mission “for the service of humanity” has never been more important in our 139-year history in Victoria.

The past year has been an extraordinary time for all Victorians as we navigated the continuing COVID-19 pandemic, recovered from years of lockdowns and disruptions to services, and dealt with rising costs and devastating floods across much of the state.

Despite these challenges, I am proud to say that St John volunteers and staff have risen to the occasion and continued to improve our service delivery and expand our community health contribution.

Although our volunteer numbers declined during the lockdowns, we saw significant growth in our pipeline of new recruits in 2022, and our dedicated volunteers demonstrated a truly remarkable level of care and support to our state. Furthermore, our Youth team was able to deliver its full program this year, including leadership courses, camps, competitions, and accredited training.

Other highlights from the year include our maintained position as the top provider of first aid training in Australia, with a record number of Victorian adults trained in 2022. We also expanded our range of education courses with the launch of the Certificate III in Individual Support (Ageing, Home and Community), and made our state-of-the-art online program, SJx, available across other states and territories.

On the same note, our community programs made significant strides in 2022. With the launch of Defib In Your Street and Party Ready, St John Ambulance Victoria continues to widen the scope of our support, catering to different needs within our community.

While it has been a year of successes, it is important to acknowledge that the residual effects of the pandemic continue to impact us in many ways. Nonetheless, we have been steadfast in providing critical services to the community, particularly through the Transport Services department.

Despite facing rising cost pressures due to fixed-price contracts, we safely transported over 65,000 people, renewed major hospital contracts, and expanded our vehicle fleet while achieving OH&S accreditation and license renewal from the Department of Health. We look forward to the Government-announced review of the NEPT sector and are committed to working with the Government to address the significant cost pressures arising from regulatory change, COVID-19, and other demands on this critical service.

I want to take this opportunity to congratulate our CEO, Gordon Botwright, his leadership team, staff, and volunteers on their significant achievements in 2022.

I want to recognise a strategically important outcome in consolidation of our administration, Transport Services, training, logistics, and warehouse facilities into the outstanding new headquarters at 601 Blackburn Road, Notting Hill. The investment into a conducive environment for our staff, volunteers, and community to collaborate and connect is a tremendous reflection of the care for our people.

Come 2023, the management and board of St John will be developing our next strategic plan, and will actively seek

input from Order members, staff, volunteers, and community stakeholders into our shared future.

I want to express my deep gratitude to Ms Virginia Bourke for her ten years of outstanding service to the board, including five years as our Chair. Our governance and financial position have been significantly strengthened, and most importantly, we have made significant positive impact on the Victorian community under Virginia’s leadership.

I also want to thank my fellow board members, Professor George Braitberg AM, Ms Caroline Elliot, Mr Paul Davidson, Deputy Police Commissioner Rick Nugent, Ms Janice Munt, and our two new directors Ms Trudy Ararat and Mr David Brajkovic, for their generous commitment to St John Ambulance Victoria. I also extend my thanks to the members of our various board sub-committees, particularly,

Dr Iain Nicholson, for his expert oversight as Chair of our Clinical Practice and Governance Committees.

I extend my gratitude to our CEO, Mr Gordon Botwright, his executive team, and staff for their tremendous contributions during 2022; and I thank Reverend Jim Pilmer and his chaplaincy team for the pastoral care provided to our staff and volunteers across the state.

I am also very grateful for the ongoing support from Her Excellency, Governor Linda Dessau, Lord Prior, Professor Mark Compton, Chancellor, Mr Cameron Oxley, our donors, partners and all members of the Order of St John.

Finally, and most importantly, I acknowledge and thank all our wonderful volunteers for their ongoing loyalty and dedicated service to the Victorian community and the mission of St John.





CEO'S REPORT

► Gordon Botwright
OSTJ

years to come to fruition. With a vision to bring five separate operational hubs under one roof, we designed the facilities to be inviting and a place where you want to come to work. With the long-drawn-out isolation of working at home during the pandemic, this move has brought our people back and most importantly it has brought them together. It is a joy to walk past a meeting room and see people face-to-face around a table collaborating on a problem or an initiative. The conversations we have with people from across the organisation as we get our coffee in the café give us a sense of connection with each other and to our common purpose.

In 2022, St John Ambulance Victoria has achieved many incredible initiatives and projects that I have not mentioned. Nonetheless, be sure that each of these achievements highlighted here is a reflection of the entire organisation. Everything we have been able to accomplish is thanks to the support of all staff and volunteers, who, together make a unified, purpose-driven team.

I want to give specific mention to our Transport Services team, that comprises Non-Emergency Patient Transport and Coroners Court Services. This team has demonstrated unwavering commitment to person-centred care. The operation

is suffering the impact of high operating costs in a fixed-price contract environment, which never considered COVID or its residual effects. However, the privilege of caring for over 65,000 patients is why this service is so important to us.

I get to work with incredible people every day and none more so than my senior leadership team, whose leadership was instrumental in our success in 2022. To our Board members, your guidance and expertise have been invaluable and facilitated our successes. I want to acknowledge Virginia Bourke CStJ, who retired after 10 years on the Board and over five as Chair. The impact of Virginia's exceptional contribution will be felt for many years to come. Mark Engel MStJ has stepped into the Chair position without missing a beat. Mark's respect for the work and the people of St John is obvious to all, and I always appreciate the tough questions you ask.

Finally, our donors, partners, customers, and supporters make our mission possible, and we could not do it without them.

Looking ahead to 2023, we face new challenges, but I am confident that by staying focused on our mission and supporting each other, St John will continue to be "Here for Good". Our goal now is to mature and maximise the impact of all we achieved in 2022.

Looking back on 2022, I am proud of our accomplishments. As an organisation, we emerged from COVID with determination. The scale of our achievements is enormous and, yet again, in a year that was not without its challenges.

This annual report recounts all we have done but none of it would have been possible without our dedicated and committed people. At St John Ambulance Victoria, we remain steadfast in our mission for the Service of Humanity which our people deliver with great empathy and care and unites us as we serve the Victorian community. I want to express my gratitude to every member, from every part of the organisation, for their contribution. You have made a difference.

Unfortunately, our financial results didn't reflect the enormity of our efforts, with inflationary pressures, fixed price contracts, staff turnover and staff absences due to COVID all affecting our year-end figures. The resulting \$2.213M deficit is disappointing and means we have much work to do in 2023. However, the value of the charitable works we contributed grew to \$2.08M in 2022 as we launched new programs and invested in our volunteers.

The year was full of achievements but there are a few I would like to mention. Attending the volunteer morning briefing at Flemington on Melbourne Cup Day was a heart-warming reminder that we are truly back in action. The sheer

exuberance and dedication exhibited by our volunteers as they immersed themselves in their roles was a delight.

The launch of Defib in Your Street in Reservoir was three years in the making I am so proud of its impact on the community and the program's potential to save lives and make local communities resilient. Our first major brand campaign, including the "man in the river", was a substantial, yet worthwhile, investment in reminding the community that St John Victoria is synonymous with first aid.

The number of students trained in our first aid courses was simply enormous and a confirmation of why innovation, like SJx, is so necessary. SJx has become our differentiator in first aid training and provides us with a capability to scale efficiently while also providing students with a better outcome.

At a time when the 'great resignation' was impacting all organisations, our leadership team made a commitment to understanding what we needed to do to keep our people and to attract new talent. I am delighted that we ended the year with one of our lowest staff turnover percentages for several years. In October, we moved to our new headquarters – an enormous project that took several



SAM, GORDON AND GED KEARNEY MP AT THE RESERVOIR NEIGHBOURHOOD HOUSE

2022 HIGHLIGHTS TIMELINE



26 January

- 3 St John Members receive Australia Day honours
Mr Malcolm David Carson MStJ
Mr Bernard Dominic Goss MStJ
Mr Gavan John Keane CStJ



VOLUNTEERS AT THE VICTORIA DAY AWARDS

30 June

- Virginia Bourke retires as Chairperson of the St John Ambulance Victoria Board
- St John Awarded Victoria Day Award for Community and Public Service by a Victorian Organisation



STUDENTS AT THE PARTY READY PILOT

15 August

- First Aid in Schools Program celebrates 10 Years
- Party Ready Community Program Pilot Launches in Secondary Schools
- New Certificate III Individual Support Course launches
- St John Volunteers recognised for their work in the Black Summer bushfires and COVID-19 support



VOLUNTEERS AT THE MELBOURNE ROYAL SHOW

8 September

- Queen Elizabeth II passes away aged 96 (Sovereign of our Most Venerable Order for more than 70 years)
- St John awarded First Aid Services contract for Melbourne Royal Show



NICOLE LARTER RECEIVING HER AWARD

- Volunteers from Sunbury Division awarded the Young Community Change Maker award at the inaugural Hume young Leaders Awards
- Warrambool Divisional Manager Nicole Larter recognised at the Australian Government Volunteer Awards



DEFIB IN YOUR STREET LAUNCH

- Know First Aid Campaign launches

31 March

- Defib In Your Street launches in Reservoir



- St John First Aid Services back at the F1 Australian Grand Prix



1 July

- Mark Engel appointed Chairperson of the St John Ambulance Victoria Board



2022 FIRST AID CHAMPION AWARD WINNERS AND HONOURABLE MENTIONS

5 October

- First Aid Champion Awards was held, celebrating First Aid heroes in the community
- St John headquarters moves to 601 Blackburn Road, Notting Hill
- St John Volunteers deployed to assist with Victorian floods across Bendigo, Echuca, Shepparton, Tatura, Rochester with support from those in the Command Centre



MYRTLEFORD HISTORICAL SOCIETY RECEIVING A DEFIBRILLATOR AS PART OF THE SHOCKTOBER GIVEAWAY

- Last defib installed in Reservoir as part of the Defib in Your Street Pilot
- 5 Shocktober giveaway winners receive defibrillators for their communities

VOLUNTEERS AND EVENT HEALTH SERVICES

Events:
2,508

Total Volunteer Members:
1,868

Hours Volunteered:
156,417

Rostered Shifts:
10,467

Patients Treated at Events:
7,642

High Acuity Patients Treated at Events:
828

Community Transport Trips:
1,774

In 2022, our dedicated volunteers supported the Victorian community with commitment and passion. Over 900 adult volunteers across Victoria served over 7 million people, providing first aid support at events and festivals across the state over 2,700 event days, setting an impressive achievement.

Supported by experienced volunteers, St John attended close to 1,000 major venues and iconic events, including the Australian Open, Australian Grand Prix, MotoGP, Melbourne Marathon, and the Melbourne Royal Show. Over 1,438 event days were at smaller local events throughout regional and rural Victoria, reflecting our thriving presence in the community.

Early in the year, a new volunteer structure was implemented to oversee six regions, consisting of 47 local divisions and three specialty divisions, creating two Area Manager roles.

Our resolute volunteers continue to maintain their scopes of practice, enabling us to deliver services as an Advanced Licensed provider of First Aid, the highest scope available under the Non-Emergency Patient Transport and First Aid Services (First Aid Services) Regulations 2021.

We were pleased to receive strong interest from the community in becoming a volunteer, with 1,175 new recruits expressing interest. Of these, 623 achieved First Responder status or have started their six-month-long training journey. To support new recruits, a new e-Passport was introduced to track their training pathway.



As the number of volunteers continues to grow, we are committed to the wellbeing of every member. In doing so, we established “The Hub” at our new headquarters, a designated space for volunteers and staff to gather, collaborate, and connect. Furthermore, since the move to our new headquarters, our state-of-the-art communications and Emergency Command Centre has seen strong use to support the floods and major events.

Despite starting the year at 75% of volunteer drivers, Community Transport was an area where volunteers did not return as expected, with only 15% of trips driven by volunteers across the year. 2023 remains an opportunity to generate further engagement for our volunteers with this important service.

St John continues to be a leader in the Event Health Services industry, customising the level of medical service provided to suit the risk profiles of events. In a new initiative deployed for the first time at music festivals in late 2022, we provided Patron Welfare services, offering welfare for drug-affected festival attendees.

As we anticipate an increasing number of events post-pandemic, we are dedicated to implementing constant improvements across training, the scope of our responders, clinical governance, and equipment – ensuring the highest standard of Event Health Services.

Anzac Day Thanks

Thank you to St John who provided First Aid support for us at the recent Churchill Anzac Day Commemoration Ceremony.

Fortunately there were no incidents but the 2 members provided a professional service for which we are most grateful.

Richard Henshaw
ROTARY CLUB OF HAZELWOOD

Significant Incidents

Cardiac Arrests: **2** Intubations: **4**

Scope of Practice Summary	2022*	2021	2020
Nurse	118	144	155
Paramedic	68	74	56
Doctor	48	50	77
TOTAL	268	268	288

*AS AT 8 NOV

Contract Achievements

- Appointed to deliver services at the Melbourne Royal Show in 2022
- Appointed to deliver services at the Melbourne Marathon in 2022
- Reappointed for 4 years to deliver services to the Australian Grand Prix and MotoGP
- Appointed to deliver services for the 2023 Australian International Airshow

Free Event Coverage

ANZAC DAY EVENTS

82 members provided 1,403 hours of free coverage at 76 events across the state

GOOD FRIDAY APPEAL

22 members provided 175 hours of free coverage

VISION AUSTRALIA'S CAROLS BY CANDLELIGHT

22 members provided 198 hours of free coverage

Emergency Management – Pandemic Response and Floods

Continuing from the incredible response in 2021, St John Ambulance members were deployed to Ambulance Victoria surge shifts alongside paramedics responding to emergency incidents. 115 volunteer members were deployed for on road and communications shifts, with a total of 11,899 hours contributed in 2022.

In early October 2022, as the devastating Victorian floods inundated our regions, St John members were deployed to relief centres to support impacted communities. 90 members were deployed across five locations plus the Emergency Command Centre at headquarters for a total deployment of 3,948 hours.

Emergency Command

Centre at HQ ➤ 33 members participated in 95 shifts

Echuca ➤ 19 members participated in 61 shifts

Shepparton ➤ 35 members participated in 118 shifts

Tatura ➤ 9 members participated in 23 shifts

Rochester ➤ 13 members participated in 13 shifts

Altogether, 57 volunteers served across the state at relief centres, while 33 members were deployed to our Emergency Command Centre to facilitate communications, logistics and planning.

Combined, our total Emergency Management deployments throughout 2022 amounted to 19,000 hours of service to the community.



VOLUNTEERS AT THE SHEPPARTON RELIEF CENTRE

ST JOHN YOUTH

Our goal has been one of sustainability and renewal, with divisions being able to deliver their programs without interruption or fear of cancellation. The past year has certainly had its challenges, albeit these have been different to those in 2021.

Over the past 12 months, our members and society had become used to programs and events being postponed, modified, or cancelled. With the trepidation of restrictions being re-introduced or capacity limits being imposed, the Youth Team was able to deliver its full program in 2022 in a face-to-face mode. We undertook an ambitious agenda and mandate to create environments where people came together face-to-face, and divisions returned to a sense of normality.

At a state program level, the team offered key components of St John Youth including leadership courses; Easter Camp; management training; accredited training courses to upskill our Youth Members and our regular planning; and team meetings.

A highlight was, after 3 years, finally being able to deliver a new competition model renamed the State Youth Challenge. This comprised a series of challenges and competitive pieces with Youth Members being assessed on their First Aid, leadership, resilience, and teamwork over a two-day residential camp.

In addition, over the second half of the year we saw Youth Members being issued their new uniform, with all members

now wearing the iconic St John green uniform. This has been a significant achievement and one which has seen excitement amongst our youth membership as they get to wear the same uniform as their adult counterparts.

We are pleased to note that our membership levels have remained consistent and strong with 535 members in 2022. Included in this number are the 60 Youth Members who conclude their time in the program as they turn 18 and finish school. We are proud that over 60% of these members have indicated they will continue with St John and become adult members within our organisation.

Finally, we would like to thank all our youth leaders and officers who, every week, contribute countless hours of effort in building the resilience and capacity of young people within our Victorian community. Not only do we build skills and impart an ethos of service in each young person who participated in our organisation, we assist our community to become stronger, more resilient and to build capacity whilst also increasing the community's awareness and knowledge of First Aid.

Youth Members Active Throughout 2022:

535

Youth Divisions:

25

Adult Leaders:

120



YOUTH MEMBERS DEMONSTRATING THEIR SKILLS AT THE STATE YOUTH CHALLENGE



VOLUNTEER MICHELLE WITH PATIENT JESSICA

Volunteers Changing Lives – Jessica's Story

Michelle is a volunteer with the Barwon division, as well as a nurse, specialising in drug, alcohol, and mental health. When she saw that an eventgoer, Jessica, wasn't looking too well and was becoming disoriented, she acted quickly to provide reassurance and support. Michelle guided Jessica in breathing and distraction techniques, and motivational interviewing to curb her anxiety attacks.

"Michelle gave me a lot of information about what was happening. She put me at ease and just her presence was very calming. She did change my life – I think about her quite a bit," said Jessica.



Students Trained:
69,811

Schools Attended:
293

Program Impact
(Growth out of 10):

KNOWLEDGE OF FIRST AID:



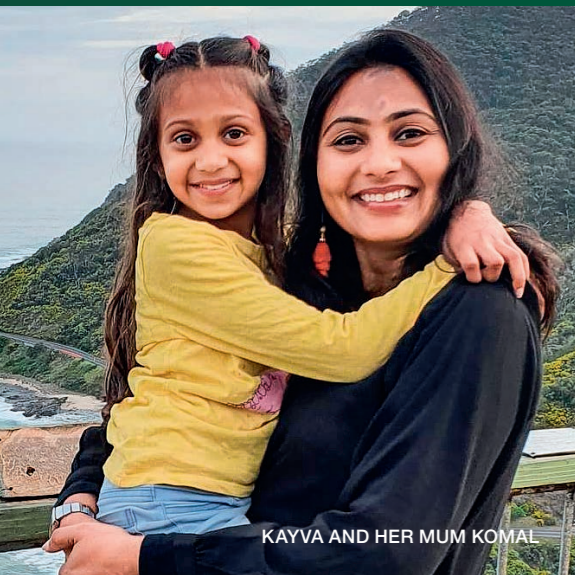
SKILLS IN FIRST AID:



CONFIDENCE IN FIRST AID:



BEFORE PROGRAM AFTER PROGRAM



KAVYA AND HER MUM KOMAL

Community Education Programs

COMMUNITY PROGRAMS WITH IMPACT

First Aid in Schools Reaches 10 Years

Building a more resilient community of next-generation lifesavers

In 2022 we entered the 10th year of operating the First Aid in Schools Program in Victorian primary schools. We were incredibly proud to celebrate this milestone of our earliest community education program, with multiple birthday cakes eaten and many candles lit. Since 2013, St John Ambulance Victoria has equipped nearly 1.3 million students with important awareness of the basics of first aid knowledge and skills. Importantly, multiple lives have been saved as a result – parents, siblings, grandparents, and friends.

The year saw almost 70,000 Victorian schoolchildren trained for free via the program as we returned to a year without interruptions to our service. Demand from schools was strong and dates booked out rapidly. Many of the improvements to delivery including games and activities that were introduced for online learning found their way into the classroom as we returned to face-to-face delivery. The workforce continues to grow to allow us to return to pre-COVID delivery levels in 2023.

Hero Daughter Saves Mum

8-year-old Kavya and her mum were unfortunately involved in a car crash just one day after she attended a First Aid In Schools session. Mum Komal completely blacked out – but Kavya stayed strong. She tried to get a response out of mum, and when Komal didn't respond, Kavya immediately used mum's phone to dial 000.

Kavya and her family had recently moved to Melbourne from New Zealand, so Komal at the time did not know the emergency number in Australia. Thankfully, her little hero learned it through the First Aid In Schools program just the day prior.

"I don't know whether it was luck or a coincidence or something else, but doing the first aid education just the day before made her stronger and more confident, and it saved my life," said Komal.



FIRST AID IN SCHOOLS CELEBRATING 10 YEARS AT ST ANTHONY'S IN ALPHINGTON

Party Ready

Keeping teens safe at social events



With a return to schools and workplaces also comes a return to parties and gatherings. St John had a program in early development stages since 2019, as we were aware of community interest and need for a program to support students in secondary school with age and situation-appropriate skills and knowledge. Party Ready emerged as the solution and was developed and piloted in August 2022 to a bright-eyed group of Year 9 students at Billanook College.

Feedback on the initial sessions was incredible and we were able to visit additional schools in Term 4 to continue refining the program further. 2023 will see the program roll out to a widespread range of schools and locations.

From the basics of planning ahead and watching out for their mates, to CPR and applying a defibrillator, through to mental health assistance and substance overdose, Party Ready will give young people the confidence to de-escalate the immediate situation as well as help them to direct their friends to an appropriate intervention for serious concerns.



STUDENTS ENJOYING THE PARTY READY PROGRAM

What Teachers Say

We thought that the program ran really well. Chantelle was brilliant with the students and adapted the course each day taking into account our feedback and her own reflections on each activity. The recovery position and CPR component is by far the most engaging and the students loved this practical component. Clearly hours of work had gone into the creation of the booklet and PowerPoint and the scenarios and activities were also very good.

Candice Rulach
HEAD OF YEAR 11 AND LEARNING LEADER
JOURNEY, BILLANOOK COLLEGE

What Students Say

"I liked the combination of the physical and the mental health information."

"It was fun and engaging."

"I loved the encouragement for no judgement. She was very inclusive and made it a safe space."

"I think it was really well done and I had fun learning how to be Party Safe and the effects of drugs, alcohol or what have you."

"It was good fun and I found it good because it wasn't just about don't do this and that, but actually gave us tactics and methods to use."



Defib In Your Street – A New Approach to Saving Lives

Creating the safest places to have a Sudden Cardiac Arrest

In March, we launched the pilot location for Defib in Your Street, one of two brand new community programs launched in the year by St John.

A first of its kind program, Defib In Your Street was designed with a very focused goal in mind – to empower communities with some of the state’s highest rates of out of hospital sudden cardiac arrest (OHCA) to save lives. This was supported by installing a network of 24/7 publicly accessible defibrillators and providing free training to a large cohort of residents in CPR.

Having identified a top 10 list of Victorian postcodes with a high incidence of sudden cardiac arrest and low prevalence of defibrillators and bystander response, the program began in the northern Melbourne suburb of Reservoir. Before Defib In Your Street launched in March, there were no defibrillators available 24 hours a day in the entire suburb of over 50,000 residents. By December, we can gladly report that all 29 defibrillators planned for installation were placed at residential homes, public housing estates, community centres and facilities and train stations. Now, 90% of residents in Reservoir are within 400m of a Public Access Defibrillator (PAD) that can be accessed at any time, by anyone.

The program has received widespread positive feedback from the local community and wider Victorian public, with many praising the initiative for increasing accessibility to life-saving equipment.

Partnering with La Trobe University to evaluate the program, as well as Ambulance Victoria for ongoing data sharing, will allow us to monitor the short, medium, and long term effectiveness of installing these devices. These important partners will enable us to continue this program into the future by identifying other communities with high rates of OHCA and low rates of bystander intervention.

We are proud to have made a difference in the lives of many through this program and will continue to work towards our goal of increasing accessibility to life-saving equipment in communities across Victoria. We are committed to saving lives and making a positive impact in the communities we serve and will gradually roll out to more locations as greater support and funding emerges. A request was put in to the Victorian government to allow the program to roll out to multiple locations concurrently. Without this support, St John is only able to roll out one suburb at a time, which does not meet the immense community need.

With generous donations from the NewsCorp Australia Staff Donations Fund, Harcourts Foundation, Pellicano, La Trobe University and City of Darebin, we’ve not only been able to purchase these devices to install but also teach nearly 3,000 residents of Reservoir how to both do CPR and use the defibrillators installed in their local neighbourhood. Thank you to all our supporters.

We’re excited for 2023 and, at the time of writing this report, are poised to make an announcement about the next location we will bring this life-saving program to.

Our Supporters



Defibrillators Installed:
29

Requests to Host a Defibrillator Received:
321

Residents Trained in Free CPR:
2,733

Residents Covered 24/7:
90%

Defib in Your Street Saves A Life

Friends of his knew the defib was here [at the neighbourhood house], they were able to come here, access the defib and use it before an ambulance arrived.

Angie
NEIGHBOURHOOD HOUSE



CPR Lab Returns to Popular Demand

Empowering Victorians with the confidence to perform CPR

2022 was a unique year for CPR Lab: while many events resumed post-pandemic, a number could not take place due to weather and the floods. Nonetheless, 3,587 adults and children attended CPR Lab sessions across Victoria. In total, we attended 19 events across 28 days, including the Australian Grand Prix, Maroondah Festival, and the Warrnambool Show – the busiest of which was the Good Friday Appeal Kids Day Out, with 830 people learning CPR in just one day!

We have seen strong enquiries into 2023 for the St John Mobile CPR Learning Lab to travel around the state teaching Victorians lifesaving CPR in just 10 minutes. There is no doubt that with the growing incidence of sudden cardiac arrest, at almost 7,000 in the last year, that the public are looking to St John to provide them with the skills, knowledge, and confidence to respond with CPR in an emergency.

People Trained in Free CPR:
3,587

Locations Attended:
19



CPR TRAINING IN RESERVOIR AT KEON PARK CHILDREN'S HUB



MAP OF ALL THE PUBLICLY ACCESSIBLE DEFIBRILLATORS AVAILABLE IN RESERVOIR DUE TO DEFIB IN YOUR STREET



RESERVOIR RESIDENTS WHO HAVE VOLUNTEERED TO HOST A DEFIB AT THEIR HOME



CPR LAB AT THE ST JOHN HEADQUARTERS

TRANSPORT SERVICES

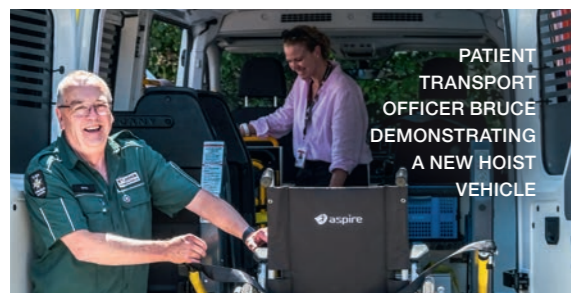
The first month of the year marked the largest monthly impact on our staff to date with the COVID-19 pandemic. Despite the challenges, our team remained steadfast and resourceful in providing support for the Victorian community.

As a token of appreciation to value the dedication and hard work of our staff in maintaining the highest standards of care during these challenging times, recognition pins were issued to staff who were involved in the COVID response from March 2020 to March 2022.

Furthermore, in ensuring the safety and wellbeing of our staff, we achieved the Occupational Health and Safety ISO 45001 Accreditation, the international standard for health and safety at work developed by national and international standards committees – reflecting our commitment to ensuring a safe and healthy workplace for our employees.

Among the many accomplishments we attained in 2022, we are delighted to have had our Non-Emergency Patient Transport (NEPT) license renewed after a successful audit by the Department of Health, which further reinforces our reputation as a reliable and trustworthy provider of NEPT services.

We are also pleased to have renewed our contracts with St John of God and Cabrini Health, which has allowed us to continue providing high-quality transport services to our valued clients.



To welcome yet another year as a premier provider of NEPT services, and to support our renewed contracts, we are excited to report that our Ambulance Transport Attendant (ATA) pathway has produced 17 new ATAs in 2022, and an updated ATA pathway has been launched to provide enhanced support and guidance throughout the process. Additionally, we anticipate that the first half of 2023 will see approximately 30 new ATAs joining our team. An updated onboarding process for new employees has also been implemented to ensure a smooth transition and integration into our organisation.

Additionally, we have added seven new NEPT vehicles to our fleet, with one vehicle equipped with a hoist and all other vehicles featuring power stretchers, ensuring the comfort and safety of our patients during transportation.

While remaining our quiet achievers, the Coroners Court Services team continue to go above and beyond to provide empathetic care for everyone they interact with, in particular the family members of the deceased. Their work is so important in the community and for those impacted in tragic circumstances, this is truly appreciated and respected, but often not seen or understood by people who haven't seen the team undertake their work or had the privilege of getting to know them.

In line with our growing operations, the move to our new headquarters at 601 Blackburn Road in October has brought our teams together in a more conducive and collaborative work environment. Our new premises also feature a prayer room/quiet room and a dedicated relaxation zone, providing a calm reprieve for our staff who may encounter difficult circumstances out on the road.

While we look forward to the continuous expansion of our team, we also recognise the strength and depth of our talent pool and are proud to announce that all leadership roles have been filled internally. We remain committed to the ongoing development and capability of our staff, as evidenced by our participation in various training programs. Two managers attended the Safer Care Victoria Giant Steps conference, and the whole transport services leadership team participated in internal leadership and management training, as well as sessions run by McKinsey.



People Transported:

65,494

Staff Recruited:

46

Thanking Our Patient Transport Team

I would like to thank Bec, Ben and Rowan for their help last Wednesday October 19th.

They were very kind to my husband who they took to Epworth hospital.

I am grateful for their professional and caring approach. They made a stressful situation much easier.

Kaye Monteith

I would like to take the time to commend both Cameron and Ebony for their absolute excellent customer service. I am terminally ill, and both Cameron and Ebony made my transfer back home a wonderful experience. They were both empathetic, intelligent, funny, STRONG, and very good at their job. Thank you for providing such a service in my time of need.

Edward Vella

Today we had Kayla and Chris transport a patient from mecwacare to our St John of God Geelong site.

Both Kayla and Chris were delightful, were very easy to communicate with, the patient care they showed was exceptional, and despite the many issues we faced made the patients experience as easy as possible. It was wonderful to see such genuine people looking out for patients in their care.

Tegan



A STUDENT COMPLETING VIRTUAL CLASSROOM FIRST AID TRAINING

Students Trained:

65,502

Classes Ran in Regional Victoria:

10.6%

Days of Training Delivered:

5,518

Calls, Emails or Web Enquiries Received by Our Call Centre:

53,921

Enrolments into Advanced Education Courses at a Certificate or Diploma Level:

287

TRAINING

First Aid and Advanced Education training hit new strides in 2022 as we saw record demand. This is a testament to the improvements made to training delivery over the last 3 years, as students returned to experience the St John difference.

In 2022, we have achieved significant milestones in our training programs, with the most ever students trained in our history for a calendar year at 65,502. We are thrilled to report that our Net Promoter Score (NPS #) rating in short courses has reached 77.5, demonstrating high levels of customer satisfaction and loyalty. Moreover, 27.2% of our students experienced St John training for the first time, indicating a growing interest in our training programs.

Since we began training the Certificate III In Non-Emergency Patient Transport course, over 100 graduates have joined our Transport Services department as paid Patient Transport Officers, which is a reflection of the quality and effectiveness of our training programs.

In addition to our first aid and emergency services training programs, we are proud to have enrolled over 55 St John staff in our range of Advanced Education courses, from Training and Assessment to Leadership and



MATT CASH,
FIRST AID
CHAMPION
AWARD
WINNER 2022

Man Saves Friend's Life During Trail Run

Matt was out with his trail running group in October last year when his good friend and fellow runner, Dave, was found unconscious. Matt, who had just attended a St John Ambulance Victoria refresher course two weeks prior, sprang into action to perform CPR. 10 minutes in, with Dave still unresponsive, another bystander who also knew CPR took over from Matt. As Matt walked aside to catch his breath, worried and exhausted, he spotted an electricity distribution truck driving by. Thinking that there was likely a defibrillator in the vehicle, Matt ran onto the road to flag down the truck. Sure enough, there was one, and Matt quickly got to work with the defibrillator.

When paramedics arrived, they took over and continued working on Dave. He eventually regained consciousness after having no pulse for nearly 45 minutes. Matt's quick thinking saved Dave's life – and within a year of the incident, Dave was back to running. He even successfully completed a 72-kilometre marathon!

Management and Emergency Health Care – signifying our ongoing commitment to upskilling our existing pool of internal talents.

We have also launched and delivered the Certificate III in Individual Support (Ageing, Home and Community) in a unique new initiative where all students in the first cohort were fully sponsored by St John to attend their training. Not only is this an expansion of our scope of training offerings, but a significant step towards better supporting the Victorian community.

Our public training was delivered in 91 rooms across Victoria, with the opening of our new headquarters featuring two dedicated public training rooms. We are delighted to have delivered 4,500 public classes – setting a new record – and held 2,200 corporate classes at workplaces across Victoria.

Adding to our dedication to corporate training, we are proud to have secured a contract with Victoria Police for the provision of First Aid Services for the next 3 years, with an option for a 2-year extension, highlighting our reputation as a leading provider of first aid training services.

Furthermore, 16.6% of all our training was 100% online, as part of our commitment to innovation and flexibility in delivering our training programs.

Lastly, we are excited to announce the expansion of the SJx training delivery method in New South Wales, with collaboration made with all states and territories to adopt the technology in 2023, enabling us to reach a wider audience and provide accessible and high-quality training programs across Australia.



INDIVIDUAL SUPPORT STUDENTS AND TRAINER SANDRA

STUDENTS COMPLETING ONSITE TRAINING AT THEIR WORKPLACE



PRODUCT

In 2022, we experienced notable developments in our product sales operations. As businesses began to reopen and employees returned to the workplace, the need for up-to-date first aid kits and Automatic External Defibrillators (AEDs) grew. This resulted in record sales levels achieved by our teams, and record numbers of kits serviced.

Despite interruptions in the supply chain for AEDs, we achieved a 30% growth in sales of our branded units. For our exceptional work in promoting the need for defibrillators and providing an

extraordinary number of AEDs to the Australian market, St John Ambulance Australia was awarded the Best Public Safety Business Award at the ZOLL Asia Pacific Business Partner Meeting.

Notably, in reflecting our capability to meet the diverse needs of the Victorian community, our partnership with Dental Health Services Victoria saw the delivery of 220,000 Smile Squad kits to schools across Victoria.

Catering to the growing demand for our products, all warehousing activities were relocated to our new headquarters at 601 Blackburn Road. This new facility has allowed us to increase our storage capacity by 400% and consolidate multiple storage facilities into one site, resulting in improved operational efficiencies.

Additionally, the new site features an expanded clean room for custom first aid kits and a dedicated packing area for high-volume kits, with a target of assembling and distributing over 500,000 kits.

The new facility also allows us to better support other units within the organisation, with over 50% of our warehouse activity dedicated to supporting cross-departmental operations, including Commercial Training, Volunteers & Event Health Services, Transport Services, and Kit Servicing.

What Our Students Say

Our excellent Instructor helped us all complete the course. I would recommend St John's courses for anybody needing to update their first aid skills.

David
PROVIDE FIRST AID

I am so happy that I chose to study with St John. The course content was not too difficult and I felt very supported throughout the entire course. There was always help available if I needed it and the trainer was very fun to learn with.

Lisa Hartley
LEADERSHIP AND MANAGEMENT

The course was great, all of the trainers were really helpful, they come from a range of different backgrounds in the healthcare industry, so being able to draw on their knowledge was very beneficial. I'm really glad I made the choice to go through St John to complete my Certificate III Non-Emergency Patient Transport and would definitely recommend the course to others.

Kristy Hesketh
NON EMERGENCY PATIENT TRANSPORT

I always leave extremely satisfied and confident when I complete my first aid courses with St John Ambulance. The instructor was professional and really engaging and had a wealth of knowledge about each topic that was covered.

Afifa
PROVIDE FIRST AID

Kits Serviced:

25,202

Kit Servicing Appointments:

4,817

Orders Shipped:

30,640

Defibrillators Gifted to Community Organisations and Residents:

35



THE ST JOHN G5 DEFIBRILLATOR REMAINED OUR MOST POPULAR AED

PHILANTHROPIC SUPPORT

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

In 2022, the number of people supporting our work continued to grow. We fundraised through a variety of channels, including regular giving, events, bequests, direct mail and digital appeals.

This year, long-term supporters — the late Barbara Simmons, Joan Batson, David Cook, Rebecca Milne and Ian West — 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 received several donations and grants which were used to support rebuilding our volunteer numbers, replace equipment which had reached end of life, and undertake building improvements to our divisional training facilities.

We are incredibly grateful to each and every donor who have enabled us to support the Victorian community throughout 2022.



CPR LAB AT LATROBE UNIVERSITY O WEEK

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 and those not listed.

Gifts in Wills

- Estate of Benjamin David Cooke
- Estate of Geoffrey Ian West
- Estate of Sister Joan Batson OStJ
- Estate of the Late Barbara Mary Simmons
- Estate of the late Rebecca May Milne

Philanthropic Supporters

- Biccys Op Shop Supporters Inc.
- Border Trust
- Geok Hua Wong Charitable Trust
- Gras Foundation
- Gringlas Family Charitable Fund
- Harcourts Foundation
- News Corp Australia's Staff Donations Fund

- South West Community Foundation
- The Danks Trust
- The Russell Foundation
- The William Angliss Charitable Fund

Government Grants

- Banyule City Council
- Central Goldfields Shire Council
- City of Casey
- City of Greater Bendigo
- City of Kingston
- City of Wodonga
- Department of Infrastructure and Regional Development
- Department of Social Services
- Emergency Management Victoria
- Latrobe City Council
- Maroondah City Council
- Whitehorse City Council

ACKNOWLEDGING OUR PARTNERS

With thanks to those who supported us as partners in 2022 and enabled us to continue to develop and grow our good work.

Official Media Partner

Herald Sun

University Partner



ST JOHN NEPT CREW MEMBERS JOSH, WILL, MATTHEW, JAMES AND RENEE AT THE VICTORIA DAY AWARDS IN JUNE



OUR PEOPLE

Coming Back Together

2022 saw many in the Victorian community move from the challenges of working remotely and navigating the daily trials of a COVID environment, to an opportunity to come back together and reconnect. This period also saw renewed interest from the community to work within the for-purpose sector, with the number of applications for employment received by St John increasing throughout the year. In 2022, we received over 2,300 applications for employment and had 163 new team members join the organisation. This took our paid workforce numbers to the highest in St John's 140 years of working within the community.

Professional Development

We continued to invest heavily in professional development, delivering 17,500 hours of professional development across the organisation. Part of this commitment to professional development included 28 leaders participating in the St John Leadership Program and 29 Patient Transport Officers beginning the pathway to become Ambulance Transport Attendants.

People and Culture

With employees returning to the workplace in 2022, the People and Culture team focused on delivering a series of initiatives. Our wellbeing program introduced health initiatives and information, injury management initiatives, employee engagement activities, as well as a continued focus on injury prevention training and activities, including offering mental health training for all employees. As a result, we were able to reduce the number of days lost due to injury by 44%.

La Trobe University Intern Partnership

A return to face-to-face study within universities allowed St John to re-introduce our La Trobe University intern partnership. The 2022 intake included students studying in Business, Human Resources, and Finance — some of which have stayed on at St John as new team members.

New Headquarters

To further our commitment to our people in 2022, we created a great place to work and thrive by consolidating a number of our operations and moved seven of our teams (Corporate Services, Commercial Training, CSV, Warehousing & Logistics, Product, Volunteering & Event Health Services and Patient Transport Services) into one location. The move to 601 Blackburn Road signified a new phase in the organisation's journey, as well as an opportunity to create a fit-for-purpose space for all employees and volunteers to thrive. The move also formed part of the new employee value proposition (EVP) to be launched in early 2023.

Child Safety Road Map

In 2022, we took the opportunity to lay out an 18-month Child Safety Road Map. The road map clearly articulates commitments to Child Safety accreditation and youth engagement, fully embracing the new Child Safety Standards as well as strengthening the reporting processes.

ORDER AFFAIRS

2022 was a big year for the Order. We had a lot to catch up on.

Our annual church service was held at St Paul's Cathedral on the 19th of June, 2022. The numbers were lower than anticipated, but we are hopeful more will attend the 2023 service.

We also organised two investitures: The first was in May at St Paul's Cathedral again, which included the investiture of the postulants for 2019/20. Due to COVID restrictions earlier on, we were finally able to catch up. It was wonderful to finally see all the postulants receive their grades after a long wait.

The second investiture was held at Government House, in August, for the postulants that were announced in the October gazette in 2021 — another great moment for the Order to finally recognise these recipients.

The Order dinner went ahead in May and we were delighted to be able to bring together a total of 150 members together from across the country. It was a successful night and the feedback was very positive all-round.

The 2022 October gazette announced 20 members from Victoria who were admitted or promoted into the Order.

Congratulations to our members on the recognition of your hard work and contribution to the work of St John Ambulance Victoria, and thank you to all who have assisted with the Order events throughout the last twelve months and continue to do so in 2023.

VICTORIAN MEMBERS OF THE ORDER

Promoted to Commander

Ms Virginia Bourke CStJ
Mr Daniel Ciccossillo CStJ
The Very Reverend
Dr Andreas Loewe CStJ
Mr Peter Mill OAM CStJ

Promoted to Officer

Mrs Lindsey Booth OSTJ
Ms Simone Pearce OSTJ

Admitted as Member

Ms Yvonne Berrie MStJ
Ms Sharyn Graham MStJ
Mr Gerard Gueirin MStJ
Mr Benjamin Imrie-Quintyn MStJ

Mr Joshua Jarrott MStJ
Mr Paul Leeder MStJ
Mr Robert McManus MStJ
Mr Trevor Merrett MStJ
Mr James Morris MStJ
Mr Christopher Murray MStJ
Ms Gail Parkinson MStJ
Mr Neil Watt MStJ
Mr Glenn Wilson MStJ

Vale

Mr John Landy
AC, CVO, MBE, KStJ
Mr Maxwell Phelan CStJ
Mr James Humphrey CStJ
Mr Walter Kelly OSTJ
Mr Laurence McQuade OSTJ
Mrs Lily McDonald OSTJ
Mrs Shirley Moon OSTJ
Mr Leslie Parkinson OSTJ
Mr Chris Gahan OAM MStJ
Ms Fay Langstaff MStJ



MAY INVESTITURE

HONOURS AND AWARDS

Ultra Long Service Medal

Representing 50 Years Service
Mr Benjamin Gronow CStJ
Ms Daphne Womersley MStJ

4th Gilt BAR

Representing 45 Years Service
Ms Dawn Cochrane CStJ
Mr Alan Marshall CStJ

3rd Gilt BAR

Representing 40 Years Service
Mr George Burns OAM, MStJ
Mr Anthony Oxford ASM OAM, CStJ
Mrs Maree Pritchett OSTJ
Mr Lindsay Tremethick MStJ

2nd Gilt BAR

Representing 35 Years Service
Mrs Michell Crawford OSTJ
Mrs Loris Zaal OSTJ

1st Gilt BAR

Representing 30 Years Service
Mrs Helen Donaldson MStJ
Mrs Elizabeth Ravalli
Mr Bruce Wilde MStJ

3rd BAR

Representing 25 Years Service
Ms Kristy Austin CStJ
Mr Bruce Caslake OSTJ
Mr Alistair Dunn OSTJ
Dr Martin Dutch OSTJ
Mr Graham Fary MStJ
Ms Wendy Hogben
Ms Amy Kwik MStJ
Mr Trevor Merrett
Mr Jeffrey Priest MStJ
Mr Phillip Pritchett MStJ
Mrs Maree Salter MStJ
Mr Ronald Sculley
Mrs Helen Sefton OSTJ
Mrs Theresa Sprekos OSTJ
Mr Kevin Wanstall MStJ

2nd BAR

Representing 20 Years Service
Mr William Hardy MStJ
Ms Heather Lavery MStJ
Ms Elizabeth O'Keefe
Mr Johnny Piscopo MStJ
Mr Allen Tam

1st Bar

Representing 15 Years Service
Mrs Chennell Allan MStJ
Dr Elizabeth Armstrong
Ms Stephanie Ave MStJ
Ms Hayley Birch
Ms Sharon Carpenter MStJ
Ms Janis Castell MStJ
Mr Shane Coleman
Mr Scott De Haas
Mr Simon Fechny
Mr Peter Fryer
Mr Alexander Gillam
Mr Paul Leeder
Mr Ben Longden

Mr Sam Maudsley
Mr Michael McKeown MStJ
Mr Robert McLean
Ms Christine Morrison MStJ
Mr Christopher Murray MStJ
Mr Dean Reading

Long Service Medal

Representing 10 Years Service
Mr Seth Bjork
Ms Keryn Blucher
Mr Ken Chan MStJ
Mr Ruthan Cleland
Ms Cheryl Coatsworth
Ms Cinnamon Cotterell MStJ
Ms Diane Elmore
Ms Samantha Ford MStJ
Mr Daniel Haillay
Mr David Harris
Mr Rocky Liang
Ms Emilee McGivern MStJ
Mr William Park
Mr Scott Partridge
Mr Daniel Porter MStJ
Ms Charlotte Pritchett
Mr Derek Robertson
Mr Michael Rudolph MStJ
Dr Scott Santinon OSTJ
Mrs Robyn Stephens MStJ
Mr Torin Troy
Ms Roslyn Williamson
Mr Glenn Wilson MStJ
Ms Allison Winters
Mr Andrew Zollia

Grand Prior Award

Ms Grace Davies
Mr David Dunlop
Miss Cassandra Huynh
Mr Kaven Ratnanesan

Gold Commendation

Dr Allan Mawdsley OAM, KStJ

Silver Commendation

Mr Paul Blaich OSTJ
Mrs Sharon Boscacci OSTJ
Ms Sarah Clarke
Mr Stuart Green
Ms Sandra Henderson
Ms Carine Wessels

Bronze Commendation

Ms Dawn Cochrane CStJ
Mr Tim Duncan CStJ
Ms Simone Pearce MStJ

National Emergency Medal

Mrs Kay Bell MStJ
Ms Sharyn Graham MStJ
Mr Tony Rimmer
Mr Edgar Tan
Ms Carolyn Ulyat MStJ
Mr Glenn Wilson MStJ
Mr Robert Wilson CStJ

NSW Emergency Citation

Mrs Chennell Allan MStJ
Mr Ryan Jacobsen MStJ

Priory Vote of Thanks

Mr Nathan Castor
Mrs Belinda Squires

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 Linda Dessau
AC, 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
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Mrs Barbara Davis DStJ
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Professor David de Kretser
AC, KStJ
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Adj Assoc. Prof Alan Eade
ASM, KStJ
Mr William Foley 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

Chaplains

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

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CStJ
A/Professor Francis Archer
OAM CStJ
Ms Kristy Austin CStJ
Ms Virginia Bourke CStJ
Mrs Janet Calvert-Jones
AO, CStJ
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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



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Mrs Marianne Hoogwerf MStJ	Mr Andrew McDonell ASM, MStJ	Mr Nigel Patience MStJ	Mrs Lillian Stephens MStJ
Mr Stephen Horton MStJ	Mr George McEwan MStJ	Dr Emma Patterson MStJ	Mr Alan Stephens MStJ
Mr Daryl Hulls MStJ	Ms Nicole McEwan MStJ	Ms Ann Payne MStJ	Mrs Robyn Stephens MStJ
Mr Brett Hume MStJ	Ms Emilee McGivern MStJ	Ms Simone Pearce MStJ	Miss Nellie Stephenson MStJ
Mr Scott Humphrey MStJ	Mr David McGrath MStJ	Mr Daniel Petrotta MStJ	Dr William Straffon MStJ
Mr Jarrod Hunter MStJ	Mrs Brenda McIntosh MStJ	Mrs Beverley Phillips MStJ	Mr Kenneth Swanson MStJ
Mrs Dorothy Hutchings MStJ	Mr Michael McKeown MStJ	Mr Rodney Phillips MStJ	Mr Paul Symmons MStJ
Mr Robert Hutchings MStJ	Mr Peter McKinnon MStJ	Mr Donald Pickens MStJ	Mrs Sharon Taucher MStJ
Mrs Lynette Iliffe MStJ	Mr Robert McManus MStJ	Mr Johnny Piscopo MStJ	Ms Catherine Taylor MStJ
Mr Benjamin Imrie-Quintyn MStJ	Ms Melanie McMurtrie MStJ	Mrs Catherine Polinelli MStJ	Ms Jessica Taylor MStJ
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Mr Andrew Jurrjens MStJ	Mr Domenico Misale MStJ	Mrs Yvonne Radcliffe MStJ	Ms Carolyn Ulyatt MStJ
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Mr Brad Kast MStJ	Mr Peter Mitchell MStJ	Miss Edith Rawson MStJ	The Very Reverend Dennis Arnold Van Derwolf MStJ
Mr Reginald Kemp MStJ	Mr Kevin Moloney MStJ	Mr Michael Ray ASM MStJ	Dr Matthew Waixel MStJ
Mr James Kennedy MStJ	Mr Wayne Moloney MStJ	Mr Jarryd Redinger MStJ	Mrs Heather Waldron MStJ
Mrs Constance Kennedy MStJ	Mr Troy Montgomery MStJ	Ms Petra Reynolds MStJ	Mrs Eveline Walters MStJ
Mr Brenton Key MStJ	Ms Claire Moore MStJ	Mr Graeme Robinson MStJ	Mr Kevin Wanstall MStJ
Dr Elizabeth Killoh MStJ	Mrs Leah Moore MStJ	Dr Charles Roseby MStJ	Mr Andrew Wassertheil MStJ
Mr James Knopp MStJ	Mrs Lesley Moore MStJ	Mrs Julie Rubira MStJ	Mr Neil Watt MStJ
Dr Emma Kong MStJ	Mr Martin Moran MStJ	Mr Michael Rudolph- Nicholson MStJ	Sister Winifred Watts MStJ
Ms Amy Kwik MStJ	Mr James Morris MStJ	Mrs Michelle Ruemmler MStJ	Mrs Ida Webster MStJ
Ms Heather Lavery MStJ	Mrs Heather Morrison MStJ	Mr Graham Ryan MStJ	Mr Neil West MStJ
Mr Ian Lawrence MStJ	Miss Christine Morrison MStJ	Mr Peter Ryan MStJ	Dr Robert West MStJ
Ms Elisa Lay MStJ	Mrs Shirley Moxon MStJ	Mr Geoffrey Sadler MStJ	Dr Leslie Wheeler MStJ
Ms Barbara Jane Lean MStJ	Mr Gordon Muir MStJ	Mrs Maree Salter MStJ	Mr Donald White MStJ
Mrs Margaret Ledley MStJ	Mrs Virginia Murphy MStJ	Mr Peter Sambell MStJ	Mr Mark White MStJ
Mr Han-Wei Lee MStJ	Mrs Jill Murray MStJ	Mr Cary Sandell MStJ	Mr Greg Williamson MStJ
Mr Paul Leeder MStJ	Mr Christopher Murray MStJ	Mr Daniel Sefton MStJ	Mr Keith Wilson MStJ
Mr Trevor Lemke MStJ	Mr Warren Nankervis OAM, MStJ	Mrs Margaret Shine MStJ	Mr Glenn Wilson MStJ
Mr John Lloyd MStJ	Mr Richard Oogley MStJ	Ms Jessica Simpson MStJ	Mr Greg Wilton MStJ
Mr Richard Lodder MStJ	Mr Gordon Ortmann MStJ	Mrs Kathleen Simpson MStJ	Mr Claus Peter Winckler MStJ
Arch Dec. Frank Lowe MStJ	Mrs Clare O'Sullivan MStJ	Mr Russell Sincock MStJ	Mr John A. Wiseman MStJ
Miss Georgina Luckman MStJ	Mr Joseph O'Sullivan MStJ	Mrs Martha Smith MStJ	Dr John F. Wiseman MStJ
Mr Frederick Luke MStJ	Mrs Brenda Oxford MStJ	Ms Wendy Smith MStJ	Ms Michelle Vos MStJ
Dr Howard Marks MStJ	Mrs Jaime Oxford-Nadin MStJ	Mr Michael Smith MStJ	Mr Donald Wright MStJ
Ms Angela Marroncelli MStJ	Ms Michelle Palmer MStJ	Dr Eugene Spangaro MStJ	Mrs Kathleen Wright MStJ
Mr Andy Marshall MStJ	Mr Symeon Panayiotou MStJ	Ms Bernadette Sparkes MStJ	Mr Gary Wyatt MStJ
Mr Kenneth Marshall MStJ	Ms Marie Parker MStJ	Mr William Spinks MStJ	Mrs Sheila Wylie MStJ
Mr Francis John Mason MStJ	Ms Gail Parkinson MStJ	Mrs Margaret Spinks MStJ	Dr James Xavier MStJ
Mrs Gwendoline Mathieson MStJ	Venerable Canon Heather Patacca MStJ	Mr Charles Spiteri MStJ	Mr Rodney Young MStJ
Ms Bridget Maxwell MStJ		Mr Lyle Spokes MStJ	
Dr James McCusker MStJ		Mrs Edith Spoons MStJ	



STATE CHAPLAIN'S REPORT

► Reverend Jim Pilmer
PSM, OAM, OStJ

As just one strand of the support provided to both employees and volunteers, chaplaincy continues to offer an informal avenue of approach regarding personal or work issues and is available 24/7.

During Covid restrictions it was encouraging to see that many felt comfortable to seek 'conversational support' by phone and this trend continues. These calls have related mainly to bereavement or relationship matters and highlight the inclusive pastoral role of our chaplains and their availability.

Conscious of the need to provide support in Regional areas a gradual expansion of local chaplaincy services is under way with recent appointments in Sale, Wodonga and Bendigo. I am grateful to Reverend Keren Terpstra (Sale), Reverend Jacques Jeffries (Wodonga) and Reverend Tracey Wolsley (Bendigo) for their willingness to act as St John chaplains in their respective Divisions. They build on the very effective ministries of Salvation Army Major Merv Lincoln in Ballarat and Reverend Rosemary Maries in Geelong. Both make regular workplace visits and are valued members of the teams at both centres.

The year ahead will include a training and orientation day for regional chaplains at the new St John headquarters.

Diversity has many facets and the religious diversity of staff and volunteers is front-of-mind for our chaplains. In this regard chaplains have an educational role to foster respect and understanding amongst colleagues but also between

St John Ambulance and the community it serves. This area of chaplaincy has particular relevance for Coronial Services work where a basic knowledge of religious customs and rituals at the time of a death enhances professionalism and engenders mutual respect.

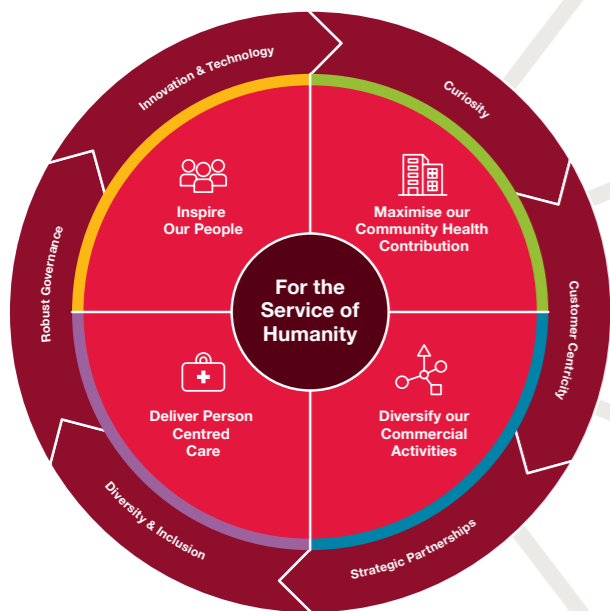
Patient Transport staff may also find themselves in situations where similar knowledge is of value.

On behalf of the chaplaincy team I wish to thank both staff and volunteers for the trust they place in us. We look forward to gaining new insights and continuing our work of providing confidential pastoral support to you all.



VOLUNTEER AWARDS AT GOVERNMENT HOUSE

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

2022 UPDATES:

- ▶ We trained over 141,000 people in first aid through a range of free and paid programs
- ▶ We launched 2 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

2022 UPDATES:

- ▶ We ran our first course cohort for aged care workers – the Certificate III in Individual Support
- ▶ We found an in home care organisation that fit with our values and set about the work that would see them become part of St John in early 2023
- ▶ We grew our donors supporting us by 36%



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

2022 UPDATES:

- ▶ We delivered care to over 7 million patrons at events
- ▶ Final drafts of the revised clinical governance framework were developed
- ▶ The Victorian-developed SJx product launched into NSW and became adopted as their dominant training delivery method
- ▶ Our organisation-wide Quality Certification received reaccreditation



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

2022 UPDATES:

- ▶ We brought our separate locations for warehouse, Transport Services, Training, Volunteer Operations and Headquarters into one modern location at 601 Blackburn Road that will better facilitate collaboration
- ▶ We also halved our days lost due to injury

FINANCIAL OVERVIEW

2022 has been a year with its own challenges. Operating in a COVID-normal environment meant that we experienced significant staff absences due to COVID.

In the first half of the year, staff turnover and recruitment challenges created disruption. In the second half of the year recruitment improved significantly, while moving into our new premises at 601 Blackburn Road has created a marked improvement in culture and staff and volunteer engagement.

It became clearer later in the 2022 year that inflationary pressures and fixed pricing service agreements with lagging indexation would cause challenges.

Our Commercial product business supply chain was disrupted several times during the year resulting in a shortage of critical medical equipment for supply to our customers, while ongoing Transport Service cost escalations have been unfunded. As the year progressed, a reduction in sales revenue, inflation and wage pressures began to impact financial performance, resulting in a \$2.213 M deficit for the full year.

Despite all this, our community contribution and value of our charitable works continued to grow to \$2.08M and we still delivered on our strategic plan and mission.



Some of the highlights of 2022 include:

- ▶ Event Health Services delivered \$4 million in revenue, 20% above budget, driven principally by increased activity in major events
- ▶ An increase in our fundraising activities resulting in an increase in donors supporting work that we do
- ▶ Supported our Patient Transport customers with surge resources
- ▶ Launched two new community programs in Defib in Your Street and Party Ready
- ▶ Launched our first major media brand campaign
- ▶ We trained nearly 70,000 students free via the First Aid in Schools program and piloted Party Ready
- ▶ Transported close to 65,000 patients in NEPT and as major events returned our volunteers went back out to serve the public, including the flood-affected communities in October
- ▶ We strengthened clinical governance, launching a new framework and action plan
- ▶ We pursued an in-home care business acquisition



Financial Summary

	2022 \$000s	2021 \$000s	Variance \$000s
Commercial revenue	48,826	49,350	(524)
Government grants	355	314	41
Fundraising revenue	972	443	529
Event health services revenue	3,943	1,957	1,986
Other non-commercial revenue	2,384	3,003	(619)
TOTAL Revenue	56,480	55,067	1,413
Net (Deficit)	(2,213)	(782)	(1,431)
Gain/(Loss) on JB Were Portfolio	(370)	488	(858)

2023 Outlook

The organisation remains optimistic in its financial outlook for 2023.

Key priorities for 2023 include:

- ▶ Investing in our volunteer training, recruitment and retention programs to grow membership and engagement
- ▶ Growth in training, kit servicing and product services focusing on what our customers need from us
- ▶ Growing our revenue and profit margins through commercial diversification into in-home aged care
- ▶ Investment in new workforce management systems to drive efficiencies through integrated labour management and performance reporting
- ▶ Implementing initiatives to reduce operational costs
- ▶ Continuing investment in brand
- ▶ Launching second Defib in Your Street location
- ▶ Continue to invest in sustainable community projects and diversification consistent with our mission

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
MStJ

CHAIRMAN



▶ VIRGINIA BOURKE
CStJ

CHAIRMAN*



▶ PROF. GEORGE BRAITBERG
AM, OstJ

DIRECTOR



▶ CAROLINE ELLIOTT

DIRECTOR



▶ PAUL DAVIDSON

DIRECTOR



▶ RICK NUGENT
APM

DIRECTOR



▶ JANICE MUNT

DIRECTOR



▶ DAVID BRAJKOVIC

DIRECTOR



▶ TRUDY ARARAT

DIRECTOR

(*VIRGINIA BOURKE
RETIRED AS CHAIRMAN
IN JULY 2022)

Meeting of Members

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

2022 Board Meeting Members	Eligible to Attend	Total Attended
Mr Mark Engel	10	10
Prof. George Braitberg	10	9
Ms Caroline Elliott	10	10
Mr Paul Davidson	10	8
Mr Richard Nugent	10	8
Ms Janice Munt	10	9
Mr David Brajkovic	10	10
Ms Trudy Ararat	10	8
Ms Virginia Bourke (retired)	5	5

THANK YOU

I attended Derby Day on Saturday the 29th of October and unfortunately think my drink may have been spiked as I was very unwell but was looked after by an incredible nurse/ medical assistant named Nazreen who looked after me better than any other nurse and made me feel very safe considering how unwell and scared I was feeling - just wanted to pass on my thanks and respect to Nazreen for helping me during my time of real need and to all the other staff who looked after me on Derby Day.

Mariah Borgonha

I wish to pay compliments to the TWO ladies on Saturday night At GMHB Stadium 2/7 football event in Geelong who assisted with the exit of my brother from the stadium owing to his temporary inability to support himself walking downstairs from level A19.

Both ladies assisted in bringing him down via a wheelchair to our waiting transport.

Please convey to them our sincere thanks for their assistance. I wish to contribute a small donation. Cheers.

Kevin Carmody

Just to pass on my many thanks to the kind volunteers who helped me after a nasty fall at the Melbourne Royal show this afternoon (22/9). I was given first aid and then taken safely to be collected by an Uber to get home. I really appreciated their kindness and care and am forwarding a donation, which will hopefully help in some small way to show my appreciation.

Beverley Stevens

I fell ill at Sunset Sounds, Healesville in February and your wonderful volunteers put me in the back of one of the ambulances, packed me in ice and monitored me until my temp dropped enough for me to go home. Quite a few hours.

We were all stumped as to why I had such a high temp but no other symptoms. I promised to let them know if I found out. Well, I had picked up a campylobacter bacteria and was very unwell for the next three weeks.

Please pass on my sincere gratitude to all the lovely volunteers and staff who cared for me on the day. Worth their weight in gold!

Susan Woo

I've just had my first aid training with Doreen today (18th May 2022) and just wanted to say that I had a great time. She was very knowledgeable and friendly, and very engaging.

Angelina Chiu





St John Ambulance Australia (VIC) Inc

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Notting Hill, VIC 3168

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Charity number: 10096

