

ANNUAL REPORT

ST JOHN AMBULANCE AUSTRALIA (VIC) INC > 2024



13.6 million

Victorians served

205,126

Victorians trained

174,495

Victorians cared for

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ST JOHN VOLUNTEERS AT THE
EMERGENCY SERVICES AFL MATCH



MARK ENGEL
OStJ
CHAIRMAN



GORDON BOTWRIGHT
OStJ
CEO

Chairman and CEO's Report >

It is our pleasure to present the Annual Report for 2024.

As we reflect on the past year, we are filled with immense pride and gratitude for the remarkable achievements and unwavering dedication of our St John Ambulance Victoria team.

2024 has been a year of significant milestones, growth, and resilience, only made possible by the collective efforts of our incredible people and the support of the Victorian community.

This year, we have continued to expand our reach and impact, providing essential first aid training, first aid response and community care across Victoria. Our commitment to saving lives and providing exceptional care has never been stronger. Through our diverse service streams and programs, we have provided direct care and first aid cover to an incredible 13 million individuals across Victoria.

We are leading Victoria in first aid and medical response to community healthcare needs.

Once again, our volunteers were at the heart of our organisation, contributing countless hours providing first aid coverage at events and venues, and assisting in times of crisis. Their selfless service and dedication have been truly inspiring, and we extend heartfelt thanks to every volunteer. The important role our volunteers play in delivering our mission is the living example of one of our values, *'simply better together'*.

Our staff too have been tireless in their commitment to delivering our mission and serving the community. No matter their role or responsibility, the organisation can rely on them to get the job done with passion and care for those they are serving, living the value of being *'shamelessly customer centric'*.

In the middle of the year, we launched our new Strategic Plan at a fantastic event at the State Library, with many of our key stakeholders in attendance. It is a new plan with new goals, but we continue to exist *'For the Service of Humanity'*. Our vision for Victoria is 'More lives are saved, exceptional care and greater resilience in communities'. The plan sets our north star for the coming years, with aspirational outcomes that we look forward to reporting on in future Annual Reports.

This year our community impact grew significantly through our self-funded programs. Our First Aid in Schools and Party Ready programs trained more



ST JOHN VOLUNTEERS AT ANZAC DAY

children in age-appropriate first aid and our CPR Lab was a great success in the community. We proudly launched our third Defib In Your Street program in Sunshine to improve sudden cardiac arrest survival at home, which remains stubbornly low at around 5%. We continue to call on the Government to mandate accessible defibrillators in public buildings and spaces to improve survival rates.

We are always sensitive when acknowledging one particular volunteer, but Dr Edward Brentnall's extraordinary lifetime contribution to St John and emergency medicine is arguably unrivalled. Sadly, we lost Dr Brentnall in 2024, but we honour the legacy of his passion for first aid and the work of St John Ambulance volunteers.

First aid training has been provided by St John Ambulance in Victoria for 141 years, but we cannot sit back on our laurels and must continue to keep first aid relevant and connected to the community's needs. Our new Mental Health First Aid training has been particularly impactful, helping to address the growing need for mental health support in our homes and workplaces.

This annual report helps remind us of the amazingly diverse ways we serve the community of Victoria. It is our privilege to serve and support the community through first aid training, first aid response and pre-hospital care at events, first aid products and kit servicing, non-emergency patient transport, deceased-persons and community transport, aged care and post-acute care in the home. All of this is not possible without the support of our committed staff and volunteers.

Financially, 2024 was another challenging year that delivered a deficit, although we achieved a significant improvement in our underlying results as the year progressed. Management has worked hard at negotiating sustainable terms on large contracts and invigorating consumers to purchase our services and products in difficult economic conditions. The whole organisation is now focussed on financial stability, through efficiency and the elimination of unnecessary cost.

The privilege of being invested into the Venerable Order of St John was conferred on 17 of our volunteers and 3 members were promoted, including Tony Oxford who was promoted to Knight of Grace.

We congratulate Dawn Cochrane for her inspiring 50 years long service medal and thank Professor George Braitberg for his exceptional service to our board and clinical governance.

Our thanks and appreciation to all the members of our board and management. We are grateful for the work you do in leading the organisation and ensuring it remains true to its purpose.

Once again, our sincere thanks to everyone who has contributed to the work of St John Ambulance Victoria, whether staff, volunteer, donor or consumer. Your support of our purpose has made a difference in the lives of so many Victorians.

As we look to 2025, we are excited by new opportunity and the continued honour of serving Victorians in their time of need.

Thank you for your trust and support.

Sincerely,

Mark Engel, Chairman, and Gordon Botwright, CEO

2024 Highlights Timeline >

Jan✓



OPHELIA FERNANDO, RECEIVING THE MOORABOOL SHIRE YOUNG CITIZEN OF THE YEAR

26 JANUARY

- > Ophelia Fernando, honoured as the Moorabool Shire Young Citizen of the Year
- > Rhys Webb, honoured as Hindmarsh Shire Citizen of the Year
- > Dr Peter Leffler, honoured as the Greater Shepparton Senior Citizen of the Year

Mar✓



JAMES PRESENTING AT THE NEPT OPEN NIGHT AND FAMILY DAY AT THE KEILOR EAST BRANCH

MARCH

- > NEPT Courses and Career Open Night and Family Day at the Keilor East Branch.



MARJ AT THE DEFIB IN YOUR STREET SUNSHINE LAUNCH

APRIL

- > Defib In Your Street program expands to Sunshine
- > Mental Health First Aid Program Launch

Apr^

May✓



CEO GORDON BOTWRIGHT OSTJ AND CARINA GARLAND MP

MAY

- > Carina Garland MP visits Notting Hill Headquarters for Volunteer Week Morning Tea
- > Workplace Health & Safety Show
- > First NEPT Student Open Night in Ballarat

Jul✓



JULIAN AND CHARLIE AT THE STRATEGIC PLAN LAUNCH

JULY

- > Strategic Plan launch 2024- 2026
- > St John announces partnership with Variety The Children's Charity



ARTWORK FROM "IF IT HAPPENS AT HOME" CAMPAIGN

KNOW FIRST AID.

JULY

- > St John launches "If it happens at home" Campaign

Aug✓



WINNERS OF THE 2024 FIRST AID CHAMPION AWARDS

AUGUST

- > First Aid Champion Awards



WORLD FIRST AID DAY ACTIVITIES AT THE ST JOHN EASTLAND STORE OPENING

SEPTEMBER

- > Launch of the St John Christmas Home Lottery
- > Investiture at Government House
- > World First Aid Day and St John Eastland Store Opening

Sep^

Oct✓



EDUCATION OFFICER PAIGE (RIGHT) TEACHING CPR AT RESTART A HEART DAY

OCTOBER

- > Passing of Dr Edward Brentnall, MBE, OAM, KStJ
- > Restart a heart day
St John provides free CPR training sessions, workshops and demonstrations



ST JOHN VIC AT BUNNINGS FOR THE DRIVE-A-THON

11-16 NOVEMBER

- > The St John Drive-a-Thon comes to Victoria

30 NOVEMBER

- > Annual Volunteer Awards held at Government House

Nov^

Volunteer and Event Health Services >

Steady volunteer growth, increased community engagement, revenue growth and a continued commitment to high-quality healthcare have defined 2024.

Our dedicated volunteers and professional staff have worked tirelessly to ensure the safety and wellbeing of Victorians attending thousands of events across the state.

Throughout the year our people had a presence across the entire state, providing healthcare for Major Events, Major Venues, and Community Events.

A new 3-year agreement was signed with Melbourne & Olympic Park Trust securing our residency at one of Melbourne’s most iconic precincts. By association, we serviced the Australian Open and various other music and sporting events.

Numerous other venues and events were secured during 2024 – including:

- > The Arts Centre (incl. Sidney Myer Music Bowl)
- > Victoria Racing Club (Melbourne Cup Carnival)

- > Her Majesty’s Theatre
 - > Untitled Group (Beyond the Valley Music Festival)
- In addition, our presence at Marvel Stadium helped keep AFL supporters and concert goers safe.
- Our State Operations, Clinical Services, Event Deployment and Communications teams, worked diligently to make sure that our people on the ground were well supported by gold standard training and equipment.
- A significant milestone occurred in 2024 with the 110-year Anniversary of the Footscray Division. An extraordinary achievement for all of those that have been involved in the Division, and those still actively supporting their local community. The Division has shown great resilience through many challenges over the century, and we take great comfort knowing the Division will go from strength to strength.

Health Professionals Scope of Practice Summary	2024
Nurse	192
Paramedic	96
Doctor	92
*NOTE 19 MEMBERS WITH DUAL SCOPE DUE TO DUAL REGISTRATION ARE REPRESENTED TWICE IN THE ABOVE DATA	

Emergency Management

With the ever-growing threat of natural disasters, our team of volunteers were at the ready in the event the call up came to deploy into these high-risk environments. This was the case for several occasions during the year, including in February in the Ballarat area and in December when fires broke out in the Grampians National Park. Our people were on hand for 2 weeks at the end of December providing Health Services to the community and other emergency service workers. In total, across the year 42 members contributed 441 hours deployed at emergencies across the state. Thank you to the hundreds of members who also placed themselves on emergency standby or attended emergency exercises in 2024, ready to respond at a moment’s notice.

Volunteer Recruitment

The Recruitment Pathway program has demonstrated consistent growth and success over the past 12 months. Our volunteer engagement and training program continues to be the envy of the volunteering landscape - with 90 more recruits than the previous year.

With an ongoing focus on strategic outreach and the development of individual HUBs, we have seen a rise in volunteer numbers, demonstrating the strength of our program’s scalability.

New recruits were integrated into divisional structures, ensuring that their progress aligns with the needs and goals of the broader Volunteer & Event Health Services network.



GUS, MEGAN, AND HANNAH AT SIDNEY MYER MUSIC BOWL



BEYOND THE VALLEY FESTIVAL

Key Statistics

EVENTS
2,487
1,262 Local Events
1,225 Major Events & Venues

TOTAL VOLUNTEER MEMBERS
2,239

HOURS VOLUNTEERED TOTAL
205,079

HOURS VOLUNTEERED AT EVENTS
109,118

ROSTERED SHIFTS
38,824

EMERGENCY MANAGEMENT SHIFTS
39

PATIENTS TREATED AT EVENTS
10,946

Significant Incidents

CARDIAC ARRESTS INTUBATIONS
4* **10**

*1 primary cause other than cardiac

In 2024 St John Ambulance Victoria launched a pilot program for Patron Welfare Services, specifically within the concert scene in Victoria. With a successful launch at the Spring Racing Carnival, we have already received several enquiries for this service in 2025.

We continue to provide support to events of significance in Victoria with free coverage. We take great pride in supporting Anzac Day, the Good Friday Appeal and Vision Australia's Carols by Candlelight to name a few.

We express our deepest gratitude to our volunteers, staff, emergency management partners, and the Victorian community for their ongoing support. Your dedication enables us to fulfil our mission of leading Victoria in first aid and medical response to community healthcare needs.



HELLO SUNSHINE FESTIVAL



BERT VOLUNTEERS AT ANZAC DAY



VOLUNTEERS IN BENDIGO PRACTICING THEIR FIRST AID SKILLS

Volunteer Engagement and Training

- **1,137 active adult volunteers** contributed over **205,079 service hours**.
- Delivered over **46,811 hours of training**, including advanced first aid, mental health (awareness) training and emergency response training.
- Increased diversity and inclusion initiatives, welcoming **300+ new volunteers** from diverse backgrounds.
- Treated over **10,946 patients** with high-quality care, reducing the burden on emergency services.



SAM AND ALAN AT MELBOURNE CUP



SUNBURY DIVISION AT SUNFEST

What Patients Say

I just wanted to take a moment to express my heartfelt appreciation for the incredible care and support I received from your team so far at the Beyond the Valley festival. I'd recently been in a scooter accident in Bali, and one of the wounds on my knee became infected. Naturally, I was feeling quite nervous about working in the dirt and outback conditions the following week.

Thankfully, May and her team (Rebecca, Clare, and Jason) were there to look after me & treat my wounds daily. I honestly can't say enough good things about the care I received. Their kindness, professionalism, and reassurance made a huge difference. I had no idea that the paramedics at festivals were volunteers — it's truly amazing to know that people like you give your time to help others.

Thank you for the fantastic work you do. You made what could have been a stressful situation so much easier, and I'm so grateful for your support.

Kind Regards,
HAIMANOT

As a former volunteer with St John Ambulance and a member of the Order of St John TAS, I would like to express my sincere gratitude to the first responders who attended to me at the Good Things Festival in Melbourne yesterday. The empathy, kindness, and professionalism demonstrated by the team were truly commendable. Although the situation was not an emergency, the patient-centred care provided was exceptional and greatly appreciated. Thank you again for your outstanding service.

Kind Regards,
KALEB

My daughter and I were attending a long-awaited concert, when the night almost turned into a nightmare. My 13-year-old daughter, Tilly, experienced a sudden drop in blood pressure. Thankfully, St John Ambulance Volunteers were quick to respond. Not only did they administer essential care and assessment on the spot, ensuring Tilly's wellbeing, without the need for hospitalisation, but they also went above and beyond to create a comfortable space for her to still enjoy the concert experience. They were absolutely amazing and looked after her for over an hour and organised a corporate box so Tilly wouldn't have to miss out on any of the concert.

Thank you,
TASH

I had an issue with an early pregnancy bleed on the way into the North Melbourne AFLW football game today and have been absolutely blown away by the level of support, kindness and professionalism shown by the staff at the St John's booth. Jodie, Millie and Deanne were both lovely and the whole group worked really well as a team, checking my vitals and being super calm and measured. I want to give extra thanks to Deanne, who went above and beyond in terms of making me feel safe and reassured. She checked in on me after I'd left the booth to watch the game and made me aware of my options while ensuring I felt the choice rested with me. She also provided issues to watch out for when I went home, and I was so impressed with her warmth and care. I just can't speak highly enough of the team and ask that this feedback is particularly passed onto Deanne.

With gratitude,
JO

I attended the Pearl Jam concert Monday night at Marvel Stadium. I would just like to say a big thank you to Zoe (RN) and the team (left side of stage) who helped me out when gastroenteritis suddenly hit me during the concert (my 5-year-old had it that day). The team was extremely patient and kind, which (as a medic myself), was so important.

Kind Regards,
SIMON



TRAN AT CPR LAB

St John Youth >

Empowering the Next Generation of First Aiders

Our Youth Program plays a crucial role in developing future leaders and skilled first aiders. Through hands-on training, leadership opportunities, and community engagement, we empower young members to make a meaningful impact.

In 2024, our youth members demonstrated dedication across various initiatives, from national competitions to leadership development and community outreach.

This year also saw the introduction of new opportunities, such as youth participation in community programs like CPR Lab, further expanding the ways in which our young volunteers contribute to public safety and education.

Key Highlights and Achievements

Community Programs

In November 2024, we introduced youth participation in community programs, specifically CPR Lab. This initiative saw exceptional engagement from youth members and received outstanding feedback from the community, parents, and participants. To date, 52 individuals have completed the CPR Lab endorsement training, and five successful youth-supported CPR Lab deployments were conducted before the end of 2024. This program will continue to expand in 2025, remaining a key area of focus.

Future Plans

Looking ahead to 2025, we aim to create more opportunities for youth members to gain hands-on experience in event-related roles, further enhancing their skills and engagement.

National First Aid Competitions

Our Victorian youth team participated in the National First Aid Competitions in Alice Springs, NT. This event challenged participants with simulated first aid scenarios, teamwork exercises, and leadership activities. St John Youth remain committed to fostering first aid expertise, leadership development, and teamwork skills through these national events.

Awards and Proficiencies

Grand Prior's Award

In 2024, nine youth members successfully met the rigorous requirements for the Grand Prior's Award. Demonstrating dedication to professional development, youth members collectively earned over 612 proficiency badges throughout the year. In 2025, updated criteria for the Grand Prior's Award will be introduced, ensuring continued excellence in youth training and achievement.

Southern Cross Award

Two youth members are currently undertaking the prestigious Southern Cross Gold Award, reinforcing our commitment to developing skilled and capable young leaders.

Events and Activities

Annual Easter Camp

The Annual Easter Camp remains a highly anticipated event for our youth members, providing valuable learning, team building, and leadership opportunities. The 2024 camp saw strong participation, with:

- > 74 youth members
- > 12 group leaders (youth leaders)
- > 21 adult leaders

Leadership Development

Throughout the year, leadership development remained a key focus. Training programs such as the Leadership Level 3 Course and the Youth Management Course provided youth members with essential skills to grow into confident leaders within St John and beyond.

Looking Ahead to 2025

This year marks an exciting milestone as we celebrate the **Centenary of Youth in Australia**. A range of events and initiatives will commemorate this occasion, including **Nat Camp in NSW in September 2025**.

Additionally, we will enhance pathways for youth members aspiring to continue their journey with St John Ambulance Victoria as scoped adult members. Transition training will be introduced in their final year of youth tenure, ensuring they are **First Responder ready** upon completion.

Preparation for this transition began in 2024, with **eight members commencing TAE Presenter/Assessor Skill Set training** to support the delivery of Registered Training Organisation (RTO) courses in the youth program in 2025.

Appreciation

A sincere thank you to our dedicated adult youth leaders, youth leaders, and staff who continue to drive the success and ongoing improvement of our youth program. Your commitment ensures that young members are equipped with vital skills and experiences that shape their futures.

We look forward to another year of growth, learning, and leadership, shaping the next generation of first aid responders and community leaders.



ST JOHN YOUTH RECEIVING THE GRAND PRIOR AWARD AT GOVERNMENT HOUSE

Hannah Smajila

When Hannah joined St John Ambulance Victoria five years ago, she was a youth member eager to learn first aid and give back to her community. Today, she's the Divisional Youth Manager at Sunbury Youth Division, leading and inspiring the next generation of young volunteers.

Her journey within St John has been nothing short of inspiring. She quickly developed a passion for first aid and leadership. Now, she runs weekly training sessions, teaching young volunteers the essential first aid skills they need to assist at events and make a real impact in their communities.

"The most rewarding part of my work is seeing our youth members develop their first aid skills, go out to events, and return with amazing stories. They'll say, 'I treated a patient today' or 'I used what you taught me!' The excitement on their faces when they know they've helped someone is priceless."

Hannah's dedication doesn't stop at St John. She also works as an Outdoor Education Assistant at a high school and is studying full-time at university, pursuing a degree in Exercise Science and Secondary Teaching. Despite her busy schedule, she remains committed to her role at St John, proving that with passion and determination, anything is possible.

"I joined St John as a way to give back to the community and learn valuable first aid skills. You never know when you'll need them, whether at home, on the street, or at a community event."

For young people thinking about joining St John, Hannah has one piece of advice: "Just do it! Give it a go. You'll learn basic first aid skills, and it's incredibly rewarding to be able to give back to your community with the knowledge you gain."

Hannah's story is a testament to the power of volunteering, leadership, and taking on new challenges. She is not only making a difference in the lives of those she helps but is also inspiring the next generation of young leaders to step up, take charge, and create positive change.

Through her dedication, Hannah embodies the true spirit of St John: learning, leading, and making a difference.



ELEANOR AND JEREMIAH FROM NEPT

Transport Services >

Over the past 11 years in Victoria, we've grown from a team of just 80 to over 300 dedicated staff, supporting 60,000+ movements annually. As we step into 2025, our commitment to this momentum remains solid.

Contracts and Service Growth

The last 12 months have been busy for the St John Ambulance Transport Services team. We strengthened our services, securing key contracts, enhancing patient experience, and investing in workforce development. A major milestone was the renewal of the Ambulance Victoria contract, ensuring a return to sustainable rates. Additionally, a new deceased person's transport contract was introduced, further expanding our service capabilities.

Transport Achievements

Throughout the year, our transport teams played a critical role in supporting patients and communities. A total of 73,908 transports were completed, including 65,448 Non-Emergency Patient transports, 6,420 deceased persons transports, and 2,040 community transport trips. The demand for our services continued to grow, reinforcing the vital role St John plays in Victoria's healthcare system.

Investing in Our People

Investing in our people remained a top priority. A record 39 staff successfully completed the internal development pathway to become Ambulance Transport Attendants (ATAs), restoring ATA numbers to pre-COVID-19 levels. The organisation also expanded opportunities for culturally and linguistically diverse (CALD) communities, with four participants undertaking a funded Certificate III in Patient Transport Officer training through a grant from the Scanlon Foundation. This initiative not only provided essential training but also ensured guaranteed employment upon completion.

Enhancing Patient Experience

In a continued effort to enhance patient experience, St John introduced a new patient satisfaction survey within Non-Emergency Patient Transport (NEPT). By implementing QR codes in vehicles and patient brochures, real-time feedback became more accessible. The results highlighted a 4.82 out of 5 patient satisfaction rating and an NPS score of 85, underscoring the high standard of care delivered by our teams.

Strengthening Community Engagement

Community engagement also saw significant progress. St John played an active role in policy discussions on pathways into paramedicine, emergency transport, and the health sector through ongoing collaborations with the Centre for Policy Development. Meanwhile, Community Transport volunteer engagement reached its highest level since late 2021, rising to nearly 50% by the end of the year.

Recognising Excellence, Remembering Those We Lost

Excellence within the team was recognised at the St John Ambulance Staff Excellence Awards, with three Transport Services staff members receiving accolades. Claire Brack, Team Leader of Deceased Persons Transport, was recognised for the second consecutive year, while Kristi Davidson, Operations Manager, received the overall Staff Excellence Award.

Amid these achievements, the department also faced moments of loss. In 2024, we mourned the passing of three valued colleagues: Anthony Burns, Kai McLean, and Sean McKinney. Their dedication and contributions to St John will never be forgotten.

A key regulatory milestone was the successful renewal of our NEPT license by the Department of Health, ensuring continued compliance and operational excellence. As we move forward into 2025, St John remains committed to delivering compassionate, efficient, and high-quality transport services, supporting communities and healthcare systems across Victoria.

Key Statistics

NEPT TRANSPORTS
65,448

DECEASED PERSONS
TRANSPORTED
6,420

COMMUNITY
TRANSPORT TRIPS
2,040



MARK, ROSALEEN AND NEVILLE FROM THE CSV TEAM

Thanking Our Patient
Transport Team

Michelle and Jade were super! They provided exceptional service in caring about me and my needs as a person with a disability.

MICHAEL

Efficient service received by the crew today. Very friendly and understanding and were happy to answer any questions we had. My son was in safe hands today attending his medical appointment.

SHARRON

Last Thursday I had a fall at home and was attended by a St John Ambulance staffed by Karlo and Morgan.

I was unable to get up from the floor. They reassured me and checked that I was okay before getting me on to the cushion that lifted me up. They were absolutely fantastic - kind, empathetic and caring. Nothing was too much trouble for them. They were both really nice. They shared the results of all their tests and explained what they meant.

They then took me to The Alfred and waited until I was admitted into the short stay unit.

Both my husband and I were very grateful for their help.

Kind Regards,
CARMEL

St John's Community Transport service is a caring, friendly, comfortable and efficient transport service. The drivers are courteous and always willing to help whenever we use them. We were able to relax and enjoy the trip. We thoroughly recommend the service

LORNA



Good afternoon, two of your members attended my in laws home on Friday night. My father-in-law had taken a fall. I would just like to say how good the members were, and they were so caring towards my 92 yo father-in-law. They could not have done any better. You should be grateful of having such wonderful staff members. I did not get their names but please thank them for their help on this day.

Thank you so much,
PETER

My father passed away 2 weeks ago, and we found him a few days after he died. My brother, Michael, and I wanted to send our deepest gratitude to the 2 personnel who came out to transport my father's body to the Coroners Court. The kindness and compassion they had and how considerate they were, made an awful situation easier for us to cope. We truly appreciate the professionalism involved tending to sad situations like we had. It is only when you personally cope with tragedy that you are privy to the behind the scenes work that emergency services personnel perform, and we are grateful there are tremendous humans doing this kind of work. Thank you again to the 2 people who were there. This kind of work truly requires very strong and ethical people, and we have full admiration for their ability to perform this work.

With heartfelt thanks,
LINDA AND MICHAEL

Reliable, prompt and most of all, you're not a dollar sign sitting in the car - you are somebody to be interested in and taken care of. St John makes a difference

TONY

Community Programs >

Engage, Educate, Impact

Serving the community is at the heart of what we do at St John.

In 2024, we concentrated on our goal to 'grow our community impact' by focusing on our known and loved programs, but also by standing alongside the public via several other initiatives throughout the year to grow our community presence.

These included:

> **Community Presentations**

- 21 sessions
- 876 people trained

> **12 Defibrillators gifted**

- 5 defibrillators donated
- 605 kilometres travelled
- 196 people trained
- 8 days

> **Awareness Initiatives & Events**

- Restart a Heart Day
- Shocktober
- World First Aid Day Eastland Opening Event

Community Presentations

By providing 21 community presentations to additional groups across the state, 876 community members now know some basic first aid skills such as choking, burns, CPR and defibrillation. These presentations are not accredited, meaning that they can be adjusted to suit each group, often resulting in a more accessible education session for the Victorians who are unable to complete a traditional training class.



BROOKE BLURTON AT A COMMUNITY ENGAGEMENT EVENT



STUDENTS OF METUNG PRIMARY SCHOOL WITH THEIR GIFTED COMMUNITY DEFIBRILLATOR

Gifted Defibrillators

In addition to our efforts in Sunshine and St Albans where 48 Automated External Defibrillators (AEDs) were installed, St John gifted 12 worthy Victorian community organisations in other locations with defibrillators and 24/7 accessible cabinets, with the intention these will be made available to everyone in their local community any time of the day. Quick CPR and defibrillation save lives, so it is critical that we place these life-saving devices in areas that need them the most.



RESTART A HEART DAY AT SOUTHBANK, FEATURING THE RECIPIENT OF THE DEFIBRILLATOR TREASURE HUNT

Restart a Heart Day

On 16th October to coincide with the global event, we marked Restart a Heart Day in several towns throughout Victoria. Volunteer divisions from Sunbury, Bacchus Marsh and Nhill joined in the fun with a scavenger hunt within their local areas. A large activation took place in Southbank, with CPR Lab on site to spread the message, hold a treasure hunt and reinforce CPR skills. 200 participants were trained and dozens of several life-saving prizes were found, including free first aid classes, resuscitation tools and a G3 defibrillator.



FREE CPR TRAINING FOR SHOCKTOBER AT SOUTHERN CROSS LANEWAY EVENT

Shocktober Advocacy

Shocktober is an important month of advocacy and education, and we spent October spreading the message across the state. CPR Lab attended 11 events throughout the month raising awareness and starting conversations. 1,207 Victorians were trained by CPR Lab in the month, resulting in 12,070 minutes of free CPR education given to our community. Thanks to KPMG, we were also able to donate 10 defibrillators back into the community as part of our Shocktober celebrations.

Drive-a-thon

2024 was a year filled with engaging and entertaining events for the community to experience the essence of St John while learning new skills and connecting with their local first aid organisation. The inaugural St John Drive-a-thon kicked off in Darwin on Restart a Heart Day (16th of October), with a mission of travelling 16,000 kilometres across Australia, training 5,000 Australians in CPR and defibrillation and donating \$50,000 worth of defibrillators to local, often rural, communities.

The Victorian team took over at the halfway point and toured the state, starting in Geelong, though to Thomastown, and all the way up to Wodonga where the team handed over to the New South Wales team in Albury, covering almost 600 kilometres. During the Drive-a-thon's time in Victoria, 5 defibrillators were donated to prominent local community groups and schools in Warrnambool, Camperdown, Coragulac, Shepparton and Middle Indigo.

Hundreds of Victorians were trained during the week-long tour across the state, and many conversations where the importance of knowing CPR and defibrillation but also staying prepared and ready for any emergency that might occur.



VOLUNTEERS JAMIE AND PAT HAND OVER A GIFTED DEFIBRILLATOR TO THE SHEPPARTON SWANS FC



DRIVE-A-THON VEHICLES AT NOTTING HILL HQ



WORLD FIRST AID DAY AT THE ST JOHN EASTLAND RETAIL STORE GRAND OPENING



CPR LESSONS FOR WORLD FIRST AID DAY

World First Aid Day

On 14th September, a special event took place as our very first retail store at Eastland officially opened on World First Aid Day. Local families and community members were invited to take part in celebrations which included CPR demonstrations, teddy bear bandaging, face painting, discussions with our first aid trainers and a spinning wheel of prizes. Some lucky attendees met our beloved mascots, Johnny Bear and Derrick the Defib!

We know we cannot save lives alone, which is why our education programs and initiatives empower the Victorian community to help itself. We aim to grow the number of people in the community prepared to provide first aid to another person in need to 53% by 2026.

Going into 2025, we will continue to grow our important conversations with the community via in person events and community initiatives that deliver a unique St John experience.

First Aid in Schools Program Cracks 100k! >

Primary schools in Victoria welcomed us in record numbers and with open arms to educate their bright sparks on the importance of first aid.

With more than 110,000 primary school students learning first aid from St John in 2024, this was a new 5-year record. St John has now delivered this program to over 1.4M students across Victoria over the last 13 years.

We know 9 out of 10 teachers would recommend the program to a friend or colleague, and they find it a highly effective program that is much anticipated by students and teachers alike.

As our keystone program that sits central to our goal of saving more lives in the community, we invested \$640,000 of only our own funds to deliver the First Aid in

Schools program in 2024. Not a single government, philanthropic or commercial organisation provided us with grants or funding to help us deliver this vital training. While we are proud of what we have done on our own, we cannot continue to do this without backing, and we call on these organisations and the general public to support us financially as we train the next generation of lifesavers. The public expect first aid training in our schools, international experts recommend all children learn first aid, and St John is the most trusted to do so via our long-established program.

Key Statistics

STUDENTS TRAINED
110,625

SCHOOLS ATTENDED
451

AVERAGE TEACHER RATING
9.6/10

PROGRAM IMPACT (GROWTH OUT OF 10):

KNOWLEDGE OF FIRST AID



SKILLS IN FIRST AID



CONFIDENCE IN FIRST AID



BEFORE PROGRAM AFTER PROGRAM



STUDENTS AT GLENGALA
PRIMARY SCHOOL LEARNING
CPR VIA THE PROGRAM

Brave boy's actions save mum's life

Story courtesy of Benalla Ensign

Eleven-year-old Michael Doherty knew what he had to do when his mum, Louise, suddenly became non-verbal as blood stopped flowing to her brain during a terrifying medical episode two days after returning from a family beach holiday.

It's because of his actions, Louise Doherty says, that she's still alive.

After holidaying with her husband, Tim and their son at Ocean Grove, the Shepparton mother was pottering around home catching up on chores, and getting Michael - who has autism, ADHD and a low-grade intellectual disability - to appointments.

"Then Wednesday morning I woke up and thought, 'Geez, I'm not feeling too good'," Mrs Doherty said.

"I went to call out to Michael and I had lost all my speech," Mrs Doherty said.

"I thought, 'I'm stroking out'. I could feel my mouth droop, I knew I was having a stroke."

Mrs Doherty knew straight away what was happening, but also knew how detrimental it could be if she didn't get immediate help.

She was able to get Mr Doherty's phone number up on her phone, gesturing it to Michael, who called his father.

"He said, 'Mum's sick, Mum's sick,'" Mrs Doherty said.

She then dialled 000. Michael took the phone, chose 'ambulance' from the menu of emergency services and when the operator spoke to him, he repeated "My mum's sick" and the family's address over and again.

"You don't think it's going to be a stroke," Mr Doherty said.

"They (paramedics) were already on their way."



DAD TIM, MICHAEL AND MUM LOUISE

While Mr Doherty remained on the phone with the operator, Michael waited in the front yard for the ambulance.

Michael reiterated to paramedics that his mum was sick, led them inside to her and alerted them to the presence of his best friend - a two-year-old golden retriever named Reddy.

"He did really well", Mrs Doherty said, both proudly and gratefully of her son's collectedness.

Mrs Doherty was transported first to Goulburn Valley Health, then to the Royal Melbourne ED.

After surgery and every test under the sun, she said specialists concluded with 99 per cent certainty that a hole in her heart she was born with caused the stroke.

The proud parents, who remain impressed with Michael staying "as cool as a cucumber" throughout the ordeal, had a message for the facilitators of a school program that contributed to his composure.

"St John Ambulance went to the school (Shepparton East Primary School) last year and went through the process of ringing 000; Michael followed the training that he got from school", Mr Doherty said.

"I want to let them know what they do has saved at least one life that I know of."

The immense popularity of this program is evident what teachers say:

It was well paced, practical and relevant to the age group and students. Students loved bingo!

CYNTHIA – TEACHER AT OAKLEIGH SOUTH PRIMARY SCHOOL

I was incredibly impressed by the way this was presented and delivered to our students. Students were clearly engaged and thoroughly enjoying the range of hands-on activities and energy in which the presenter delivered the content. Very impressed!

AIMEE – TEACHER AT MANIFOLD HEIGHTS PRIMARY SCHOOL

Very engaging and simple accessible information for my grade one students. Also the presenter kept up the momentum. The book was very effective.

SARA – TEACHER AT CAMBRIDGE PRIMARY SCHOOL



CPR Lab Breaks Barriers >



In operation since 2016, CPR Lab is about bringing basic awareness and skills to the community where they work and live to make CPR available to those who may normally consider first aid training out of reach.

A year of growth and impact was the theme of 2024 as CPR Lab continued to deliver life-saving CPR and defibrillator awareness training to Victorians across the state. Through hands-on, free 10-minute sessions, we empowered 10,447 individuals with the confidence and skills to act in a cardiac emergency, strengthening community resilience across the state.

Our friendly team attended 71 events across the state in the Lab, reaching communities from metro Victoria to remote and regional areas. Key events included Government House Open Day, the Good Friday Appeal Kids Day Out, and Maroondah Festival. This growing presence ensures that more Victorians are equipped to respond during critical moments.

We were grateful for the financial support of AVID Group to deliver CPR Lab to their Carolina community via a grant. More funding allows the program to attend locations it may not be able to otherwise visit, including this expanding community in Deanside. We look forward to further projects and welcome additional financial support from more organisations.

An inspiring addition to the program was the involvement of the St John Youth volunteers, who now assist with the delivery of CPR Lab. These dedicated, young individuals provide a fun and fresh approach to CPR education, expanding our capacity, as well as providing these volunteers with more opportunities to connect and educate their peers and broader community. Their enthusiasm and commitment have been instrumental in broadening CPR Lab's reach and impact.

As we move forward, we're excited to build on this momentum by expanding our presence at community events, increasing our focus on regional and rural locations, and fostering partnerships that enhance CPR and defibrillation education across the state.



FRANKSTON WATERFRONT FESTIVAL



HON. JACLYN SYMES MP LEARNING CPR FROM ONLY



TATIANA TEACHING CPR AT THE EMERGENCY SERVICES AFL MATCH



RUN FOR THE KIDS

Key Statistics

PEOPLE TRAINED IN
FREE CPR AND AED
AWARENESS

10,447

EVENTS ATTENDED

71

YOUTH VOLUNTEERS
UPSKILLED TO
DELIVER CPR LAB

52

From Training to Triumph

On June 5th, after lunch at Nonna's house, Nicholas' father George collapsed suddenly from a cardiac arrest while helping with clean-up. Nicholas, remarkably composed, called 000, followed the DRSABCD action plan, and performed uninterrupted CPR for over 10 minutes. Despite seeing his father turn blue and become unresponsive, Nicholas continued his life-saving efforts until first responders arrived.

"I was panicking, but putting my head and my mental space aside for a second, allowed me to think – this is what I need to do, right? I need to do this for however long until the first responders get here. That's my job, that's my role," explained Nicholas.

Nicholas' actions, performed shortly after completing his CPR training with St John during his year 12 exams, were praised by the medical team for their precision and courage. "Taking the course with St John just helped me be prepared for that moment. And to know that training is available, and that 8-hour day has given me years more with my dad, the best 8 hours I have ever spent," said Nicholas.

For his quick thinking and courageous act, Nicholas received the First Aid Champion Award at St John Ambulance First Aid Champion Awards in August 2024.

Defib In Your Street >

Third Time's a Charm

As the program expands, we seek to keep the approach tailored locally.

Our unique public access defibrillator program, Defib In Your Street, saw a third milestone in 2024 as we expanded into the suburb of Sunshine, refined our strategies, and continued to save lives by improving access to defibrillators and CPR training.

Overall, we trained a total of 5,722 community members in CPR under the program, including both accredited and non-accredited sessions. We also installed a total of 42 defibrillators across the three suburbs at no cost to the communities.

2024 saw the completion of the program's 12-month rollout in St Albans. We trained a total of 4,231 community members in CPR and defibrillation from mid-2023 to mid-2024 in St Albans. We have also installed a total of 27 defibrillators in the suburb. Our work in St Albans is not over, and we are excited to continue a range of touchpoints in the community to ensure that the work we do sustains and the community is able to step in and provide a response.

A key highlight of the year was finalising the evaluation of the Reservoir pilot program via La Trobe University. The findings confirmed that the implementation of the Defib In Your Street program in Reservoir has significantly reduced average travel times to the nearest AED, from 5.36 minutes to just 2.74 minutes. This improvement is critical in cardiac emergencies, where every second counts. The report also highlighted the program's success in strategically placing defibrillators accessibly for priority groups, ensuring equitable access to lifesaving resources.

In April of 2024, the program expanded into Sunshine, continuing our partnership with Brimbank City Council. The 3020 postcode area experiences high rates of cardiac arrest, yet less than 35% of all cardiac arrests in the postcode in the past had CPR started by a community member. Our efforts in Sunshine have focused on getting local residents into free, accredited CPR classes delivered by St John, empowering local community members to jump into action if they encounter an emergency.

With its high rates of sudden cardiac arrest, this area benefited from the installation of 27 strategically placed defibrillators and comprehensive CPR training programs, including formal classes and informal drop in style awareness activities. In 2025 St John will continue our work within Sunshine, to further educate and empower the community, and to increase survival rates in the suburb over the longer term.

Some of our work in Sunshine was enabled via financial contribution from Melbourne Airport and Brimbank City Council. However, a far greater portion of the program is only made possible by those who purchase training, products and other services from St John, and we depend on their continued support.

As Defib In Your Street continues to grow, we are proud of the tangible impact it is making in Victorian communities. In 2025 we look to the government, philanthropic organisations and the community to support us in delivering the program as we build more prepared and resilient communities who will save lives in the years to come.

What Our Defibrillator Hosts Say

From The La Trobe University Evaluation Report

I overheard the St John person talking to another community member about it ... it's in alignment with some of the work that I do and my interest. **And I'm actually really proud of it. I tell everybody (big smile) that it's there.**

I've done lots of first aid training and I know how important defibs are... I know how important they are. I thought it was a great initiative... And I've got lots of elderly neighbours, so I thought it would be a good thing to have it around in reach of them.

So, it's [St John] organisation that I'm always ready to support. So, anything with their logo on it, automatically gets my attention. That's point number one. Point number 2, AED machines obviously working in healthcare, I understand how important they are, and they made a lot of sense to me to have it installed... It's their history all the way since... their role as St John's hospitaliers, and being from Lebanon... like the role that they played... historically with us.

And because they [SJAV] were probably best situated to identify different pockets of the community where there might be the best places to house the defibs.



Key Highlights

AN EVALUATION REPORT WITH LA TROBE UNIVERSITY FOUND:

- The program has decreased travel time to the nearest AED from **5.36 mins to 2.74 mins**
- Defibrillators were strategically placed to enhance access for priority groups

SUNSHINE BECAME OUR 3RD SUBURB

Continuing our partnership with Brimbank City Council

COMMUNITY MEMBERS TRAINED IN FREE CPR

5,722

DEFIBRILLATORS INSTALLED

42

TRAINING DELIVERED IN 2024 (Accredited and Non-Accredited)	
Reservoir	332
St Albans	2,032
Sunshine	3,358
TOTAL	5,722

DEFIBRILLATORS INSTALLED 2024	
Reservoir	3
St Albans	12
Sunshine	27
TOTAL	42



LOUIS AT THE DUKE STREET COMMUNITY HOUSE RECEIVING A DEFIBRILLATOR



MARJ AND BELINDA DEMONSTRATING CPR AT THE SUNSHINE LAUNCH



MARYANNE WITH HER DEFIBRILLATOR AT HER HOME IN SUNSHINE

Key Statistics

STUDENTS TRAINED
3,153

SCHOOLS VISITED
46

OVERALL STUDENT
SATISFACTION RATING
97%

99%
OF STUDENTS AGREED WITH
THE STATEMENT “I HAD FUN
IN THE WORKSHOP”

98%
OF STUDENTS AGREED WITH
THE STATEMENT ‘I LEARNED
NEW INFORMATION IN THE
WORKSHOP’

98%
OF STUDENTS AGREED
WITH THE STATEMENT “THE
ACTIVITIES WILL HELP ME TO
HELP OTHERS AT PARTIES”

99%
OF STUDENTS AGREED
WITH THE STATEMENT
“IT WAS IMPORTANT
TO LEARN HANDS-ON
CPR TRAINING”



CHANTELLE
AND KRISTIAN
DEMONSTRATING THE
RECOVERY POSITION

Party Ready >

Now More Ready Than Ever!

All young people deserve to be safe when they venture out to their first social gatherings. We empower them with the knowledge and skills to help each other via the Party Ready program.

The year saw Party Ready greatly expand in awareness and reach, as secondary schools entrusted us to deliver the message of first aid underlined with the enticing party theme. Over 3,000 students from years 9 to 12 completed the day-long session with our presenters in 2024 as they discovered the impacts of drugs and alcohol on the mind and body, and what to do should it all go wrong.

Practical, interactive, reflective and fun, the program also includes the fundamentals of first aid, CPR and defibrillation to ensure young people are prepared for any emergency, anywhere at any time.

With a focus on developing the program by seeking out student and teacher feedback, we were able to significantly grow the program in 2024. Multiple staff are now upskilled to deliver Party Ready and we are proud to be able to deliver the program to an entire cohort concurrently, should a school request this.

We were grateful for the generous support of the Collier Charitable Fund which allowed us to provide the program free of charge to schools unable to fund the program themselves in 2024. We are seeking other opportunities to enable us to visit more schools at no cost in 2025, however the majority of schools appreciate the value of the small fee which covers program expenses.

PROGRAM IMPACT (GROWTH OUT OF 10): PHYSICAL FIRST AID CONFIDENCE



MENTAL FIRST AID CONFIDENCE



BEFORE
PROGRAM AFTER
PROGRAM

What Students Say

I liked how informative the workshops were. I also liked the lollies and how it wasn't just theory, but interactive activities.

STUDENT – BILLANOOK COLLEGE

They do very well. The class is very interactive. I learnt a lot of thing of Party Ready. The teacher is very kind and funny! And the part of how to do AED is very good. That's my favourite part and the DRSABCD!

STUDENT - BUNDOORA SECONDARY COLLEGE

I really loved how intriguing this workshop was. I loved that our activities were made fun and that we got some hands on experience.

STUDENT – BILLANOOK COLLEGE

I enjoyed listening to the presenters. They were very nice and energetic, which made me interested in what they were saying.

STUDENT - SEYMOUR FLEXIBLE
LEARNING CENTRE

Learning how to do the recovery and work with defibs was really helpful, as I felt a lot more comfortable and confident in how to help people.

STUDENT - PARKDALE SECONDARY COLLEGE

I really enjoyed trying on the drunk goggles and learning more and seeing what the defib is. I don't think there is anything you can change. I learnt a lot.

STUDENT - BEACONHILLS COLLEGE BERWICK

I liked doing the CPR and learning how alcohol and other dangerous stuff like drugs can affect your body. Personally I wouldn't change anything was overall a good learning and fun experience.

STUDENT - BUNDOORA SECONDARY COLLEGE

What Teachers Say

The presentation was great, and provided practical information the students can use.

LYSANNE, TEACHER - MACLEOD COLLEGE

Presentation and content was excellent. Great support for the information we are teaching in schools.

SALLIE, TEACHER - COHUNA SECONDARY
COLLEGE

Lots of good little videos and lots of changes in activities. Worked well. Students engaged well with the booklets.

ANDREW, TEACHER - HEATHMONT COLLEGE

I loved every aspect of the program. It was very engaging from the start to finish. Although it can be very content heavy it had a mix of theory, video examples, real life examples from the team and practical activities to get them up and moving.

RIANE, TEACHER



CHANTELLE DELIVERING THE
PARTY READY PROGRAM

STUDENTS LEARNING
FIRST AID ONSITE AT
THEIR WORKPLACE



Training and Product >

Empowering Communities with Lifesaving Skills

We continue to lead the way in equipping individuals and workplaces with industry-leading first aid and mental health training. In 2024, we reached a record-breaking 72,773 students, expanding our impact through high-quality education that prepares Victorians to respond confidently in emergencies.

Training Achievements

The Training department are laser-focused on ensuring we deliver our mission: **to lead Victoria in first aid and medical responses to community healthcare needs** by providing industry-leading training that equips thousands of individuals with essential first aid and mental health skills.

2024 saw a record breaking 72,773 students participating in training offered by St John Ambulance: 2,193 more than in 2023.

- > **Total Students Trained:** 72,773 in first aid training (Physical and Mental Health)
- > **Advanced Education:** 164 students completed long-course training programs
- > **Total Classes Delivered:** 6,504

Mental Health First Aid

A key highlight of 2024 was the launch of our **Mental Health First Aid** suite in the third quarter. This initiative reinforced our commitment to holistic first aid education, ensuring individuals are prepared to support both physical and mental health emergencies. Looking ahead, we aim to **double the number of students** completing mental health training courses in 2025.

Strategic Partnerships and Growth

- > **Victoria Police Contract:** The delivery of Certificate IV in Training and Assessment saw an **85% increase** in forecasted student enrolments, reflecting growing demand for our high-standard training services.
- > **Coles Supermarkets Tender:** Secured a national **three-year training partnership** with Coles, including optional **+1 +1** extensions, reinforcing our position as a trusted provider of workplace first aid training.

With a strong foundation in place, we are well-positioned to expand our impact in 2025, ensuring more individuals and workplaces have access to critical first aid and mental health training.

What Our Students Say

"I did the first aid (CPR) refresher training in Echuca with Dave as facilitator this morning. I have never done any first aid training through St John before but wanted to advise that it was, by far, the best first aid training I have ever attended. 10/10. Thanks!"

MEGAN MAYS

"I would like to express our collective thanks to our trainer. He was the best trainer we have had to date and we've had many first aid trainers over the 10 years I have been employed at Rijk Zwaan. Professional, knowledgeable and a very nice person - no gory stories/shocking tales; only easy to understand, relatable information delivered in an engaging way. Thanks!"

HELEN SPENCER

"I wanted to say thank you for the training I received on the 25 October. Last night in my basketball game a teammate collapsed with a heart attack. The team cleared airways, called an ambulance, started CPR, got a defib attached. The patient received a shock and after compressions started breathing by himself. Paramedics arrived quickly and last night he received a stent and is recovering well. Please pass on a huge thank you to the person who provided me with training. I can't express how grateful I was in that moment for the training and information that was shared. I will book in soon for a refresher and will bring along as many people as I can."

JONATHAN

"Taking the course with St John just helped me be prepared for that moment. And to know that training is available, and that 8-hour day has given me years more with my dad, is 100%-time investment – best 8 hours I have ever spent."

NICHOLAS KABIOTIS



NEPT STUDENTS PRACTICING
THEIR SKILLS IN CLASS

Our Trainers >

An inaugural Professional Recognition Awards for Professional Accredited Trainers was launched in 2024, with the following winners:

The Murray Ellis Trainer of the Year Award

The Murray Ellis Trainer of the Year Award honours a Trainer who embodies St John values and showcases exceptional performance throughout the calendar year in the delivery of training and assessment.

The Murray Ellis Trainer of the Year Award Winner 2024: David Wright

Dave joined the St John Training team 2 ½ years ago. He had just completed his training qualification, and while he had never worked as a trainer before, he brought a wealth of experience as an Ambulance Officer in regional Victoria. Despite being new to training he quickly established a customer-centric approach that has significantly impacted our students and the community in Bendigo and Echuca. In 2023, at the end of his first full year, he had the highest average score for trainers from student online surveys in the entire trainer group. He achieved this result again in 2024, to be the highest scoring trainer two years in a row. This consistent feedback reflects Dave's ability to create an inclusive and supportive training environment while ensuring that students successfully demonstrate the required skills.

The Rising Star Trainer of the Year Award

The Rising Star Award recognises a St John Trainer who has demonstrated significant professional growth within the awarded calendar year. They actively seek to improve performance, respond positively to feedback, and participate enthusiastically in professional development. Winning this award highlights the trainer's dedication to excellence and inspires others to strive for continuous improvement.

The Rising Star Trainer of the Year Award 2024 Winner: Erin Le Souef

Erin Le Souef joined St John as an Education Officer in early 2023 and onboarded as a Trainer later that year. She exemplifies passion for teaching and continuous improvement, approaching her role with a positive attitude and enthusiasm for first aid training.

From the start, Erin has been meticulous in delivering high-standard training and assessment, consistently seeking feedback and improvement opportunities. Her efforts are reflected in the outstanding feedback she receives from students, achieving some of the highest average scores across the Trainer group in 2024, with a steady increase in her average

score from 2023 to 2024. Erin delights in her students' achievements and is committed to enhancing her own performance to facilitate effective learning. Her proactive nature is evident as she actively participates in professional development opportunities, demonstrating a strong commitment to her growth as an educator. She engages wholeheartedly in professional development days, inspiring her colleagues with her positive attitude.

Trainer Hall of Fame

Inductees to the Trainer Hall of Fame are celebrated for their exceptional contributions to the St John Training team and the Victorian community, going above and beyond the expectations of their role in a long career in St John. They consistently uphold St John values and serve as positive role models for new trainers. To be nominated for the Hall of Fame, a trainer must have a minimum of 7 years of continuous service in their role and have exited St John within the calendar year.

2024 Hall of Fame Inductee: Murray Ellis

Murray Ellis began his remarkable career with St John on April 5, 1990, and retired in November 2024 after 34 years of continuous service as a full-time First Aid Trainer. Throughout his

career, Murray taught a wide range of classes, from basic first aid to advanced resuscitation. His students came from diverse industries, with a notable contribution to the electrical industry as one of the few specialised trainers in electrical services. Over his incredible career, Murray trained approximately 100,000 Victorians across the state in lifesaving first aid skills. His genuine commitment to his students and his dry sense of humour made him a favourite with staff and students alike, and he is an unforgettable part of St John Victoria's story.

2024 Hall of Fame Inductee: Paul Sim

Paul Sim's dedicated 29 years of exemplary service as a first aid trainer for St John, from May 1995 until his retirement on January 9, 2024. Throughout his career, Paul made an enormous contribution to the Victorian community, particularly in Regional Victoria, where he lived and worked in Ballarat. He taught a wide range of courses throughout metropolitan and regional Victoria. Paul also assisted the Event Health Services team by attending many community events and providing first aid to members of the public. His dedication and positive influence have made him an invaluable part of St John Victoria's legacy and his contributions, both in training and community service, will be remembered and appreciated for years to come.

What Our Customers Say

"Dominic took the time to get to know us all and what we do for the business. He asked me for specific topics and areas of concern we would want further details on. As our attraction is for whole family fun, we had a lot of questions about applying first aid to children. He was able to pivot on our questions with ease. It was a big day for the team doing this after an 8hr+ shift and Dominic kept everyone engaged the entire time. He was informative and fun at the same time."

**TAYLOR PEDERSEN – OPERATIONS
MANAGER AT LEGOLAND**

OUR EXPERT TRAINERS TEACHING
LIFE SAVING INFANT CPR



What Our Customers Say

It is easy to book first aid kit servicing. All St John's employees have been friendly and easy to deal with. The service report is received automatically once they have finished. They also send auto reminder when the kits are next due to be serviced. I can't fault anything.

Despite being a big company, the personnel I've dealt with (particular kit replenishment staff member Ray) have personalised their approach to make dealing with St John easy and straightforward. All issues and requests on our end have been accommodated.

Staff are so pleasant to deal with and are always very helpful - they always have a smile on their dial.

Belinda who came to service kits was knowledgeable, friendly and efficient. Was also able to offer advice on additional modules for kits.

Bernadette is excellent to have servicing our kits. We ask for an early start time and she is on time every time. Very professional and easy to work with. Nothing is a problem. Gets in and does the job.



HON. MARY-ANNE THOMAS MP AT THE METRO TRAINS DEFIBRILLATOR ROLLOUT

First Aid Products >

St John Ambulance Victoria remains at the forefront of first aid product innovation and servicing, ensuring workplaces and communities are equipped with the tools they need to save lives.

2024 was a year to strengthen our reach by expanding kit servicing, doubling our on-the-road team, and launching our first-ever retail store: bringing first aid solutions even closer to the public. With a focus on compliance, accessibility, and continued growth, we are committed to enhancing our product offerings and service capabilities in 2025 and beyond.

Expanding Our First Aid Solutions

We also continued to strengthen our position as a leader in first aid products and servicing, ensuring workplaces and communities remain equipped with lifesaving tools.

- First Aid Kits Serviced: 54,372 kits serviced, averaging 218 kits per day.
- Kit Servicing Growth: The number of serviced locations has grown 83% over two years, leading to strategic investment in our servicing team, which has doubled to 20 representatives on the road.

Retail Expansion

In a groundbreaking achievement, we launched our first-ever retail store at Eastland Shopping Centre in September. This marks St John's first dedicated shopping centre sales and training venue in Australia, providing greater accessibility to first aid products and training for the public.

Commitment to Compliance & Safety

Our Kit Servicing team visited 8,816 locations throughout the year, ensuring first aid kits and defibrillators remained stocked, compliant, and ready for use in emergencies. With continued investment in product innovation and servicing capabilities, St John Ambulance Victoria is well-positioned for further expansion and impact in 2025.

St John Museum >

In the 2024 year our volunteers delivered over 3,895 hours of service at the Museum and we had 464 visitors.

Our quarterly meetings of St John Historical Society included:

- The January presentation by Stewart Granger KStJ on "Search & Rescue squads", the first of two parts, with the second part on the History of Mobile Nursing scheduled later.
- The April presentation by Ruth Kain MStJ on "The History of Nursing Cadets".
- The July presentation by Gary Edwards OSTJ was "St John and Its Connections With Freemasonry".
- For the September presentation Allan Mawdsley KStJ spoke on "The History of St John First Aid Training". This included the revelation that 2016 was the final printed edition of Australian First Aid, with all future editions being only online. Our Museum display has been updated to show the first (1878) and last editions of our 138 years of publishing history

Several long-time St John members who have retired from Event Health Services have joined the Museum volunteer team and are now actively involved in archival projects. Tony Smith, Bill Hardy and Stewart Granger have joined the team, alongside Isaac Johns who is still active in EHS.

Altona Youth Division had a study day at the Museum in their Knowledge of the Order course which included assignments and presentations as well as the usual talks and activities.

Isaac has set up hard drive storage and has been indexing our DVDs and digitizing our videotapes, backing them up in cloud storage to ensure these records live on.



A SEARCH AND RESCUE OPERATION



A FIRST AID DISPLAY AT THE ST JOHN MUSEUM



A DISPLAY OF AN ASHFORD LITTER (THE FIRST HAND DRAWN STRETCHER) AT THE ST JOHN MUSEUM



ST JOHN CADETS

To care for those who once cared for us is one of the highest honours.

TIA WALKER

Seniors Community Care >

This marked a pivotal year for Seniors Community Care as we endeavoured to ensure our services not only met but exceeded the expectations set by St John's mission and vision.

Key Statistics

HOURS OF CARE GIVEN
36,664

NURSING HOURS OF CARE GIVEN
7,361

MEALS DELIVERED
83,505

This alignment empowered us to provide the highest standard of care to our clients, focusing on compassion, professionalism, and a deep commitment to enriching the lives of seniors within our community.

A cornerstone of our approach has been providing comprehensive case management care and consultation for our Home Care Package (HCP) clients. By partnering closely with individuals and their families, our case managers are able to offer a wide range of services that go beyond basic support, empowering our clients to maintain their independence and well-being in the comfort of their own homes. Through this partnership, we not only assess their physical health but also ensure their emotional, social, and psychological needs are met, delivering holistic care that supports them through every stage of aging.

In 2024, our care team provided an impressive 36,664 hours of care service, making a tangible difference in the lives of many seniors. This care included everything from assistance with daily living tasks to more specialised clinical care. Beyond personal care, we ensured that Manor Meals delivered 83,505 nutritional meals directly to clients' homes, helping to meet their essential daily needs.

Our dedicated team of Registered Nurses were at the heart of this effort, particularly in delivering clinical care to our Home Care Package, Transitional Care, Post Acute Care and Veterans Affairs (DVA) clients. With 7,361 hours of care provided, they offered not just medical expertise but compassionate support, navigating complex health needs with empathy and understanding. Their contributions were integral to ensuring that those living with multiple health challenges received the precise, ongoing care they needed to thrive.

At Seniors Community Care, we are proud of the progress we have made in the past year, but we know that there is always more to be done. As we continue to evolve, our commitment to enriching the lives of those who have entrusted us with their care remains steadfast.



THEA, ESTELLA AND MELINDA FROM THE SENIORS COMMUNITY CARE TEAM

What Our Customers Say

Caroline was very polite and patient with my mum when providing services, very happy with the staff!

ELKE

Caroline is lovely and professional.

RAYMA

Millie is really great, doing a perfect job, and I would like her as a permanent carer.

DOROTHY

We truly appreciated Sarah's efforts, as she was able to encourage our mum to take a shower, something she had consistently refused before. We are very impressed with Sarah's patience and approach and wanted to express our gratitude.

MARIA'S FAMILY

We love Jae and so does our mum and would like to keep her as a permanent staff.

FIONA

I greatly appreciated Jae's work, and all your staff did an amazing job. I am especially pleased with the seniors, and I am very happy with the overall service.

MARIA

Rob is extremely caring, very observant; he noticed a pressure tear on Col's backside one day, so we were immediately able to attend to it without it developing into a larger sore. He is sensitive to Col's needs, a real gentleman and gentle man.

WENDIE



SUPPORT WORKER THEA IN ACTION



REGISTERED NURSE MELINDA CARING FOR A CLIENT

Philanthropic Support >

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

During 2024 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, dedicated donors, the late Kaye Winstone and the late David Ernest Miller left a 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 partnered with Gathered Here, an online service provider, to provide a free Will writing service to our supporters.

During the year we conducted several appeals. Funds raised through these

appeals support our work to ensure our team is ready to support the community.

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 Collier Charitable Fund we were able to ensure that students from vulnerable and

We are grateful for the support received from funders and donors who help fund localised recruitment campaigns for Divisions across the state

disadvantaged communities were able to access our Party Ready program.

Grants from Emergency Management Victoria have enabled us to undertake essential upgrades to our divisional training halls to improve training facilities and provide a more comfortable environment for our volunteers.

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



Donor Acknowledgement List

We sincerely thank every 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 David Ernest Miller
- > Estate of Kaye Winstone

Community, Philanthropic & Corporate

- > AVID Properties Australia Pty Ltd
- > Biccys Op Shop Supporters Inc.
- > BlueFit
- > Border Trust
- > Community Bank Elmore, Lockington and Rochester
- > Elizabeth Xipell
- > EnergyAustralia Foundation
- > Grill'd Healthy Burgers
- > H & J Davies Foundation
- > Hire Australia
- > Hobsons Bay Community Fund

- > Kingston Charitable Fund - Lord Mayor's Charitable Foundation
- > Manningham Community Fund - Lord Mayor's Charitable Foundation
- > Melbourne Airport - Community Programs
- > Pakenham Opportunity Shop Inc.
- > Ray & Joyce Uebergang Foundation
- > The L R Cazaly Trust Fund
- > The Russell Foundation
- > The William Angliss Charitable Fund

- > Melburne Airport - Community Programs
- > Pakenham Opportunity Shop Inc.
- > Ray & Joyce Uebergang Foundation
- > The L R Cazaly Trust Fund
- > The Russell Foundation
- > The William Angliss Charitable Fund

Government Grants

- > Bayside City Council
- > Brimbank City Council
- > Central Goldfields Shire Council
- > City of Darebin
- > City of Monash

- > Department of Social Services
- > Emergency Management Victoria
- > Hepburn Shire Council
- > Wellington Shire Council

Individuals

- > K Adams
- > R Andre
- > L Armstrong
- > R Ashby
- > C Barker
- > K & C Barnes
- > T Beggs
- > E Brown
- > N Castles
- > R Croft
- > L Deutscher
- > S Fong
- > H Foster
- > R Fyfe
- > J George

- > B Gill
- > B Harvey
- > K Knowles
- > D & L Koadlow
- > J Law
- > G Lefroy
- > P Lemon
- > J Matheson
- > J Moth
- > P Munis
- > I Nicolson
- > D Ord
- > R Pitcher
- > J Price
- > S Reid
- > H Swan
- > R Syme
- > J Syme
- > E Szikla
- > J Thomson
- > C Tucker
- > E Watson
- > J Wellings
- > G Williams

Acknowledging Our Partners >

A heartfelt thank you to our partners whose support in 2024 allowed us to expand our impact and continue building on our mission.

Official Media Partner

Herald Sun

University Partner



Corporate Champion

QIC - Eastland Shopping Centre

Legal Partner

Lander & Rogers

Charity Partnerships

We partnered to provide free first aid coverage to the following organisations for their events:

- > Variety - The Children's Charity of Victoria
- > Vision Australia
- > Royal Children's Hospital Good Friday Appeal
- > RSL Victoria





DUSH, ANNA AND VICKI AT THE STRATEGIC PLAN LAUNCH



SUNBURY DIVISION'S CHRISTMAS IN JULY EVENT



MIDSUMMA FESTIVAL



WEAR IT PURPLE DAY

Our People >

Our people are the cornerstone of everything we do. Their dedication is what enables us to deliver outstanding services and impactful community programs.

We recognise that our people are our greatest asset, and we are committed to empowering them to succeed. United by our values and driven by our purpose, we empower everyone to exceed expectations and reach their fullest potential. By celebrating and promoting the unique talents and perspectives each individual brings to their role at St John Ambulance Victoria, we create an environment where everyone works together to overcome challenges, harness opportunities and support each other to succeed. We value all our people and their contributions to our legacy.

Culture

St John Ambulance Victoria is proudly people-focused and strives to build, grow and inspire a workforce that is agile, inclusive, customer-centric and prepared for the future. We recognise the importance of creating a safe and supportive working environment with a positive culture where people feel empowered and supported. We understand that our people are essential to our success, and we strive to support their aspirations, both professionally and personally. This commitment to fostering a safe, flexible and inclusive work environment enables our people to thrive and contribute meaningfully to our shared goals. We conducted our first comprehensive engagement survey across our business at the end of 2024 and we look forward to reviewing the results and responding with initiatives that address the gaps that have been identified and further embedding those practices that are delivering positive outcomes for our people.

Growth and Development

To achieve our aspirations, it is crucial that we continue to attract and retain top talent. We believe that our people must be equipped with the right knowledge and skills and be provided with opportunities to grow and develop. Our objective is to foster a learning framework that helps shape each person's unique path while creating a robust pipeline of talent to deliver on our long-term strategic objectives. As such, we continue to invest in initiatives that create opportunities for career growth, offering a variety of training and development programs to nurture the potential of our people.

We recognise that **our people are our greatest asset**, and we are committed to empowering them to succeed.

Health, Safety & Wellbeing

Our commitment to workplace safety is unwavering. We prioritise creating a mindset that emphasises both physical and psychosocial health in alignment with our legal and ethical obligations. By focusing on proactive risk management, communication and consultation, we work to minimise and mitigate health and safety risks across all levels of the organisation. Through these efforts, we are cultivating a positive safety culture where the well-being of our people is always a top priority. We foster an environment where everyone is encouraged to take personal responsibility for safety, ensuring that every individual has the knowledge and resources to contribute to a safe workplace. Our dedication to well-being extends beyond physical safety, promoting mental health support and work-life balance as essential components of overall health.

Diversity, Equity & Inclusion

We believe that diversity and inclusion are not only essential but also fundamental to the success of our business. We want everyone who has an involvement with us to experience a strong sense of belonging. We are committed to initiatives that reflect and celebrate the diverse communities we serve. We focus on building teams that mirror the rich diversity of those communities, fostering an environment where innovation, curiosity and ideas can thrive. Diversity and inclusion are at the heart of our strategic ambitions, driving a culture where every person feels they are connected and included. By embracing diversity, we strengthen our organisation and ensure it remains responsive to the needs of our people and the communities we serve. We are dedicated to fostering a workplace where everyone is empowered to be their authentic selves and look forward to progressing the initiatives that will help us to realise our goals.

Order Affairs >

2024 was a very positive time for the Order in Victoria.

Our annual Church service was held on Sunday the 23rd of June. There was a record number of attendees this year - made up of Members of the Order, volunteers, youth and staff. We were privileged to have two of our youth members perform the readings. A well-attended and very sociable morning tea was held following the service.

The Order Dinner was held at the Pullman on Saturday the 29th of June with a record number of 170 people in attendance. This number included not only Members of the Order, but also volunteers, and for the first time, our staff members were also invited to attend. This mixture of people from across the organisation had the positive effect of showcasing what the Order stands for to a much wider audience within St John - de-mystifying the Order and promoting a sense that all the 'separate' parts of the organisation are better seen as one.

Our annual Investiture was held on the evening of Wednesday 6th August. 18 Postulants were announced in the Gazette way back on the 16th of November 2023. Although those who did attend thoroughly enjoyed the evening, it was unfortunate that Government House restricted the attendance numbers. Many people simply missed out.

The Order Affairs Committee and the Victorian Order Ambassadors have been getting out to as many Divisions as possible to promote the Order and encourage nominations. I would like to thank those involved in this important work.

2025 looks to be a BIG year again. Plans are already underway for the Order Dinner which will incorporate the celebration of 100 Years of Cadets/Youth in Australia. In 1925 the first Cadet Division started in Glebe NSW. Interestingly, the first Cadet Division to start in Melbourne was the Richmond Ambulance Cadets in 1933, eight years later.

Our annual Church Service, to be held at St Paul's Cathedral, has been booked for Sunday the 22nd of June.



ANNUAL AWARDS CEREMONY AT GOVERNMENT HOUSE

Victorian Members of the Order >

Promoted to Knight

Mr Anthony (Tony) Oxford
ASM, OAM, KStJ

Admitted as Officer

Mr Krishna Rajendram OStJ

Promoted to Officer

Ms Jacqueline Christini OStJ
Ms Vi Ha OStJ

Admitted as Member

Ms Aliesha Boak MStJ
Mr Ruthan Cleland MStJ
Mr Paul Davidson MStJ
Mr Michael (Mike) Doolan MStJ
Mr Shannon Field MStJ
Mr Peter Fryer MStJ
Ms Brooke Hunt MStJ

Ms Nicole Larter MStJ
Mr James McCarthy OAM, MStJ
Mr Samuel McColl MStJ
Mr Michael Moldoveanu MStJ
Mr Rick Nugent APM, MStJ
Ms Jessica Renfrew MStJ
Ms Kimberley Shirley MStJ
Mrs Raechella Smith MStJ
Ms Laura Taylor MStJ

Vale

Mr Edward Brentnall
MBE, OAM, KStJ
Mrs Gloria Flatt CStJ
Mr Peter Neylon CStJ
Mrs Julia Penaluna CStJ
Mr Alan Drayton OStJ
Mr Keith M. Anker MStJ
Mr Nicholas Clarke MStJ
Mr Gerard Guerin MStJ
Mrs Edith Spoors MStJ



INVESTITURE IN CANBERRA



INVESTITURE AT GOVERNMENT HOUSE



ST JOHN ORDER DINNER

Honours and Awards >

Service Medal

Representing

10 Years Service

Mr Blake Chaplin
Mr Michael D'Elia
Mr James Eracleous
Ms Barbara Li
Mr James Maunder
Mr Shaun Maxwell
Mr Samuel McColl MStJ
Mrs Janise McEwan
Mrs James Morris MStJ
Ms Dem Peterson
Mr Gary Oke
Ms Kimberley Shirley MStJ
Ms Georgina Willis
Mr Fred (Nils Fredrik)
Tronnberg
Ms Vivian Yao

3rd Bar

Representing

25 Years Service

Mr Matthew Jaskolski MStJ
Ms Gail Parkinson MStJ
Mr Darron Pritchett MStJ

4th Bar

Representing

30 Years Service

Mr Angelo Gheno
Mr Neil Watt MStJ

5th Bar

Representing

35 Years Service

Mrs Diane Dickson OStJ

6th Bar

Representing

40 Years Service

Mr Robert Wilson KStJ

Ultra Long Service Medal

Representing

50 Years Service

Ms Dawn Cochrane CStJ

Grand Prior's Award

Miss Jordan Berger
Mr Daniel Borg
Miss Joyce Chen
Mr Guy Eldadi
Miss Shayla Holmquest
Mr Isaac Johns
Miss Madyson Law
Miss Nessryn Tabiaat
Miss Rebecca Underwood
Miss Anastasia Zaytseva

National Emergency Medal

Mr Craig Ellis MStJ
Mr Paul Haas MStJ
Mr Christopher Murray MStJ

The Most Venerable

Order of the Hospital of

St John of Jerusalem ➤

Balliff Grand Cross

Mr Cameron Oxley GCStJ

Knights of Justice

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
The Honourable Linda Dessau AC, CVO, DStJ
Miss Dorothy Bache DStJ
Mr Richard Bluck AM, RFD, KStJ
Mr Peter Burke KStJ
Mrs Elizabeth Chernov DStJ
The Honourable Alex Chernov AC, KC, KStJ
Lady Anna Cowen AM, DStJ
Mr John F. Crennan KStJ
Mrs Barbara Davis DStJ
Mrs Janice de Kretser DStJ
Professor the Honourable 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
Mr Anthony (Tony) Oxford ASM, OAM, KStJ

Mrs Joan Patterson OAM, DStJ
Professor Jeffrey Rosenfeld AC, 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 AO, 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
Mr Benjamin Gronow CStJ
Mr Gavan Keane ASM, CStJ

Dr Peter Leffler CStJ
The Very Revd 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 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

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Mr Anthony Baker OStJ
Mr Carl Barnard OStJ
Mrs Betty Barned OStJ
Mr Lindsay Bent ASM, OStJ
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Mrs Sharon Boscacci OStJ
Mr Gordon Botwright OStJ
Prof George Braitberg AM, OStJ
Ms Kathleen Buick OStJ
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Ms Nadine Fisher OStJ
Miss Anne Fogarty OStJ
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Ms Vi Ha OStJ
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Mr Christopher Huggins OStJ
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Mr Ian Johnson OStJ
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Miss Jeanette Lacy OStJ
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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
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Mr Krishna Rajendram OStJ
Mr Gordon Robins OStJ
Dr Scott Santinon OStJ
Miss Helen Sefton OStJ
Ms Lisa Senini OStJ
Mrs Patricia Shields OStJ
Mrs Lindsey Smith OStJ
Mr Vaughan Smith OStJ
Mrs Theresa Sprekos OStJ
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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

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Mr Neil Akers ASM MStJ
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Mr William Ben Allan MStJ
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Dr David Anderson MStJ
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Mr David Bannister MStJ
Ms Victoria Barlow MStJ
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Mrs Kay Bell MStJ
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Mr Harold Alan Day MStJ
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Ms Jayne Dicketts MStJ
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Mrs Heather Mitchell MStJ
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Mr Joseph O'Sullivan MStJ
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Ms Jaimee Oxford MStJ
Ms Michelle Palmer MStJ
Mr Symeon Panayiotou MStJ
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Mr Nigel Patience MStJ
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Ms Catherine Smith MStJ
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Dr William Straffon MStJ
Mr Kenneth Swanson MStJ
Mr Paul Symmons MStJ
Mrs Sharon Taucher MStJ
Ms Catherine Taylor MStJ
Ms Laura Taylor MStJ
Mr John Teague MStJ
Mrs Patricia Thompson MStJ
Mr Charles Tilley MStJ
Mr Bruce Trappett MStJ
Mr Lindsay Tremethick MStJ
Mrs Barbara Trimnell 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 Glenn Wilson MStJ
Mr Keith Wilson MStJ
Mr Greg Wilton MStJ
Mr Claus Peter Winckler MStJ
Mr John A. Wiseman MStJ
Dr John F. Wiseman MStJ
Ms Michelle Vos 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

Being there may seem like a good way to sum up organised inactivity. In fact, it's quite the reverse. It's what our chaplains do in a variety of ways, responding to requests for personal support, chatting constructively over a coffee or on the phone, or maintaining regular pro-active contact with St John staff and volunteers.

State Chaplain's Report >

We are available in times of personal bereavement or relationship stress, for example, or to be a sounding board over workplace issues. The Chaplain can be a confidential 'first port of call' in difficult times.

Availability is at the heart of **being there** and over the past year our chaplains' 24/7 availability has complemented other welfare services provided by St John, such as Peer Support. We now have chaplains in Ballarat, Bendigo, Geelong, Sale, Mildura and Wodonga. Ideally the network will grow as the general availability of chaplains is further explored.

In Melbourne the State Chaplain's role includes regular visits to the Notting Hill headquarters and liaison with the CEO, unit managers and staff. The Coronial Services work of St John is an area for which chaplaincy has special significance, both for staff support and with regard to guidance around matters of religious diversity. Both cultural and religious diversity are sensitive factors across any large organisation and chaplains have a growing educative role within St John as regards interacting respectfully with a multi-cultural and multi-faith community.

Throughout the year I have valued my relationships with the Senior Chaplains of Victoria Police and Ambulance Victoria. There are times in community life where those links are important, and I appreciate 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.

OUR PASSIONATE VOLUNTEERS IN ACTION





Financial Overview >

2024 did not deliver the full turnaround we forecast in the budget but was nonetheless an improved result on the previous year.

It was a year that again delivered challenges on multiple fronts, but none more so than the combination of rising costs of service delivery and compliance against a large portion of revenue generation that is based on fixed priced contracts. Further, the generally weak Victorian economic environment slowed commercial growth in training and product. Frustratingly, these factors translated into another deficit result.

The Non-Emergency Patient Transport contract with Ambulance Victoria was renewed in the middle of the year, and the terms negotiated better reflect the true cost of delivery. This is an important continuation as the service represents a significant delivery of our mission in the community.

It was pleasing to see that Volunteer and Event Health Services returned to near normal delivery, with improved engagement by volunteers and more events delivered than in recent years. It is a myth that volunteers are a free workforce. To ensure that they enjoy a great volunteer experience and they have the skills to provide patients with the correct care, investment is needed in training, equipment and support structures, and we do this with no financial support from government.

Seniors Community Care underwent significant change as we restructured the

business for future growth and efficiency, and in preparation for the new Aged Care reforms and Support at Home. These changes meant that the financial results and forecast growth were not met but we are confident that the organisation is now set to achieve its potential.

We continued to fund and support the delivery of our community programs that underpin our mission delivery with a significant contribution of \$2.2M.

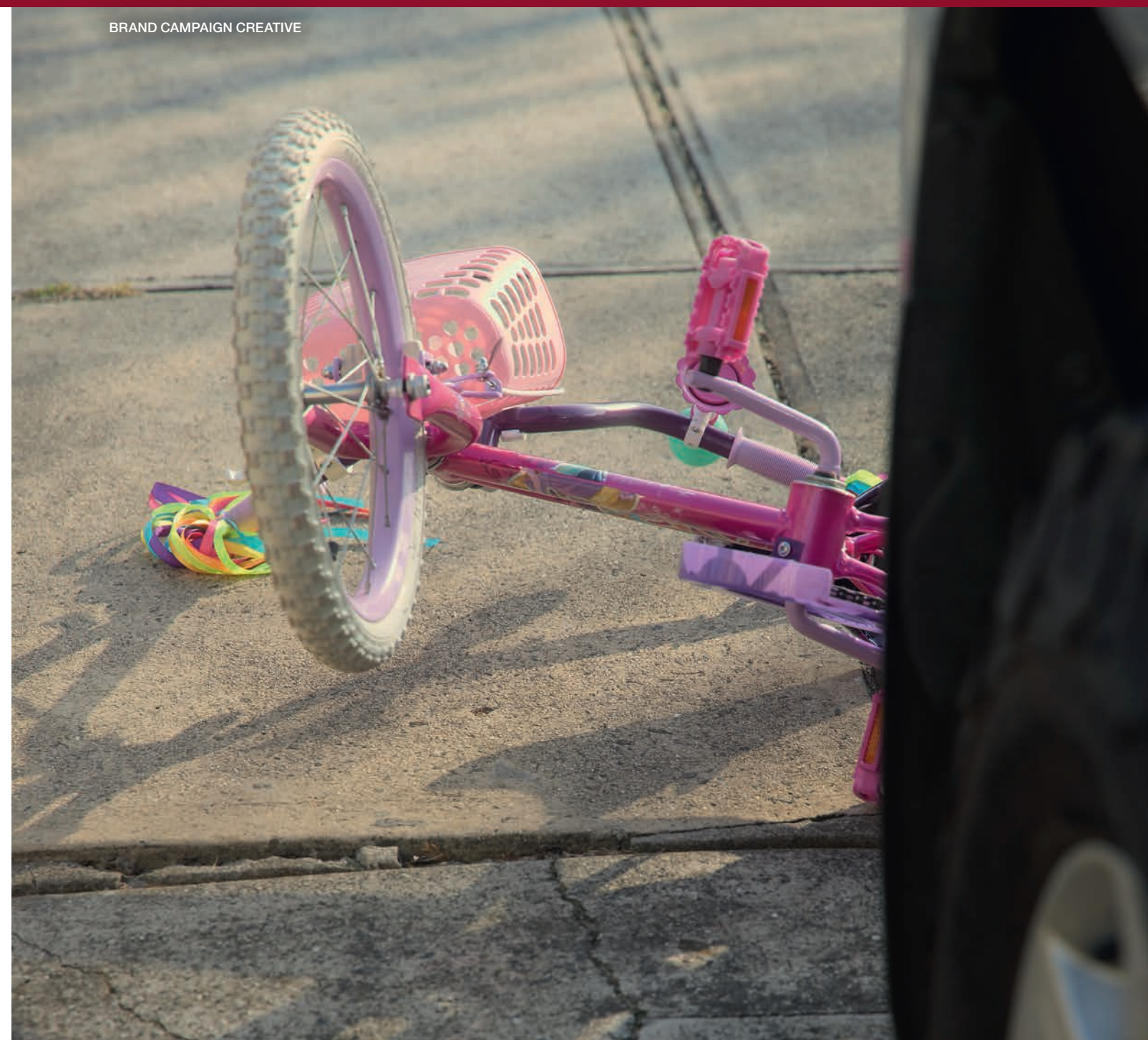
2025 Outlook

The primary focus of 2025 is to return the organisation to financial stability.

Budget key priorities:

- > Tightening of cost controls and discretionary expenditure.
- > Continued delivery of community programs but funding limited to 80% of commercial proceeds after expenses.
- > Revenue growth at sustainable margins.
- > Cautious capital expenditure that supports more efficient service delivery and administrative processes.
- > Continued investment to ensure legislative and regulatory compliance and the development of our people.

BRAND CAMPAIGN CREATIVE







2024 Financial Summary

	2024 \$000s	2023 \$000s	2022 \$000s
Commercial revenue	65,865	57,755	48,826
Government grants	405	150	355
Fundraising revenue	906	729	972
Event Health Services revenue	3,876	3,350	3,943
Other non-commercial revenue	1,182	1,503	2,384
TOTAL Revenue	72,236	63,487	56,840
Net (Deficit)	(6,077)	(7,041)	(2,213)
Gain/(Loss) on JB Were Portfolio	439	314	(370)

Strategic Plan >

In 2024 we launched our new Strategic Plan to continue delivering our purpose in the service of humanity. To the right are the impacts outlined in that Plan, with progress made identified for 2024.

	Outcome	Impact	Aspiration 2026	2024 Update
	Lives Saved More Victorian lives will be saved as an outcome of the first aid training we provide, our service in the community and improved access to defibrillators.	The number of people trained annually	300,000	205,126
		The number of people we serve across Victoria	15M	13.6M
		Improving sudden cardiac arrest survival	500 lives saved annually	422 lives saved (6% survival rate)
	Community Resilience Community resilience is the preparedness of people in a community to provide first aid to another person in need - the community helping itself	Annual Community First Aid Preparedness Survey	53%	47%
	Exceptional Care Victorians deserve exceptional care wherever they need it. We will grow our delivery of St John Quality Care in the community.	Instances of care in the home	114,000	97,350
		Safe, Effective, and Patient Centred Care – Patient Survey Score	5 Star	4.8 Stars
	Our People Our people includes everyone who serves or works in St John Victoria.	Participation in the Engagement Survey	87%	43%
		People Engagement Score	65%	55%

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.

Meeting of Members

During the financial year, 9 meetings of members were held. Attendance by each member was as follows.

2024 Board Meeting Members	Eligible to Attend	Total Attended
Mark Engel	9	9
Prof George Braitberg (retired in May)	4	4
Caroline Elliott	9	7
Paul Davidson	9	7
Rick Nugent	9	6
Janice Munt	9	9
David Brajkovic	9	8
Trudy Ararat	9	9
Shyaman Menon	9	9



MARK ENGEL
OStJ
CHAIRMAN >



PROF GEORGE BRAITBERG AM, OStJ
DIRECTOR >



CAROLINE ELLIOTT
MStJ
DIRECTOR >



PAUL DAVIDSON
MStJ
DIRECTOR >



RICK NUGENT
APM MStJ
DIRECTOR >



JANICE MUNT
DIRECTOR >



DAVID BRAJKOVIC
DIRECTOR >



TRUDY ARARAT
DIRECTOR >



SHYAMAN MENON
DIRECTOR >

Thank You >

Prior to a need for a hip replacement a couple of years ago it was difficult for me to get public transport to attend functions with which I wished to keep me out and about and enjoying life. St John became my life saver to continue to attend live shows and meet with friends which is important to me, as it is with many other users of the service. Thank you to the wonderful drivers and staff of the organisation
DOT

One afternoon in November, my mother was transported to hospital. The paramedics who transported my mother were, Eichel and Erin from Geelong. I want to commend the care that they showed my mother. They displayed a level of care and empathy that far exceeded my expectations enabling my mother to feel at ease and she was treated with respect and dignity.
MARIA

I feel thankful that I now have the ability to do something if I need to.
STUDENT - BUNDOORA SECONDARY COLLEGE

Keep it up what you are doing because in this generation needs it to change for the better.
STUDENT - MOUNT RIDLEY COLLEGE

How engaging and informative the sessions are. The presenter asked lots of questions, had students volunteer and used humour. Students reported feeling more confident to provide first aid if needed in the future.
ERIN - TEACHER AT MOONEE PONDS PRIMARY SCHOOL

Presenter was engaging and content was relevant. Explained very well and enjoyed hands on involvement. Students: got to try the recovery position. Got to volunteer to help. Limited edition bookmarks and bingo. How everything was clearly explained. She made it fun, so we were more engaged.
STEPHANIE - TEACHER AT COBRAM PRIMARY SCHOOL



A VOLUNTEER IN ACTION



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