



St John Ambulance ACT

# 2021

# ANNUAL REPORT



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St John Ambulance ACT is a not for profit volunteer-based organisation that has been serving the Canberra community since 1927.

We are committed to providing excellence in first-aid services, training delivery, community programs and disaster response and recovery.

As a registered charity, we rely on our commercial ventures to fund our humanitarian services. Revenue generated from training and product sales enables us to deliver a suite of community education programs.

With diverse backgrounds, age and experiences, our skilled and compassionate volunteers and staff members reflect the vibrancy of our local community.

Every year our volunteers give thousands of hours of service to the community. We are thankful to our volunteers, their families and friends for their commitment, compassion and hard work.

## **MISSION**

For the service of humanity

## **VISION**

Saving lives through first aid

## **PURPOSE**

To care for our community





# BOARD OF **DIRECTORS**

## **CHAIR**

Mr James Goodwin ostj

## **DIRECTORS**

Mr Graham Catt

Dr Michael Eburn

Ms Clare Forster ostj

Ms Kate Pounder

Assoc. Prof Keturah Whitford MStj

Brigadier Philip Winter AM, CSC, ADC

*"I acknowledge and thank my fellow Board members and express gratitude to all our volunteers and staff for their continued passion, dedication and willingness to adapt in uncertain times. I look forward to building on the many achievements of 2021 with an updated strategic approach in 2022."*

**- James Goodwin, Chair**



# CHAIR'S REPORT



This is my first year as Chair of the Board and I am honoured to serve in the role. 2021 proved to be another year which presented St John Ambulance ACT, the community we serve, the nation and indeed the rest of the world with unprecedented challenges.

I can proudly say volunteers and staff stood strong and continued to adapt and evolve with the ever-changing COVID restrictions and needs of the community. A key contribution was providing ACT Health with support for contact tracing and food delivery at Ainslie Village. This outstanding effort was recognised with the Volunteering ACT Judge's Award.

In 2021, the organisation performed reasonably well under difficult circumstances. Some highlights include:

- National launch of St John branded AEDs (defibrillators) at Government House and the positive uptake by the local business community.
- Delivering our first online Mental Health, Crisis Support and Caring for Kids courses during lockdown with limited resources.
- Updating IT infrastructure and implementing Salesforce for both the volunteer and training sides of the business. These modern systems will help ensure continuity into the future.

- COVID-19 Disaster Payments and diligent cost management resulted in a minor deficit for the period.
- Excellence demonstrated by members of the St John Ambulance ACT team recognised through the significant number of commendations and service awards.
- Finally, the exceptional achievement of Val Dempsey who has been named Senior Australian of the Year 2022 for her lifelong commitment to our organisation and the local community. In 2021, Val was named ACT Senior of the Year and Westfield Woden Local Hero. Val will now use her national platform to call on governments around Australia to adopt first-aid awareness training into learner driver programs. A simple solution to save lives through first aid!

As we look forward to 2022, we continue to ensure everyone in the community has the opportunity to be trained and confident in providing first aid, has access to defibrillators and are looked after through our public health services at events and community programs.

**James Goodwin OStJ**  
**Chair, St John Ambulance ACT**

# CHIEF EXECUTIVE OFFICER'S REPORT



When 2021 began, we were looking forward to a year of growth and recovery after a disruptive 2020. With a strong motivated team, we were on track to achieving our strategic goals!

The impacts of COVID, however, continued in 2021. Our organisation faced cancelled in-person courses and community events as we had to adapt to working from home, again.

Despite the challenges, I am pleased to present some of the many achievements we realised in this year's Annual Report. Our staff and volunteers were agile, adapting yet again to change, to ensure we kept delivering services to the community.

## **FINANCIAL PERFORMANCE**

We expanded our digital capabilities and reach and continued to invest in continuity planning and our people. With the aid of the COVID disaster payments, we managed to improve operational and financial flexibility. As a result, we are now well positioned to tackle both short-term uncertainty and long-term growth.

## **STRATEGIC PLAN 2020-2023**

St John Ambulance ACT's Board and leadership team has future-proofed its processes by reviewing and learning from the previous two years.

We have developed an updated Operational Plan with measurable KPIs to deliver on our strategic plan.

I'd like to thank outgoing Chair Bill Bunton, and new Chair James Goodwin for their leadership. Thanks also to all Board members for their support and strategic guidance to help navigate changing COVID restrictions and associated economic pressures.

Our staff and volunteers have showed tremendous resilience, responsibility and resolve to support one another, course participants, clients and suppliers, and in doing so, serve our community. I'm incredibly grateful to every one of them.

My final acknowledgement is to our customers, donors, and partners. Thank you for your continued support and willingness to work with us on new approaches in a complex and challenging environment.

Looking ahead, I know we will continue to approach challenges with resilience and maintain our focus on serving our community.

**Adrian Watts**  
CEO, St John Ambulance ACT



# MAKING AN IMPACT

Our programs and services add value to the community



## AED Sales

- **136** Defibrillators in the community, including **122** St John-branded devices



## First Aid Training

Students:

- **2,532** Offsite
- **4,372** Onsite



## Training Our People

- **156** Volunteers
- **54** Staff



## Community Education

- **162** First Aid in School lessons
- **17** Project Survival sessions
- **3** Project Resilience sessions
- Community training:
  - School - **589**
  - Aged Care - **69**
  - Vulnerable - **67**



## Event Health Services

- **130** Events
- **3,766** Volunteer hours **949** Duties
- **544** Patients treated:
  - Non-clinical - **435**
  - Minor - **91**
  - Major - **4**
  - Hospitalised - **14**

# COMMUNITY ACTIVITIES

## EVENT HEALTH SERVICES

Event Health Services (EHS) was greatly affected in 2021 due to COVID restrictions and the ACT lockdown in August that resulted in the subsequent cancellation of large public events. We did, however, continue to deliver services for a limited number of COVID-restriction compliant smaller-scale events. When restrictions began to ease in November, we saw an uptake in EHS requests including Manuka Oval's summer season of cricket, GIO Stadium's Raiders and Brumbies football games, and The Bloody Long Walk, just to name a few!

## COMMUNITY EDUCATION

Our Community Education programs help ensure everyone - from children through to retirees and vulnerable communities - has access to first aid. The First Aid in Schools Program got off to a strong start in 2021 but ceased from August when the ACT went into lockdown. Similarly, Project Survival and Project Resilience halted with restrictions to visit vulnerable groups and retirement communities.

## NEW VOLUNTEER GRADUATION

Despite limited EHS opportunities in 2021, we held three Inductions and welcomed 64 new members. We introduced a graduation night for the 21 new volunteers who successfully completed their probationary period and relevant training.







The joint St John Ambulance ACT and ACT Government initiative provides **harm minimisation** from drug and alcohol use and the de-escalation of violence and assault in the Civic precinct.

- CBR NightCrew provides a safe space in the city where the public can rest and access basic first aid, hydration, a phone-charging station and advice for safe ways to get home on a night out.
- Our volunteers form a frontline with police and ambulance services to prevent incidents from escalating.



**6,700+**  
People helped




**740+**  
Serious risk of harm incidents averted




**1,800+**  
Volunteer hours

**\$2+ million**  
Cost savings from reduced **assaults**

**Saving police and ambulance resources**



**65%**  
Reduction in incident referrals to the police



**68%**  
Reduction in ambulance callouts

**\$1+ million**  
Cost savings from reduced **sexual assaults**



**\$3.4 million**  
Total harm minimisation **cost savings**

March 2019 to June 2021

CBR NightCrew services ceased from mid-August 2021 due to the ACT lockdown. The team were back on the beat by the end of November just in time to support the Canberra community through the busy Christmas and summer period.

# EMERGENCY RESPONSE



## COVID-19

When Canberra went into lockdown in August and the number of COVID cases continued to rise, we reached out to ACT Health to see how we could assist the community.

Within three hours of placing a call to our volunteers, more than 70 raised their hand to be part of the St John Ambulance ACT Contact Tracing Team.

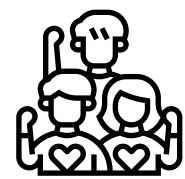
From calling close contacts, to answering questions about quarantine and food deliveries, our volunteers happily provided services to help keep Canberra safe, supported and informed.

Another opportunity to help presented itself when Ainslie Village, a social housing complex of 172 tenants, went into lockdown and the community was in need of food delivery. Volunteers distributed meals over 12 hour shifts until our services were no longer needed.

We are immensely proud of our emergency volunteer teams who banded together to take pressure off the ACT health system and medical staff so they could focus their efforts on the pandemic frontline response.

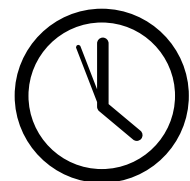
It's no wonder our Contact Tracing Team's efforts were recognised in December by Volunteering ACT with the Judges' Award for outstanding contribution to support the Canberra community.

Our commitment to provide services to ACT Health extends in 2022.



**70**

Staff and Volunteers



**5000+**

Hours



# TRAINING



In 2021, close to 7,500 students completed a training course with St John Ambulance ACT thanks to our agile and committed team of trainers, as well as the introduction of virtual classrooms during the lockdown.

Our online trainings included the **Provide First Aid** and **Provide CPR Virtual Classrooms**. In partnership with St John Ambulance VIC, the video conference set-up brings the classroom environment into student's home. Qualifications are equivalent to those achieved through in-person training.

We also introduced our first online **Mental Health and Crisis Support** course to help respond to the psychological distress caused during the pandemic and educate participants on how to recognise someone in crisis and respond.

We have since integrated the virtual courses as a permanent feature of our training offering.

Following the lockdown, in-person training at our Deakin premises resumed in October in a COVID-safe environment. Our trainers also began returning to external workplaces to provide offsite training solutions for our commercial customers.

## **CUSTOMER FOCUS: SALESFORCE**

We moved to the customer relationship management platform, Salesforce, in October. This has streamlined our course booking system, resulting in administrative efficiencies.

# COMMERCIAL SERVICES

## Spotlight on the **G5 AED**

In March 2021, the St John-branded G5 fully automatic defibrillator was launched at Government House. The Intellisense CPR technology, which prompts users of all skill levels to perform high-quality CPR, is a unique selling point that creates confidence for bystanders to help in an emergency situation.

In 2021, we sold 136 defibrillators, 122 being the new AED. We aim to increase defibrillator sales by at least 10% in 2022 with the continued promotion into schools, workplaces and sporting organisations and working with the ACT government on a commitment to increase public access to defibrillators to save lives.

**Representing 60% of 2021 revenue, product sales and training services continue to drive our financial success.**

### **FIRST AID PRODUCT SALES**

We experienced a slight increase in First Aid product sales \$651,664 in 2021 up by around \$20,000 from the previous year.

### **INVESTMENTS**

We continued to invest in people and capabilities throughout 2021, including:

- Vehicles
- CBR NightCrew tent and backpack upgrades
- Office refurbishments
- Virtual training delivery
- IT infrastructure





# FUTURE-PROOFING

## STRATEGIC PLAN 2020-2023

We are half way through our four-year roadmap and on track to realising the strategic goals to **Educate** as the leading training provider; **Support** the community through first-class services and equipment; **Care** by caring for those most in need; and **Inspire** by rewarding and recognising our incredible volunteers and staff.

We are achieving these goals through:

- **Volunteer Engagement:** Focusing on providing our volunteers with advanced and rewarding volunteer experience.
- **Strategic Partnerships:** Enhancing relationships with not-for-profits, sports clubs, gyms, schools and government.
- **Innovation:** Investing in new technology to improve training delivery, enrolments, assessment, and feedback.
- **Diversity:** Focusing on improving the delivery of community programs, with investment in people to drive growth in our community services.
- **Robust Governance:** Reviewing our policies and reporting to the Board of Directors, staff, and volunteers.



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## FINANCIAL TARGETS

Training	\$ 1,400,000
Event Health Services	\$ 700,000
Product Sales	\$ 900,000

# FINANCIALS

## Profit or Loss for the year ended 31 December 2021

	2021	2020
<b>REVENUE</b>		
CBR Night crew	506,861	351,020
Event Health Services	399,888	97,854
Training Revenue	1,051,263	941,559
Product Sales	651,664	632,608
Donations	5,360	17,932
Grants	10,000	15,001
Other Income	131,692	721,500
Investment Income	64,455	16,860
<b>TOTAL REVENUE</b>	<b><u>2,821,183</u></b>	<b><u>2,794,334</u></b>
<b>EXPENSES</b>		
General and Projects	78,754	80,982
Supplies and Equipment	1,151	10,779
Accounting and Legal	45,478	154,358
Marketing and Communications	14,528	10,972
Occupancy	43,558	154,174
ICT	172,125	65,503
Insurance	71,237	47,569
Salaries and Wages	1,946,930	1,713,542
Training and Development	15,005	15,092
Motor Vehicles	42,422	32,709
Travel and Accommodation	9,169	3,570
National Fees	107,211	66,204
National Redress Scheme	80,938	-
Interest and Bank Fees	19,462	18,400
Other Expenses	190,054	176,166
<b>TOTAL EXPENSES</b>	<b><u>2,838,022</u></b>	<b><u>2,550,021</u></b>
<b>NET PROFIT</b>	<b><u>(16,839)</u></b>	<b><u>244,313</u></b>
<b>OTHER COMPREHENSIVE INCOME</b>		
Net change in fair value of financial assets	166,954	33,537
Net change in fair value of fixed assets	-	1,828,272
<b>TOTAL INCOME ATTRIBUTABLE TO THE MEMBERS OF THE ASSOCIATION</b>	<b><u>150,115</u></b>	<b><u>2,106,122</u></b>

## Balance Sheet at 31 December 2021

	2021	2020
<b>ASSETS</b>		
<b>CURRENT</b>		
Cash and cash equivalents	308,476	367,604
Trade and other receivables	172,395	120,245
Inventories	124,830	64,039
Other current assets	41,615	43,540
<b>TOTAL CURRENT ASSETS</b>	<b><u>647,316</u></b>	<b><u>595,428</u></b>
<b>NON-CURRENT</b>		
Financial assets	1,280,975	1,114,022
Property, plant and equipment	2,640,081	2,616,340
<b>TOTAL NON-CURRENT ASSETS</b>	<b><u>3,921,056</u></b>	<b><u>3,730,362</u></b>
<b>TOTAL ASSETS</b>	<b><u>4,568,372</u></b>	<b><u>4,325,790</u></b>
<b>LIABILITIES</b>		
<b>CURRENT</b>		
Trade and other payables	216,471	115,480
Other current liabilities	28,364	41,819
Provisions	89,837	88,113
Borrowings	50,000	50,000
<b>TOTAL CURRENT LIABILITIES</b>	<b><u>384,672</u></b>	<b><u>295,412</u></b>
<b>NON-CURRENT</b>		
Provisions	33,630	30,423
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b><u>33,630</u></b>	<b><u>30,423</u></b>
<b>TOTAL LIABILITIES</b>	<b><u>418,302</u></b>	<b><u>325,835</u></b>
<b>NET ASSETS</b>	<b><u>4,150,070</u></b>	<b><u>3,999,955</u></b>
<b>EQUITY</b>		
Reserves	466,769	299,815
Revaluation surplus	1,828,272	1,828,272
Retained earnings	1,855,029	1,871,868
<b>TOTAL EQUITY</b>	<b><u>4,150,070</u></b>	<b><u>3,999,955</u></b>





**St John**

**St John Ambulance Australia (ACT) Inc.**  
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In the spirit of reconciliation St John Ambulance ACT acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.