



ANNUAL REPORT

2024

ST JOHN AMBULANCE ACT





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

As a registered charity, we rely on the income of our commercial ventures to sustain our humanitarian services. Every training course booked and every first aid kit purchased helps us fund important community initiatives like First Aid in Schools, CBR NightCrew, and various Community Workshops.

At the heart of our organisation are our incredible volunteers—people of all ages, backgrounds, and walks of life—who generously give their time, energy, and spirit. Their dedication is the lifeblood of St John ACT, contributing thousands of hours each year to make a real difference in the lives of others.

Together, we're not just responding to emergencies—we're building a safer, stronger, and more connected Canberra.

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

Ms Kate Pounder - Deputy Chair

Mr Graham Catt

Ms Clare Forster OStJ

Mr Michael Hamill

Mr David Maywald

Brigadier Philip Winter AM, CSC, ADC

Mr Declan Norrie

CHAIR'S REPORT



It is my privilege to present the Chair's Report, celebrating the achievements of St John ACT in 2024.

It was a period of change and renewal for the organisation as we welcomed our new CEO Martin Fisk following a competitive, national recruitment process. Martin's enthusiasm and leadership has already strengthened our profile and impact in the Canberra community.

At the forefront of our success over the year are our dedicated volunteers, staff, and members, whose efforts and selflessness are the driving force behind our mission to save lives and support our community.

Reflecting on the past year, I acknowledge our current and former executive team. Their dedication, vision, and efforts have been instrumental in driving our organisation forward. I also thank my fellow Board members for their guidance, counsel and leadership.

In 2024, 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.

Looking forward, it is clear as an organisation that change and renewal will continue in coming years. And I appreciate your support to help us achieve our shared goals.

On the financial side we must look to fresh opportunities for growth and innovation. As a self-funding charity it is important our commercial operations can fund our community initiatives. I remain committed 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 2024. Thank you for your passion and commitment to our cause.



CEO'S REPORT

Like many previous years, the 2024 financial year was certainly a year of change.

I was very privileged to have been invited to join St John Ambulance ACT as CEO and to have served together with new CFO Kate Luck and the expanded leadership team for the last three months of the year.

Together with all our staff and volunteers both past and present, we worked hard in 2024 to build our capability and capacity and of course are continuing that work in 2025.

Community Impact

During the year, we increased the number of defibrillators and first aid kits we supplied, while we trained approximately the same number of people in first aid as we did in 2023. We not only attended and supported more events than the previous year, but our dedicated volunteers increased the hours they served the community by over 20%.

In essence, St John supported more Canberrans than ever before through making sure people had first aid skills, kits and trained volunteers available on duty at events and mass gatherings around the ACT.

Financial Results

Unfortunately, St John ACT recorded a significant loss for the year, although this was largely made up of extraordinary historical items and was more than covered by our cash reserves.

The most significant contributor to that loss was the discovery in late 2024 that staff employed in the NightCrew program were paid under the wrong award, dating back to 2017. Both the executive team and the Board worked hard to resolve this issue and made a provision for the difference in the 2024 accounts, with payments flowing to all current and former staff members in 2025. Identifying and paying this historical wage gap to staff is an important part of our commitment to equity and transparency.

A summary of these significant historical items is as follows, with a full breakdown contained later in this report and in our audited financial statements:

- Operating loss of \$75,975 incurred in our normal business operations
- Extraordinary provision of \$285,237 for historical NightCrew backpay
- Extraordinary payment of \$54,063 for the National Redress Scheme
- Investment gains of \$277,391
- Total loss for the financial year of \$137,884

While this loss is clearly disappointing, my senior leaders and I – and in fact the entire staff - are working hard to return St John Ambulance ACT to profitability so we can continue to invest in and grow our capability, our impact and our service to the community.

Given our reserves, St John ACT remains in a strong financial position which will continue to strengthen after this setback.

Finally, as I celebrate just over eight months in the job, I wanted to say thank you to our Board, the senior leadership team, our staff and amazing volunteers.

All of you have gone out of your way to make me feel welcome and you all go the extra mile to achieve great results for our community.

It is an honour to serve you and serve alongside you as together we support the Canberran community and beyond.

Martin Fisk
Chief Executive Officer

198

Defibrillators put into the community.



1,320

workplace first aid kits maintained, helping to keep workplaces first aid ready.



13,197

hours of service given to the community by our 160 volunteers.

9,152

Canberrans taught life saving first aid skills, equipping almost 1 in 50 Canberran's with the knowledge to assist in an emergency situation.

2,390

first aid kits provided
to households and
businesses across the
territory.

3,871

people given
assistance at events
by our volunteer first
responders



11,000

Canberrans supported
through CBR
NightCrew, helping to
make the CBD safer at
night.

303

people given free
access to basic first
aid skills through our
community
education programs



OUR VOLUNTEERS

St John volunteers are the lifeblood of our organisation. They turn up at events both large and small where Canberrans may need first aid treatment; whether that's a school fete, a footy game, civic on a Friday night or a huge event like Skyfire or the ANZAC Day services.

Not only do they provide excellent first aid when required, but they give our community a sense of safety – St John is there when you might need them most. Every day and every event, they enhance the wellbeing of our city.

In 2024 we celebrated some of our finest at our annual Awards night. Two of our long standing volunteers were thanked for their service and commitment over many years:

- Caroline Gliddon was acknowledged for 30 years of dedicated service to St John with a gilt bar, in recognition of a staggering 16,445 hours of service to the community during that time.
- Rodney Middleton also marked 10 years of dedicated service with a service medal, for over 2,000 hours of service to the community.



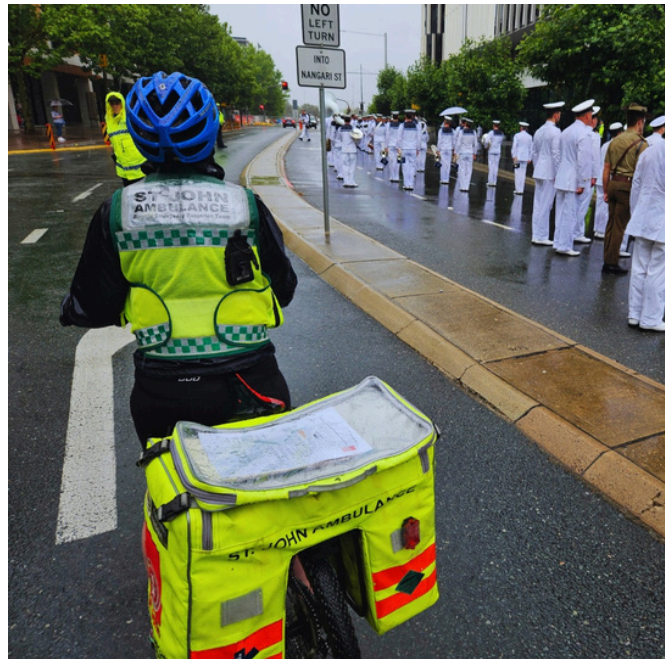
We also celebrated a number of outstanding members with Bronze and Silver Commendations and were able to thank them all for their service:

Silver Commendations:

Ran Ashkenazi
Lance Gray
AnnMarie Heffernan
Travis Williams

Bronze Commendations:

Kim Apap
Brooke Harder
Gunhee Kim
Tyler Remin
Nikki Ross



During the year, we welcomed 76 new volunteer graduates into St John ACT while we maintained 165 active volunteers. Both numbers were up on 2023, which had only 38 graduates and 150 active volunteers.

And of course, our eight skilled volunteer Board members (two of whom also do duties) collectively donated hundreds of hours and shouldered significant responsibilities to ensure St John ACT was well governed and managed.



FIRST AID TRAINING

In 2024, we helped 9,152 people attain certification in anything from basic first aid and CPR through to advanced resuscitation, low voltage rescue, pain management and higher-level certificates. This was down slightly from the previous year, where we trained 9,200 people.

During the year we increased both our training capability and capacity, with staff undertaking professional development in diabetes, mental health first aid, strokes and seizures, and welcoming additional staff from the nursing and paramedical professions.

Our team solicits feedback on our courses throughout the year to improve our quality and customer service. This year participants said they found the sessions engaging and informative, with trainers using their lived experience to bring life to the content. We received consistent feedback about creating an inclusive learning environment where everyone feels welcome and valued. Our customer service team also received regular praise about their prompt, professional support to our clients.



In December, we identified an opportunity to make a significant innovation to our CPR training, after reviewing research showing women are 10% less likely than men to receive CPR in an emergency largely due to stigma.

St John ACT training staff introduced mannequins with breasts and bras to do our part to address this issue. Feedback from the public and the media has been extremely favourable, and we are rolling out more mannequins with breasts and bras during 2025.

This is just one example where our training and customer support teams came up with innovative ideas and suggestions to improve training outcomes and the overall experience for our course attendees. They have done a fantastic job and should be rightly proud of their achievements throughout the year.



FIRST AID PRODUCTS

During 2024, we supplied 1300 first aid kits to individuals, families and workplaces, with around the same number of workplaces visited to check and keep vital first aid kits up to date and fully stocked. This represented around a 10% increase on the previous year. An additional 1,190 first aid kits were supplied directly from the St John national website.

Pleasingly, nearly 450 of these new first aid kits were supplied to students attending our courses, meaning these individuals walked out the door with both capacity and capability to save lives and remedy injuries should the need arise.

St John ACT supplied over 115 life-saving defibrillators to Canberran households, businesses and government agencies through the year, with a further 80 supplied via the St John national website.

Ensuring households and, importantly, large organisations have fully equipped and up to date first aid kits is a critical part of our service to the community. Our dedicated and experienced team travelled tens of thousands of kilometres throughout the year to check first aid kits and defibrillators to make sure they were safe and ready to use in case of an accident or an emergency.



FIRST AID SERVICES

2024 was a busy year for providing first aid services for major events and in the city via NightCrew.

We increased the number of events we supported by around 17% and significantly increased the hours our volunteers provided the community at those events – by over 60% due to a number of large events such as SkyFire and the Kanga Cup.

In total, our staff and volunteers treated over 1,500 clinical patients with injuries and illnesses, a number of which were life threatening or required hospitalisation. On behalf of these patients, their friends and families, we are very grateful to the treating teams and the staff and volunteers who supported them.



Events

Providing vital first aid support during major events is a critical part of our service to the community. Whether or not our people and skills are needed for injuries, illnesses or medical emergencies during an event, our presence alone gives both event organisers and participants the confidence to know that we're there to help if they need us.

Our volunteers are trained, equipped and ready to act at a moment's notice.

This year we supported over 230 events, up from the previous year with more than 10,000 hours provided to the community by our volunteers. Events ranged from small functions requiring only a couple of members to huge events like the Canberra Marathon, ANZAC Day and SkyFire requiring multiple teams and significant planning, logistical and communications support.

We provided first aid to 423 clinical patients during the year at events and thousands more with support to prevent further injury (such as providing bandaids, sunscreen, water for dehydration or simply first aid advice).



CBR NightCrew

Now in its eighth year, CBR NightCrew continued its strong tradition of harm minimisation for those people requiring first aid and support in the city during the nightlife hours (Friday and Saturday evenings as well as Thursdays during summer).



NightCrew operates for 130 nights each year, with volunteers donating over 4,200 hours last year. In 2024, we treated over 1,100 patients requiring medical treatment and supported over 10,000 by providing water, mental health support, a safe space, phone charging, or organising transport to get them home safely when they were too intoxicated to do it themselves. This means each night, on average, our teams provided treatment to 8 patients and minimised harm for an additional 80 members of the public.

Every one of the people we support is vulnerable. They might be injured, suffering a medical episode, intoxicated (including from drink spiking) or sometimes all three. Sometimes they come to us, our patrols will find them, or we'll get requests from venue security, the police or ambulance services. In 2024 we received nearly 500 of these requests for help.

Importantly, our teams eliminated the need for emergency services involvement around 400 times, or nearly 3 times every night on average, significantly reducing the pressure on limited 000, ambulance and police resources during their busiest times.



To build trust with the community, our staff and volunteers give out 15,000 bottles of water and 24,000 lollipops every year. This is an important part of our outreach service as we can identify issues early and prevent harm, while also encouraging members of the public to contact us if they, their friends or people they come across need urgent care.

NightCrew is an invaluable service, and we are grateful to the ACT Government for providing funding support to us, and to the staff and volunteers who often work through to 5am providing critical care to those in need.

Volunteer Training and Development

In 2024 we provided:

- Basic First Aid and CPR training for 79 members
- Advanced First Aid and Resuscitation to achieve or maintain Responder credentials for 72 members
- Certificate II in Medical Service First Response to achieve or maintain First Responder credentials for 17 members
- Provide Pain Management for 61 members

Our Volunteer Training Group also organised 9 non-accredited training courses for volunteers on topics ranging from radio communications, patient observations, mass casualty incidents and triage through to mental health and asthma.



Members also got to experience scenario-based training with our own multi-scenario critical incident training and our participation in a multi-agency terror-attack simulation exercise at GIO Stadium, run by the AFP and ESA. Scenario training provides excellent real-world simulations for our members in stressful situations to cement and enhance our skills and preparedness for large-scale critical incidents.

These exercises provide invaluable insights to our members and emergency service personnel on how other teams would work in these situations and limitations on what can or will be done by each organisation.

COMMUNITY ENGAGEMENT

Community engagement is a two-way street for St John Ambulance ACT. As a charity, we are dedicated to serving the community and saving lives through first aid. Equally, as a charity we rely on income from products and services, as well as donations and sponsorships to enable our charitable work.

Last year our community education programs, where we run free first aid training courses in schools and in community centres, provided 15 courses for 303 young people and adults. Unfortunately, this was significantly down on the previous year but is something we are very focused on building up again in 2025.

During the year we donated 2 defibrillators and over 20 first aid kits to:



- Galilee School (part of Communities at Work)
- Roundabout Canberra
- Canberra United Football Club
- St Thomas Aquinas Early Learning Centre in Charnwood
- Wallington Aged Care Community Group in Rivett

We also continued our practice of providing first aid services to charity events and community organisations at significant discounts, which helps smaller charities especially with fundraising events.

StreetBeat

In 2024, we embarked on an important strategic partnership with Service One Mutual, who run the local Bendigo Bank franchise across the Canberra region and beyond.

The Streetbeat partnership delivers publicly-accessible defibrillators across the Canberra community. While many Automated External Defibrillators (AEDs) are available within businesses or government agencies, none were available outside business hours. Streetbeat has changed that, installing the first 2 publicly available 24x7 AEDs in Canberra in 2024, with more planned in 2025 and beyond.

Streetbeat is also a community fundraising platform with members of the public encouraged to raise money for their own suburb's AED, with funding support from Service One.

We are very grateful to Service One and the local Bendigo Bank branches for establishing and running this important community initiative.



Donations and Sponsorship

Capital Chemist, Canberra's leading community pharmacy chain, kindly provided St John Ambulance ACT with funding to expand and upgrade the medical supplies we carry at NightCrew and when on duty at events. Their generous support has enabled St John to increase the number of Epipens we carry to deliver life-saving adrenaline in case of an anaphylactic reaction as well as pulse oximeters, which help our members monitor patients' oxygen levels.

In November, we approached Sparke Helmore Lawyers to assist us in determining the correct award and classification for our NightCrew staff. They very kindly provided us with many hours of pro bono legal advice which continued right through to March 2025 and we are very grateful for their expert advice in this complex matter.



Also in November, we participated in the national St John Drive-a-thon, which saw St John vehicles and crews drive right across Australia. In Canberra the Drive-a-thon visited NightCrew and Bunnings Majura Park where we taught CPR to members of the public, proudly supported by HIT 104.7 who were there on the day. The Drive-a-thon then took us to the lawns of Parliament House where we again demonstrated CPR to parliamentarians, school children and members of the public, while the Parliamentary Friends of St John welcomed our staff and volunteers to a function later that evening.

CORPORATE SERVICES

During the year, we were challenged by increasing staff turnover (44% up from 39% the previous year), which included the entire senior management team who left in July, August and September.

The last quarter of the year saw the senior leadership team expand from three to six, providing more depth and resilience to the organisation, while luckily staff turnover has slowed down to more normal levels.

Our new Chief Financial Officer, Kate Luck, commenced in September and initiated a review of our financial systems and practices. This review identified a series of improvements to be rolled out in 2025, including expense management and financial reporting by individual program areas.

A new business plan for 2025 was developed together with the senior leadership team in the last few months of 2024 and approved by the Board in December. The plan sets out both community impact targets and financial budgets for each program area and was shared with staff in January so that every team member understands our priorities and direction.



FUTURE OUTLOOK

The future for St John Ambulance ACT is looking bright. Across all areas, we are planning to grow the capacity and capability of our people (staff and volunteers) by improving training and support, equipment and systems, as well as extending our programs.

Wherever possible, we will seek to expand our impact in the community; particularly among groups who may not be able to access our regular programs. This means undertaking more community education programs, particularly for school kids and seniors, and donating or discounting first aid supplies to charities and families that could not otherwise afford them.

We are planning to roll out mental health first aid training in the ACT in 2025, as we believe this is a critical component of supporting the community (and our members) in first aid.

We are continuously improving the equipment available to members when they volunteer at events and mass gatherings, in order to improve their capability when treating patients or in the event of a major incident. We are developing a Reconciliation Action Plan to improve the way we acknowledge and engage with First Nations' stakeholders.



We are undertaking a comprehensive audit of our child safety policies and procedures to ensure that everyone at St John is adhering to the highest possible standards of safety and protection for children and young people we interact with.

We are embarking on a significant overhaul of our financial systems and processes to improve transparency and also reduce administrative costs.

Finally, we must return to profitability in 2025. A charity cannot operate at a loss and St John ACT must return to profitability if we are to continue to support the community. This process is underway and we are confident of a return to surplus in 2025 without cuts to either staff or our services to the community.

I just wanted to say thank you for your help in booking our attendees for the Provide First Aid course last week and for your patience. We had a fantastic trainer. He was really attentive, friendly, and patient with our attendees and very knowledgeable. I've done the training myself multiple times and I learn something new every time.

– ACT Government Department

FINANCIALS

Profit or Loss for the year ended 31 December 2024

	2024	2023
REVENUE		
CBR Night crew	394,491	386,679
Event Health Services	217,785	191,623
Training Revenue	1,167,162	1,154,762
Product Sales	1,350,013	1,295,115
Donations & Fundraising	41,047	18,086
Grants	0	10,000
Other Revenue	34,620	17,499
Investment Income	52,512	56,543
TOTAL REVENUE	3,257,630	3,130,257
Cost of Sales	437,806	439,037
GROSS PROFIT	2,819,824	2,691,220
EXPENSES		
Salaries & Wages	1,821,078	1,717,239
Communications	61,828	23,349
ICT Costs	201,664	189,693
Insurance	79,034	84,773
National Office Service Fees	229,221	182,146
Occupancy	103,819	91,228
Operations	62,680	36,797
Professional Fees	85,945	55,231
Training	10,334	20,283
Travel	21,980	77,521
Other Expenses	77,810	66,721
Depreciation	140,406	134,391
National Redress Scheme	54,063	-
Adjustment For Backpay	285,237	-
TOTAL EXPENSES	3,253,099	2,697,372
NET PROFIT	(415,275)	11,848
OTHER COMPREHENSIVE INCOME		
Net change in fair value of financial assets	277,391	237,513
TOTAL INCOME ATTRIBUTABLE TO THE MEMBERS OF THE ASSOCIATION	(137,884)	249,360

FINANCIALS

Balance Sheet at 31 December 2024

	2024	2023
ASSETS		
CURRENT		
Cash and cash equivalents	419,980	996,489
Trade and other receivables	290,873	157,210
Inventories	117,995	105,840
Other current assets	56,553	50,863
TOTAL CURRENT ASSETS	885,401	1,310,402
NON-CURRENT		
Financial assets	1,078,109	640,394
Property, plant and equipment	2,361,539	2,438,933
Right-of-use assets	69,117	-
TOTAL NON-CURRENT ASSETS	3,508,765	3,079,327
TOTAL ASSETS	4,394,166	4,389,729
LIABILITIES		
CURRENT		
Trade and other payables	271,011	190,904
Other current liabilities	3,865	43,465
Lease liabilities	31,882	-
Provisions	372,676	108,158
TOTAL CURRENT LIABILITIES	679,374	342,527
NON-CURRENT		
Lease Liabilities	41,906	-
Provisions	12,018	37,013
TOTAL NON-CURRENT LIABILITIES	53,924	37,013
TOTAL LIABILITIES	733,298	379,540
NET ASSETS	3,660,868	4,010,189
EQUITY		
Reserves	65,953	211,436
Revaluation surplus	1,828,272	1,828,272
Retained earnings	1,766,643	1,970,481
TOTAL EQUITY	3,660,868	4,010,189



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.

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