

2022

ANNUAL REPORT



St John Ambulance Australia (ACT) Inc.



Since 1927, St John Ambulance ACT has been serving the Canberra community by providing excellence in first-aid services, training delivery, community programs and disaster response and recovery.

We are a not-for-profit, volunteer-based organisation reliant on commercial ventures to fund our humanitarian services.

Our training programs and wide range of first aid products provide the revenue we require to deliver a number of programs such as First Aid in Schools, CBR NightCrew, Emergency Response and Community Workshops and Projects.

St John Ambulance ACT is fortunate enough to have many skilled and compassionate volunteers with diverse backgrounds, age and experiences.

Our volunteers dedicate thousands of hours each year, serving the Canberra community and beyond and we are extremely grateful 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 James Goodwin OStJ

DIRECTORS

Mr Graham Catt

Dr Michael Eburn - Retired 26 September

Ms Clare Forster OStJ

Mr Michael Hamill

Mr David Maywald

Ms Kate Pounder - Deputy Chair

Assoc. Prof Keturah Whitford MStJ - Retired 24 June

Brigadier Philip Winter AM, CSC, ADC

"I acknowledge and thank my fellow Board members and sincerely thank our volunteers and staff. It is the efforts of our members, volunteers and staff that drive the success of our organisation. We have overcome new obstacles, created new opportunities and achieved successes that have set us up to ensure a smooth transition into 2023."

- James Goodwin, Chair

CHAIR'S REPORT



It is with great pleasure that I present the St John Ambulance ACT 2022 Annual Report which documents our achievements, developments and challenges for the year.

In the early part of the year, our team continued to support and partner with ACT Health as the Canberra community returned to operations following the easing of Covid restrictions. As we returned to 'normal' operations, our team continued to provide care, training and support to our community in an environment with continuing supply constraints and public caution. There were also increased health and safety measures in place to keep our community free of the impact of another pandemic.

Whilst Covid-19 was still at the forefront of everyone's lives at the beginning of 2022, another disaster ensued with the terrible floods in Northern NSW decimating the landscape, people's homes and businesses. Again, St John Ambulance ACT volunteers stepped up to provide support and assistance to the many affected communities. Some 22 volunteers and staff were deployed to Lismore and the surrounding region, dedicating an incredible 3,000 hours of service.

I must also make mention again of our very own Val Dempsey – Senior Australian of the Year 2022. Val has achieved a great deal during 2022, using her platform to promote St John Ambulance and the vital, valuable training and services we provide. Of special note is a project that Val is particularly passionate about – First Aid Training for Learner Drivers, which was officially launched on a national level on 30 November 2022 at Parliament House. Collaboration with state and territory governments to develop the legislation and policies necessary to instigate the program is underway. In response, the ACT Government have committed to a 5 hour reduction of supervised driving hours for all learner drivers undertaking the specialised online course.

We are optimistic about the forthcoming opportunities, adapting our wide range of products and services to the changing requirements of the community and our clients. The staff and volunteers of this organisation continue to demonstrate outstanding leadership and dedication to the community.

James Goodwin OStJ
Chair, St John Ambulance ACT

CHIEF EXECUTIVE OFFICER'S REPORT



Following on from two of the most challenging years in St John history, St John Ambulance ACT bounced back from Covid in 2022. Despite a slower than usual return to work over the early months of the year, our business dramatically increased from March and returned to business as usual throughout the remainder of the year. 2022 saw the return of almost all public events and activities throughout Canberra and our team showed enthusiasm at getting back to educating and providing First Aid.

FINANCIAL PERFORMANCE

With the cessation of Covid disaster payments in late 2021, the first two months of the year saw losses for the organisation. Following this however, through strong budgeting and performance, the organisation maintained stability and returned a modest deficit for the year. Our financial investments took a hit mid-year as the markets crashed, with slight recovery prior to year-end.

FORWARD PLANNING

St John Ambulance ACT's Board and leadership team continue to work in harmony as we grow and learn from the previous two years of challenges.

ACKNOWLEDGEMENTS

I'd like to thank our Chair, James Goodwin, for his continued strong leadership and guidance, together with the Board's support and strategic governance.

Thanks to our volunteers and staff, we have continued to demonstrate the significant impact we make to the community. I'm so proud of our members who volunteered to support flood victims in NSW and to hear of the long lasting impact they made on those struggling and recovering communities.

I would finally like to acknowledge the strong support of both the Australian Office, and our family of St John Ambulance offices across the country for their ongoing guidance and support. We continue to work harmoniously and I'm proud of the spirit of collaboration we have embodied throughout the year.

Looking ahead, I know the ACT team will prosper through our continued shared innovation and leadership.

Adrian Watts
Chief Executive Officer
St John Ambulance ACT

MAKING AN IMPACT

Our programs and services add value to the community



AED Sales

- **157** Defibrillators in the community, including **155** St John-branded devices



First Aid Training

Students:

- **2,995** Offsite
- **5,184** Onsite



Training Our People

- **133** Volunteers
- **17** Staff



Community Education

- **31** First Aid in School lessons
- **4** Project Survival sessions
- **3** Project Resilience sessions
- Community training:
 - School - **122**
 - Aged Care - **13**
 - Vulnerable - **89**



Event Health Services

- **125** Events
- **9,342** Volunteer hours
- **288** Duties
- **2,212** Patients treated:
 - Non-clinical - **1,893**
 - Minor - **271**
 - Major - **23**
 - Hospitalised - **25**

COMMUNITY ACTIVITIES

EVENT HEALTH SERVICES

St John Ambulance ACT is the leading provider of First Aid Services and Healthcare for a variety of events around the ACT. We are fully accredited with the ACT Government and have over 100 volunteers and staff who receive ongoing training to maintain the highest level of quality first aid skills and pre-hospital emergency care knowledge.

Throughout 2022, as Covid-19 restrictions eased, we saw an increase in requests for Event Health Services with St John Ambulance ACT attending 125 events.

COMMUNITY EDUCATION

At St John Ambulance we believe it is important for everyone to have access to first aid, no matter what age. Since 2012, the St John ACT First Aid in Schools program has been running, providing ACT school children with basic first aid skills and knowledge. It is a free program and in 2022 we conducted 31 sessions.

We also run Project Resilience for seniors and retirees and Project Survival, dedicated to the members of our community facing adversity. Both programs are free and provide basic first aid training which equips participants with life-long skills and builds resilience and knowledge.

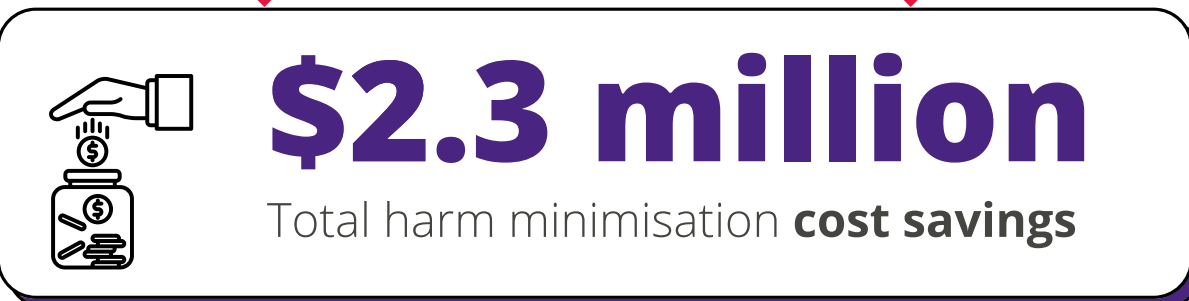
NEW VOLUNTEER GRADUATION

Throughout 2022, we held 3 inductions and welcomed 58 new members. Graduation nights were held throughout 2022 for the 27 new volunteers who successfully completed their probationary period and relevant training. They join our committed and compassionate team who support the local community by providing first aid services at events, community and education programs and disaster response.



The CBR NightCrew is a collaborative initiative between St John Ambulance and the ACT Government aimed at helping people to have a safer night out in Canberra. Managed and run by St John Ambulance ACT and staffed by trained volunteers, the program provides **harm minimisation** from drug and alcohol use and the de-escalation of violence and assault in the Civic precinct.

The CBR NightCrew tent has chairs for people to rest, water for hydration, advice and assistance for safe transport options, basic first aid and mobile phone charging to enable people to contact friends or arrange a lift home. Our volunteers work with police and ambulance services to prevent incidents from escalating.



EMERGENCY RESPONSE



LISMORE FLOODS

St John Ambulance ACT has a team of dedicated, hard-working volunteers ready to assist and support emergency services when required. In 2020, volunteers were deployed to provide assistance during the NSW bushfires. In 2021, and continuing into 2022, it was assisting ACT Health with Covid-19 contact tracing.

On 28 February 2022, the biggest flood in modern Australian history inundated Lismore, NSW and the rest of the Northern Rivers region, affecting more than 31,000 people and causing widespread damage to more than 3,600 homes. Over two days, approximately 670 millimetres of rain fell in the region, and the waterways surrounding Lismore rose by up to 11 meters, reaching 14.4 metres, the highest ever recorded.

The request to support the flood recovery came from St John Ambulance NSW, so a team of close to 40 St John Ambulance volunteers from the ACT and Tasmania travelled to flood-affected areas to provide emergency first aid and mental health support to communities in need. St John Ambulance volunteers worked tirelessly alongside the ADF, NSW State Emergency Services, Rural Fire Service and disaster management agency Resilience NSW.

The teams, who provided support from 13-27 March 2022, treated 1,000+ locals suffering a range of injuries from small sprains, dislocations and cuts, through to much needed mental health support. At Casino Hospital, volunteers also assisted with the Covid Unit, ensuring patients didn't spread the virus to others in recovery centres.

We are extremely proud of our emergency volunteer teams who always step up when called to join forces with our interstate counterparts providing much needed assistance and support in times of disaster and emergency.

SPOTLIGHT ON...

VAL DEMPSEY

Awarded for her lifelong commitment to volunteering with St John Ambulance ACT, Valmai (Val) Dempsey was named Senior Australian of the Year 2022. Starting as a cadet volunteer in primary school, for more than 50 years Val has dedicated her life to volunteering. She is one of the Australian Capital Territory's longest-serving volunteers and, in 2021 alone, she clocked-up 600+ hours of service in a number of roles, including as a member of the COVID-19 contact tracing team.



In 2022, Val was quick to raise her hand to help support victims of the NSW floods, joining a team of 40 volunteers from the ACT and Tasmania who travelled to flood-affected areas to join St John Ambulance NSW volunteers to provide first aid and mental health support to communities in need. *"We know that Australia functions because of its volunteers, and this is certainly the case for St John Ambulance. So, put your hand up, stand up, step up and volunteer! It will change your life and the lives of people in your community."* says Val.

The experienced nurse wants to see learner drivers become the nation's next generation of mobile life savers by making first-aid a compulsory part of gaining a driver's licence. On 30 November 2022, St John Ambulance officially launched our "Learner Driver First Aid" campaign to equip all young drivers with the skills to provide basic first aid care in the crucial few minutes after an accident. Learner Driver First Aid is part of a practical response to the approximately 1,200 people killed and more than 44,000 seriously injured on Australian roads each year. Simple actions, like lifting an unconscious person's chin to unblock their airway, while waiting for an ambulance to arrive, can be lifesaving.

Val says *"The first people at the scene of an accident are usually fellow road users. I would like to see a time when all bystanders have the first aid training, competence*



and confidence to put those skills to use in those vital minutes before an ambulance arrives."

"I have dedicated my life to assisting others in need and equip them with skills and confidence to be able to help others and deal with an emergency. As a nation, we can rethink our approach to those critical minutes between life and death at the scene of an accident and make community members part of the solution."

TRAINING

The impacts of the Covid-19 pandemic continued to be felt throughout the delivery of training in 2022. The mandatory wearing of face masks indoors was eased in March which helped trainers deliver their courses a little easier by allowing participants who were hard of hearing, to be able to lip read and for trainers to not work harder to ensure their voice is clear and loud enough for all participants.

By September, all first aid training returned to pre-pandemic practices. This meant that lungs were returned into the manikins, and participants were no longer breathing to the side of the manikin but practicing CPR and breaths to simulate as close to a real-life situation as possible.

It also meant that participants were back to sharing equipment and being able to practice placing other participants into the recovery position effectively.

Despite the Covid impacts, our business continued to grow, with over 8,000 people trained in first aid across 964 courses. Enrolment numbers continued to increase throughout the year and so too did our revenue which was up 20% on 2021.

Overwhelmingly positive feedback received from participants continues to indicate that they are enjoying the courses and are impressed with our trainers, which is why St John Ambulance ACT is the leading first aid training organisation in Canberra.



COMMERCIAL SERVICES

Spotlight on the G5 AED

During 2022, we sold 155 of the St John-branded G5 fully automatic defibrillator which was a 27% increase on G5 sales in 2021. The Intellisense CPR technology, 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.

We again aim to increase defibrillator sales by at least 10% in 2023 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 74% of 2022 revenue, product sales and training services continue to drive our financial success.

FIRST AID PRODUCT SALES

We experienced a significant increase in First Aid product sales \$748,354 in 2022 up by \$96,690 from the previous year.

INVESTMENTS

We continued to invest in people and capabilities throughout 2022, including:

- Vehicles - 2 new restocking Ford Transit vans
- Office refurbishments
- Virtual training delivery
- IT infrastructure



FINANCIALS

Profit or Loss for the year ended 31 December 2022

	2022	2021
REVENUE		
CBR Night crew	370,348	506,861
Event Health Services	243,347	399,888
Training Revenue	1,260,685	1,051,263
Product Sales	748,354	651,664
Donations	18,086	5,360
Grants	0	10,000
Other Income	7,384	131,692
Investment Income	53,432	64,455
TOTAL REVENUE	<u>2,701,636</u>	<u>2,821,183</u>
EXPENSES		
General and Projects	70,936	78,754
Supplies and Equipment	8,937	1,151
Accounting and Legal	98,371	45,478
Marketing and Communications	15,975	14,528
Occupancy	75,359	43,558
ICT	165,601	172,125
Insurance	80,759	71,237
Salaries and Wages	1,900,859	1,946,930
Training and Development	52,104	15,005
Motor Vehicles	49,770	42,422
Travel and Accommodation	21,124	9,169
National Fees	125,065	107,211
National Redress Scheme	0	80,938
Interest and Bank Fees	23,823	19,462
Other Expenses	102,892	190,054
TOTAL EXPENSES	<u>2,791,575</u>	<u>2,838,022</u>
NET PROFIT	(89,939)	(16,839)
OTHER COMPREHENSIVE INCOME		
Net change in fair value of financial assets	(105,758)	166,954
TOTAL INCOME ATTRIBUTABLE TO THE MEMBERS OF THE ASSOCIATION	(195,697)	<u>150,115</u>

Balance Sheet at 31 December 2022

	2022	2021
ASSETS		
CURRENT		
Cash and cash equivalents	227,580	308,476
Trade and other receivables	171,520	172,395
Inventories	100,849	124,830
Other current assets	47,752	41,615
TOTAL CURRENT ASSETS	<u>547,701</u>	<u>647,316</u>
NON-CURRENT		
Financial assets	1,175,222	1,280,975
Property, plant and equipment	2,580,942	2,640,081
TOTAL NON-CURRENT ASSETS	<u>3,756,164</u>	<u>3,921,056</u>
TOTAL ASSETS	<u>4,303,865</u>	<u>4,568,372</u>
LIABILITIES		
CURRENT		
Trade and other payables	157,146	216,471
Other current liabilities	11,925	28,364
Provisions	89,939	89,837
Borrowings	50,000	50,000
TOTAL CURRENT LIABILITIES	<u>309,010</u>	<u>384,672</u>
NON-CURRENT		
Provisions	40,482	33,630
TOTAL NON-CURRENT LIABILITIES	<u>40,482</u>	<u>33,630</u>
TOTAL LIABILITIES	<u>349,492</u>	<u>418,302</u>
NET ASSETS	<u>3,954,373</u>	<u>4,150,070</u>
EQUITY		
Reserves	361,011	466,769
Revaluation surplus	1,828,272	1,828,272
Retained earnings	1,765,090	1,855,029
TOTAL EQUITY	<u>3,954,373</u>	<u>4,150,070</u>



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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.