



Annual Report 2020

St John Ambulance Australia (ACT) Inc.



St John Ambulance ACT is a charity in the Canberra community working For The Service Of Humanity since 1927. We are committed to providing first aid services and training to support the local community through emergencies, disasters, sickness and distress.

St John Ambulance ACT is a volunteer based, self-funded for-purpose organisation run entirely for the well-being of the Canberra community. As a registered charity we are reliant on the proceeds from commercial ventures to fund our humanitarian services. Revenue generated from training and product sales is returned to the community through our Community Programs.

Our skilled and compassionate volunteers reflect the vibrancy of the ACT community with their diverse backgrounds, experiences and education. Every year our volunteers give thousands of hours of service to their local communities. We are thankful to our volunteers and their family 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



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BOARD OF DIRECTORS

CHAIR

Mr Robert Bunton MStJ

DIRECTORS

Assoc. Prof Keturah Whitford

Dr Annette Weier

Ms Clare Forster OStJ

Mr James Goodwin

Mr Michael Eburn

Ms Kate Pounder

"My particular thanks to the current directing team for their expert assistance in the management and navigation of the volatility and challenges of the last period. I note and appreciate that the Board Directors are also volunteers, many with key and challenging corporate roles and responsibilities. The additional effort and time required in supporting the Board during 2020, and your specific counsel and support to me as Chair in facing many difficult decisions and disruptions, was outstanding. I believe St John Ambulance ACT will continue to prosper under your collective leadership and stewardship. Again, my sincere and personal thanks to each of you for your support."

Bill Bunton, Chair.

CHAIR'S REPORT



This will be my sixth and last Annual Report as Chair and I would like to thank all of the team for their support over the past nine years and in particular, the last year which has probably been the most challenging and dynamic.

2020 saw us start with the bushfires, progress into COVID, manage our unplanned team dispersal and building renovations, and reconstitute with a new CEO and leadership group. Not your average St John 12 months.

In terms of 2020, we performed reasonably well under the difficult circumstances mentioned earlier.

Some highlights include:

- Our deployments and whole of organisation efforts to support the Bushfire response – again, well done and thanks to all of our team members that were involved; we note the formal recognition and deserved accolades they have collectively received.
- Maintenance of revenues with the support of JobKeeper and diligent cost management resulting in a small profit for the period. I note, in particular, the actions the Board undertook to secure a loan against our building for renovations and improvements, and financial and risk management. Whilst this loan was only partly drawn down, decisions were taken to ensure longer term financial stability and suitable cash-flow with acceptable risk.

- Our office and training facilities are certainly a better reflection of the standards, services and brand we wish to represent in our community.
- My thanks to Bellchambers Barrett and team who have worked closely with us over the period. The improvements to our accounting practices, financial base, and structural elements have all resulted in a significantly better-quality audit outcome.
- Recruitment of key personnel including our CEO, Adrian Watts, and the ongoing improvements to service delivery, training management, and volunteer management and pathways. This is a continuous and ongoing process as we strive to deliver excellence and remain contemporary.
- Recognition of the excellent support we receive from our St John Ambulance ACT team with a significant number of awards being presented at our end of year celebration and following the AGM. This reflects a true One St John team spirit and culture – a key element in setting the foundation for long term success.

In St John, we have a proud history and a wonderful organisation that makes a difference in our community.

Robert (Bill) Bunton MStJ
Chair, St John Ambulance ACT

CHIEF EXECUTIVE OFFICER'S REPORT



I am pleased to present the St John Ambulance ACT Annual Report charting our journey and achievements in 2020.

2020 was a year of extraordinary challenges and changes for St John Ambulance ACT. But the organisation's resilience has been proven as we endured bushfires, a drought, a pandemic and other upheavals to emerge as a better governed and more dynamic organisation than ever before. The staff and volunteers, unfazed by the challenges thrown their way, continued to deliver our services to the community all whilst supporting Australia's response to the bushfires and the COVID-19 pandemic.

I feel honoured and privileged to lead such a dedicated team who are always working hard to ensure continuity of care in the community.

FINANCIAL PERFORMANCE

Following a year of disrupted business due to COVID-19 and building refurbishments, an operational surplus was achieved due to ATO stimulus payments and meticulous cost management.

STRATEGIC PLAN 2020-2023

St John Ambulance ACT's Board and Leadership team continues to enhance its processes to further protect itself from any future setbacks, by reviewing and learning from the year gone by. We have developed an Operational Plan with measurable KPIs to deliver on our strategic plan.

The Operational Plan is supported by a Communication Plan to ensure open and honest communication is maintained with all stakeholders.

I'd like to thank our Chair, Bill Bunton, for his ever-encouraging leadership, and all members of the Board for their support of our vision, their involvement in guiding the strategic plan, and their confidence to back it with the necessary, and sometimes difficult, decisions.

To my staff and volunteers, thank you for your efforts. Your passion, determination, skills, and experience add real depth to our capability.

My final acknowledgement must go to our customers, donors, and partners. Thank you for your support, your generosity, and for working alongside us in the community. Without your continuing support, we couldn't raise the funds needed to maintain our work in the community.

As we look to 2021, we will focus on efficiency and excellence to not only deliver our existing services, but will also consider new programs to commence as we seek to grow our service to humanity here in the ACT.

Adrian Watts
CEO, St John Ambulance ACT

MAKING AN IMPACT

St John Ambulance ACT has a number of programs and services that add value to our community.



Commercial Training Total Students

- Offsite - 2,368
- Onsite - 3,862



Community Education

- 50 First Aid in Schools sessions
- 20 Project Survival sessions
- 6 Project Resilience sessions
- 2 CPR demonstrations
- Community training:
 - School - 1,477
 - Aged Care - 135
 - Vulnerable - 87



CBR NightCrew

- Total volunteer hours - 863**
- First aid provided to - 252 patients
- Reduced/negated emergency services attendance - 136
- Referred to other services - 105
- Patrons presented to CBR NightCrew - 1,126



Event Health Services (EHS)

- Total volunteer hours - 2,142
- Number of patients treated:
 - non-clinical - 292
 - minor - 43
 - major - 8
 - hospitalised - 13
- Total of 102 EHS events*



First Aid Ready Assessments

- 14 Delivered***



Training our people

- Volunteers - 85
- Staff - 14



AED Sales

- 94 Defibrillators sold to the community

*There were less hours due to the pandemic's limit on events, patrons and services.

**There were no Community Education sessions delivered April – August inclusive.

***Program commenced in September 2020.

RESPONDING TO BUSH FIRES AND COVID-19

St John Ambulance ACT was called upon by St John Ambulance NSW to assist with their bushfire response on 31 December 2019. Our team deployed within 24 hours to provide respite to the St John NSW responders in Eurobodalla, Bega Valley and Snowy Monaro largely to assist the bushfire ridden community.

On 27 January 2020, the Orroral Valley fire swept through Namadgi and burned approximately 80% of Namadgi National Park (82,700 hectares), 22% of Tidbinbilla Nature Reserve (1,444 hectares), and 3350 hectares of rural lands.

St John Ambulance ACT responders once again assisted at the evacuation centres set up in Dickson, Stirling and Erindale. Our teams worked tirelessly to support displaced community members in any way we could.

Soon after, with the COVID-19 pandemic hitting Australia, St John Ambulance ACT community programs worked in collaboration with ACT Health and the Community Services Directorate as part of the Social Recovery Sub-Committee to plan COVID-19 safe evacuation centres.

We also offered Temperature Screening services to venues and businesses across ACT, and assisted Manuka Oval in keeping their events COVID-19 safe during the summer cricket season.



COMMUNITY ACTIVITIES

EVENT HEALTH SERVICES (EHS)

Event Health Services were greatly affected due to the bushfires and COVID-19, which led to our largest events Skyfire, Spilt Milk, Remembrance Day and Floriade, being cancelled. We were still helping the Canberra Community by assisting at smaller events which complied with the restrictions at the time. With restrictions lifting further in September 2020, we saw an uptake in EHS with Manuka Oval's cricket season, GIO Stadium's Raiders and Brumbies games, Canberra Roller Derby League games, and Lifeline Bookfair amongst others.

COMMUNITY EDUCATION

Community Education was off to a strong start at the beginning of 2020. However, the COVID-19 restrictions and shutdown severely affected our ability to provide free first aid training to schools and active retirees in the community. We attempted to continue raising first aid awareness and tips through our social media, and were back in the community as soon as restrictions lifted.

CBR NIGHTCREW

CBR NightCrew continued to service Canberrans in Civic throughout the bushfires. The events of COVID-19 and the restrictions around them meant operations for COVID-19 were shut down from 31 March to 30 July 2020. Despite this, CBR NightCrew provided support to 1,126 people in the community.

OTHER ACTIVITIES

In February 2020, St John ACT was involved in the launch of AEDs on all trams in Northern Canberra. We participated in the launch and held many defibrillator training sessions for the Gungahlin community.



COMMERCIAL SERVICE PERFORMANCE

Representing 60% of our total revenue in 2020, our product sales and training services continue to drive the financial success of our organisation.

PRODUCT SALES

Throughout 2020 we delivered, installed, and provided 94 defibrillators to businesses throughout the Canberra community. We aim to increase defibrillator sales by at least 10% during 2021 with the launch of the new St John branded AED.

St John Ambulance ACT experienced a decline in First Aid product sales in 2020, with an 18% decrease in 2019.

During the year we also implemented several changes including:

- Appointing a Warehouse and Office Manager who oversees general office duties, stock, and the kit servicing team
- Implementation of Square, a point-of-sale program which has streamlined the invoicing system
- Streamlining stock control levels and ordering

FIRST AID READY ASSESSMENTS

The First Aid Ready Assessments determine a workplace's level of risk and recommends the appropriate number of first aid trained staff based on a business's unique activities. It also includes a recommendation for first aid restocking service schedules based on supply usage. In 2020, we conducted 14 First Aid Ready Assessments (program began in September) and we plan to complete 48 assessments in 2021.

TRAINING

The challenges of 2020 were met by a determined and passionate team, dedicated to ensuring as little disruption as possible to the running of the department.

On 18 March, all training was suspended, and compulsory lockdown commenced due to the COVID-19 Pandemic. With all staff working from home, urgent modifications to the way we delivered training were discussed and within a fortnight, COVID-safe measures were implemented and training resumed. These measures included marking out individual 4sqm areas for students to learn in for the day, purchasing of additional equipment to ensure all course participants have their own equipment for the duration of the course (adult and infant manikin, trainer AED, trainer EpiPen, asthma puffer and spacer, new single use bandages, etc.), as well as thorough sanitation practices and record keeping for contact tracing purposes.

A new challenge arose when we were faced with the need to relocate training whilst major unplanned renovations were taking place in Deakin. This saw us move training to a temporary venue utilising a local church hall, which limited our training activities to just one course per day. Within six weeks we found a more suitable office and training venue in Majura. This gave us an additional training room, as well as the release of staff from lockdown and the ability to work together in an office environment again. Once the Deakin renovations were completed in September, all staff and training moved back to Deakin.

Following a restructure of service delivery Training and Development Manager, Phil Thomas and Training and Administration Manager, Marika Honkanen were appointed to lead the Training team. Late in the year, the department also welcomed one full-time and several casual trainers to meet increased demand. The trainers settled quickly and have become valued members of the team.

A dedicated, St John Ambulance ACT branded vehicle for trainers' use was acquired in December, which has been welcomed by the team and used daily for corporate training.

Despite the challenges faced by the team we were able to continue training confidently and safely, to conclude the year successfully and in a favourable financial position.

FINANCIALS

Statement of profit or loss for the year ended 31 December 2020

	2020	2019
REVENUE		
CBR Night crew	351,020	352,035
Event Health Services	97,854	351,382
Training Revenue	941,559	1,059,196
Product Sales	632,608	753,618
Donations	17,932	192,387
Grants	15,001	15,000
Other Income	721,500	2,900
Investment Income	16,860	49,043
TOTAL REVENUE	2,794,334	2,775,561
EXPENSES		
General and Projects	80,982	137,569
Supplies and Equipment	10,779	18,781
Accounting and Legal	154,358	42,044
Marketing and Communications	10,972	29,966
Occupancy	154,174	205,409
ICT	65,503	44,550
Insurance	47,569	43,742
Salaries and Wages	1,713,542	1,657,326
Training and Development	15,092	31,743
Motor Vehicles	32,709	28,492
Travel and Accommodation	3,570	13,621
National Fees	66,204	61,867
Interest and Bank Fees	18,400	12,240
Other Expenses	176,166	87,482
TOTAL EXPENSES	2,550,021	2,414,833
NET PROFIT	244,313	360,728
Other comprehensive income		
Net change in fair value of financial assets	33,537	159,644
Net change in fair value of fixed assets	1,828,272	-
TOTAL INCOME ATTRIBUTABLE TO THE MEMBERS OF THE ASSOCIATION	2,106,122	520,372

Statement of financial position as of 31 December 2020

	2020	2019
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	367,604	401,480
Trade and other receivables	120,245	118,428
Inventories	64,039	87,872
Other current assets	43,540	12,666
TOTAL CURRENT ASSETS	<u>595,428</u>	<u>620,446</u>
NON-CURRENT ASSETS		
Financial assets	1,114,022	1,080,485
Property, plant and equipment	2,616,340	579,364
TOTAL NON-CURRENT ASSETS	<u>3,730,362</u>	<u>1,659,849</u>
TOTAL ASSETS	<u>4,325,790</u>	<u>2,280,295</u>
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	115,480	164,552
Other current liabilities	41,819	70,384
Provisions	88,113	144,654
Borrowings	50,000	-
TOTAL CURRENT LIABILITIES	<u>295,412</u>	<u>379,590</u>
NON-CURRENT LIABILITIES		
Provisions	30,423	6,872
TOTAL NON-CURRENT LIABILITIES	<u>30,423</u>	<u>6,872</u>
TOTAL LIABILITIES	<u>325,835</u>	<u>386,462</u>
NET ASSETS	<u>3,999,955</u>	<u>1,893,833</u>
EQUITY		
Reserves	299,815	266,278
Revaluation surplus	1,828,272	-
Retained earnings	1,871,868	1,627,555
TOTAL EQUITY	<u>3,999,955</u>	<u>1,893,833</u>



EXPENSES AND CAPITAL EXPENDITURE

St John Ambulance ACT continued to invest in people and capabilities during the year. Our expenses included:

- office refurbishment,
- temporary office space and storage during the Deakin office renovations,
- COVID-19 response to training delivery,
- replacement of our phone system, and
- investment in our IT infrastructure.

GROWING ST JOHN AMBULANCE ACT

2021 STRATEGY

2021 is the second year of our four year strategic plan and we will continue to centre activities on the key objectives relating to the plan. Focusing on:

- **Strategic Partnerships:** Enhancing relationships with other NFPs, sports clubs, gyms, schools and government facilities to drive the Defibrillator in Communities Initiative.
- **Community Awareness:** Implementation of a communication, engagement, and marketing plan for consistent and targeted campaigns.
- **Innovation:** Invest in new training 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:** A full review of our policies and reporting to hold the Board of Directors, staff, and volunteers accountable.



FINANCIAL TARGETS

Training	\$ 1,100,000
Event Health Services	\$ 700,000
Product Sales	\$ 800,000

FUTURE PLANS FOR GROWTH

- Website development
- Expansion of training delivery
- IT systems and infrastructure upgrades



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