

2023

# ANNUAL REPORT



**St John Ambulance Australia (ACT) Ltd.**



Since its establishment in 1927, St John Ambulance ACT has been dedicated in its mission to serving the Canberra community with excellence in first-aid services, training delivery, community programs, and disaster response and recovery efforts.

As a not-for-profit organisation, we rely on the support of commercial ventures to sustain our humanitarian services. Our diverse range of training programs and first aid products generate the revenue necessary to fund vital initiatives such as First Aid in Schools, CBR NightCrew, Emergency Response, and various Community Workshops and Projects.

At St John Ambulance ACT, we are privileged to have dedicated volunteers from diverse backgrounds, ages, and experiences. Their commitment, compassion, and hard work are the cornerstone of our organisation, as they selflessly contribute thousands of hours each year to serve the Canberra community and beyond.

## **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

Ms Clare Forster OStJ

Mr Michael Hamill

Mr David Maywald

Ms Kate Pounder - Deputy Chair

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 continue to shape the success of St John."*

**James Goodwin, Chair**



# CHAIR'S REPORT



It is my privilege to present the Chair's Report, celebrating the remarkable achievements of St John ACT in 2023.

At the forefront of this success my gratitude goes out to our dedicated volunteers, staff, and members, whose tireless efforts and selflessness have been the driving force behind our mission to save lives and support our communities.

Reflecting on the past year, I acknowledge the exceptional leadership of our executive team: Adrian Watts, Greta Evans, and Fiona Burgman. Their dedication, vision, and tireless efforts have been instrumental in driving our organisation forward. I also thank my fellow Board members for their guidance and leadership.

In 2023, our partnerships with local organisations, government agencies, and healthcare providers have strengthened our ability to deliver comprehensive and effective services. Together, we have made significant strides towards our goal of building a safer and healthier society for all.

I am tremendously proud of our achievements throughout this year which include:

- Securing the ongoing contract for the delivery of CBR NightCrew for a further three years.
- Launching an AED initiative at Government House in June, donating 10 defibrillators to sporting groups in the ACT.
- Celebrating the 140th Anniversary of St John with pride and gratitude.
- Unveiling our new website, enhancing accessibility and engagement.
- Successfully launching the SJX training platform, revolutionising our training programs' accessibility and efficiency.

Looking ahead, we are excited to commence the development of a new strategic plan, looking to embrace fresh opportunities for growth and innovation in commercial and community initiatives. As we embark on this new chapter, we remain steadfast in our commitment to supporting our volunteers and staff to deliver high-quality first aid training, event health services, and community outreach programs.

In closing, I would like to express my sincere appreciation to everyone who has contributed to the success of St John Ambulance ACT in 2023. Your passion, generosity, and unwavering support continue to inspire us as we work towards our shared vision of a world where everyone has the skills and confidence to respond in an emergency.

Thank you for your commitment to our cause.

**James Goodwin OStJ**  
Chair

# CHIEF EXECUTIVE OFFICER'S REPORT



## **OPERATIONAL & FINANCIAL PERFORMANCE**

2023 saw a strong return to a 'business as usual' environment following the two prior years of Covid interrupted operations. Through strong budgeting and performance, the organisation maintained stability and returned a modest profit for the year, whilst strongly investing in our IT systems capability. Our financial investments continued to perform well and a revised investment plan was adopted prior to year end.

I have been extremely impressed with the team's readiness for change and the implementation of SJX across the organisation has been seamless.

## **FORWARD PLANNING**

Having joined St John in June 2020, I have had the pleasure of leading this incredible organisation through its toughest and most enjoyable times these past four years. As I now leave the ACT team and join the Australian Priory, I know I will be leaving it in the safe hands of our Executive Team and Board.

## **ACKNOWLEDGEMENTS**

I extend my gratitude to James Goodwin, our Chair, for his unwavering leadership and guidance, as well as to the Board for their support and strategic oversight. I am immensely proud of our volunteers who consistently demonstrate dedication in serving St John Ambulance week after week.

I also want to acknowledge the invaluable support from both the Australian Office and our network of St John Ambulance offices nationwide. Our collaborative efforts have been instrumental in our achievements this year.

Looking forward, I am confident that the ACT team will thrive through our collective commitment to innovation and leadership.

**Adrian Watts MStJ**  
**Chief Executive Officer**

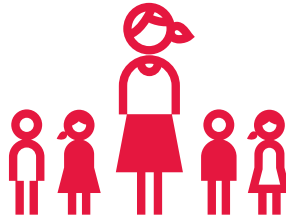
# MAKING AN IMPACT

Our programs and services add value to the community



## AED Sales

- **133** Defibrillators in the community, including **128** St John-branded devices



## Community Education

- **42** First Aid in School lessons
- **2** Project Survival sessions
- **10** Project Resilience sessions
- Community training:
  - Hours - **108.5**
  - Participants - **1519**



## First Aid Training

Students:

- **2,751** Offsite
- **5,295** Onsite



## Event Health Services

- **198** Events
- **6,130** Volunteer hours
- **1,924** Patients treated



## Training Our Staff and Volunteers

- **273** Trained in First Aid

# COMMUNITY ACTIVITIES

## EVENT HEALTH SERVICES

In 2023, St John Ambulance played a significant role in enhancing safety and healthcare provisions at events throughout Canberra. Our presence expanded significantly from the previous year, marking a notable increase in event coverage. This growth was driven by strategic partnerships and contractual agreements with key organisations like Venues Canberra, National Convention Centre Canberra, Capital Football, and the Australian War Memorial. Through these partnerships, St John Ambulance provided comprehensive first aid coverage at a variety of events, which included conferences, music events and sports events. St John Ambulance's commitment to safeguarding the well-being of attendees highlighted their indispensable role in Canberra's event landscape, embodying their mission to provide vital medical assistance whenever and wherever needed.

## COMMUNITY EDUCATION

St John Ambulance demonstrated an unwavering dedication to community education in Canberra through their Community Education Programs: First Aid in Schools, Project Survival, and Project Resilience. Building upon the foundation laid in 2022, St John Ambulance expanded their reach and impact, hosting a greater number of sessions across the region. Through First Aid in Schools, we equipped students with life-saving skills, empowering the next generation to respond effectively in emergencies. Project Survival and Project Resilience provided specialised training to individuals and communities, fostering resilience and preparedness in the face of adversity. By increasing the frequency of these sessions, St John Ambulance strengthened their commitment to fostering a safer and more resilient Canberra, ensuring that vital first aid knowledge reaches an even broader spectrum of individuals within the community.



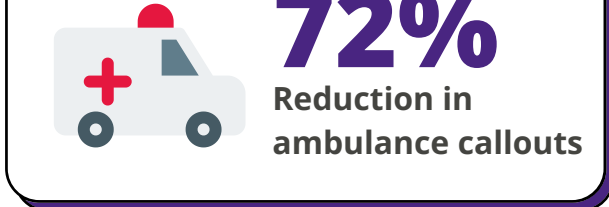
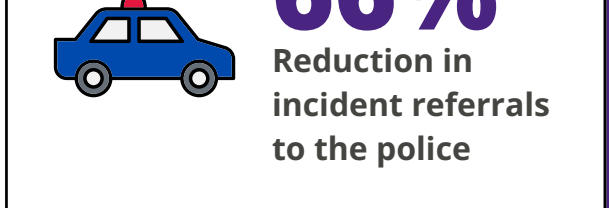
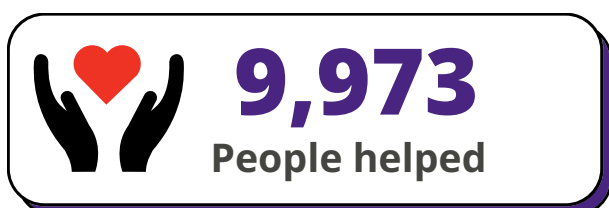


# CBR NIGHTCREW



Following a competitive tender process, St John Ambulance was selected by the ACT Government to continue offering the NightCrew service for an additional three years. This new agreement allows St John Ambulance to build upon our strengths in offering first-aid and engaging with the community, which remains central to our mission.

The CBR NightCrew is a partnership between St John Ambulance and the ACT Government designed to ensure safer nights out in Canberra. Operated and managed by St John Ambulance ACT and supported by skilled volunteers, the program focuses on reducing harm related to drug and alcohol use and de-escalating violence and assault in the Civic precinct.



January to December 2023

# TRAINING

In September 2023 St John Ambulance introduced a new form of First Aid Training called SJX.

SJX Training is an efficient first-aid training experience offered to course participants. Tailored for busy individuals and workplaces, this training merges screen technology with expert instruction to create a streamlined learning process. The program uses videos to guide participants through first-aid scenarios, reducing the training duration by up to 50%.

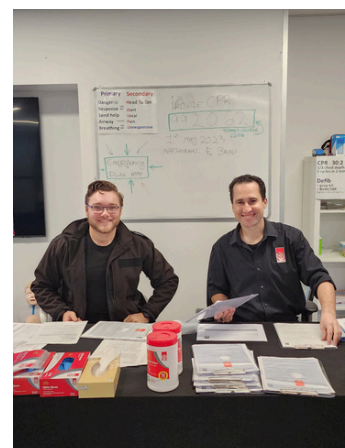
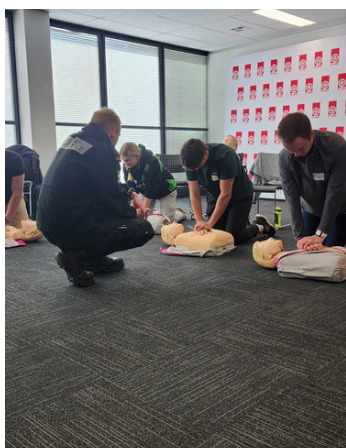
Key Features of SJX Training:

- Access to uniform, standardised testing
- Engaging and interactive learning experience
- Enhanced participant outcomes
- Improved retention of knowledge for real-life emergencies
- Assurance of quality training provided by St John Ambulance ACT
- Efficient training delivery without sacrificing learning quality

SJX Training is best suited for individuals who:

- Can adapt to a digital learning environment
- Have prior experience with first-aid training
- Prefer to complete preparatory learning at home and concentrate on practical exercises in a classroom setting

Overwhelmingly positive feedback received from participants continues to indicate that they are enjoying the new range of 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**

In August, His Excellency General the Honourable David Hurley AC DSC (Retd), Governor-General of the Commonwealth of Australia, presented a defibrillator to representatives from ten sporting codes across the ACT. This donation by St John ACT reaffirmed the organisations commitment to increasing the rates of survival from sudden cardiac arrest.

2023, we sold 128 St John-branded G5 fully automatic defibrillators. The G5's Intellisense CPR technology, provides real-time feedback, enabling users of all skill levels to perform high-quality CPR confidently in emergency situations. This technology boosts bystander confidence and encourages proactive assistance during emergencies.

Our goal for 2024 is to increase defibrillator sales by at least 10% through continued promotion to schools, workplaces and sporting organisations. Additionally, our collaboration with the ACT government aims to expand public access to defibrillators, ultimately saving more lives.

**Representing 75% of our revenue in 2023, product sales and training services continue to be key drivers of our financial success.**

### **FIRST AID PRODUCT SALES**

For the second consecutive year, we experienced a significant increase in First Aid product sales, reaching \$869,211 in 2023 - a growth of \$120,857 from the previous year.



# FINANCIALS

## Profit or Loss for the year ended 31 December 2023

	2023	2022
<b>REVENUE</b>		
CBR Night crew	386,679	370,348
Event Health Services	191,623	243,347
Training Revenue	1,154,762	1,260,685
Product Sales	869,211	748,354
Donations	18,750	18,086
Grants	10,000	0
Other Income	16,327	7,384
Investment Income	43,868	53,432
<b>TOTAL REVENUE</b>	<b><u>2,691,220</u></b>	<b><u>2,701,636</u></b>
<b>EXPENSES</b>		
General and Projects	75,463	70,936
Supplies and Equipment	10,195	8,937
Accounting and Legal	44,682	98,371
Marketing and Communications	12,144	15,975
Occupancy	79,467	75,359
ICT	189,693	165,601
Insurance	84,773	80,759
Salaries and Wages	1,717,239	1,900,859
Training and Development	66,587	52,104
Motor Vehicles	53,612	49,770
Travel and Accommodation	35,671	21,124
National Fees	182,146	125,065
National Redress Scheme	0	0
Interest and Bank Fees	19,363	23,823
Other Expenses	108,338	102,892
<b>TOTAL EXPENSES</b>	<b><u>2,679,373</u></b>	<b><u>2,791,575</u></b>
<b>NET PROFIT</b>	<b>11,847</b>	<b>(89,939)</b>
<b>OTHER COMPREHENSIVE INCOME</b>		
Net change in fair value of financial assets	237,513	(105,758)
<b>TOTAL INCOME ATTRIBUTABLE TO THE MEMBERS OF THE ASSOCIATION</b>	<b>249,360</b>	<b>(195,697)</b>



## Balance Sheet at 31 December 2023

	2023	2022
<b>ASSETS</b>		
<b>CURRENT</b>		
Cash and cash equivalents	996,489	227,580
Trade and other receivables	157,210	171,520
Inventories	105,840	100,849
Other current assets	50,863	47,752
<b>TOTAL CURRENT ASSETS</b>	<b>1,310,402</b>	<b>547,701</b>
<b>NON-CURRENT</b>		
Financial assets	640,394	1,175,222
Property, plant and equipment	2,438,933	2,580,942
<b>TOTAL NON-CURRENT ASSETS</b>	<b><u>3,079,327</u></b>	<b><u>3,756,164</u></b>
<b>TOTAL ASSETS</b>	<b><u>4,389,729</u></b>	<b><u>4,303,865</u></b>
<b>LIABILITIES</b>		
<b>CURRENT</b>		
Trade and other payables	190,904	157,146
Other current liabilities	43,465	11,925
Provisions	108,158	89,939
Borrowings	0	50,000
<b>TOTAL CURRENT LIABILITIES</b>	<b><u>342,527</u></b>	<b><u>309,010</u></b>
<b>NON-CURRENT</b>		
Provisions	37,013	40,482
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b><u>37,013</u></b>	<b><u>40,482</u></b>
<b>TOTAL LIABILITIES</b>	<b><u>379,540</u></b>	<b><u>349,492</u></b>
<b>NET ASSETS</b>	<b>4,010,189</b>	<b>3,954,373</b>
<b>EQUITY</b>		
Reserves	211,436	361,011
Revaluation surplus	1,828,272	1,828,272
Retained earnings	1,970,481	1,765,090
<b>TOTAL EQUITY</b>	<b>4,010,189</b>	<b>3,954,373</b>



**St John Ambulance Australia (ACT) Ltd**  
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**[stjohnact.org.au](http://stjohnact.org.au)**

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.