



St John

2025

ANNUAL

REPORT

St John ACT





2025 ANNUAL REPORT

St John Ambulance Australia (ACT) Ltd
1 January 2025 - 31 December 2025

With thanks to auditors Bellchambers Barrett



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Chair's Message

James Goodwin

This year demonstrated the professionalism and value of St John ACT as we increased and strengthened our community impact in all areas. Throughout the year, St John ACT delivered consistent, high-quality services to prevent and minimise harm, support our community and respond to medical emergencies where required.

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.

Our CEO Martin Fisk celebrated his first full year of operation. Together with his new executive team, he brought a number of innovations which strengthened and expanded our work and impact in the community.

In 2025 we continued to build our partnerships with other community organisations, commercial supporters and government agencies to improve and expand 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.

Last year was a financially challenging year. However, we reduced our operating loss, which was also offset by a significant increase in the valuation of our building in Deakin. With the support of some stringent financial controls, increasing commercial sales and some large donations, we will return to a strong surplus this year and into the future.



Your team demonstrated exceptional professionalism, skill, and dedication. In a moment where every second mattered, they all acted with care, confidence and compassion

**Her Excellency Sam Mostyn AC,
Governor-General**



I would like to take this opportunity to thank all my fellow Board members, but in particular Deputy Chair Kate Pounder who retired from the Board in December 2025.

Looking forward, we will continue to innovate, change and improve over the coming years. I appreciate your support to help us achieve our shared goals.

I remain committed to supporting our volunteers and staff to deliver high-quality first aid products, services and training, as well as our 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 2025. Thank you for your passion and commitment to our cause.

James Goodwin OStJ



CEO's Message

Martin Fisk

2025 was a defining year for St John Ambulance ACT. One that demonstrated the strength of our people, the maturity of our programs, and the trust the Canberra community places in us when it matters most.

Across the year, our volunteers and staff stood shoulder-to-shoulder with the community, delivering care where and when it was needed; often quietly, always professionally, and frequently under challenging circumstances.

Across every product and service we provide, we supported our community to be more resilient: whether training them in life-saving first aid skills, providing them with kits and defibrillators they may need in an emergency, or supporting them in events and at nighttime in Civic, our people were there to help.

Community Impact

Our team keep the community safe in so many ways: not just in our direct interactions and being there when needed, but also building our community's resilience and capability to support themselves when we're not there.

This year our team:

- Trained over 13,000 people in first aid, including 3,000 kids at primary schools across Canberra
- Performed 1,500 safety checks of first aid kits and defibrillators in organisations to make sure they were rescue ready in the event of a medical emergency
- Supplied nearly three thousand first aid kits and over 200 life-saving defibrillators, including 150 kits and 32 defibrillators donated to the community

We provided an amazing 14,000 volunteer hours, treating nearly one thousand patients, including four life-saving resuscitations. It has been a real privilege for me to be a part of that and witness first-hand the skills and kindness of our teams young and old day and night across Canberra.

The outcomes achieved in 2025 reaffirm St John ACT's role as a cornerstone of prevention-focused and community-led healthcare in the Australian Capital Territory.

Financial Results

Unfortunately, 2025 was another challenging year financially, with St John ACT recording an operating loss of nearly \$170,000 for the year. While income increased from 2024, costs increased more; largely in wages. Offsetting that loss was a revaluation in our assets (largely the building in Deakin), resulting in a total surplus for the year of \$845,441.

The Board, our Executive team and I are very focused in returning a strong operating surplus in 2026,

to strengthen our balance sheet and add to our cash reserves. At the time of writing, all indications are that we will achieve a strongly positive result in 2026.



Looking Forward

As we closed out 2025, St John ACT stood on solid ground - trusted by government, respected by partners and embedded in the fabric of the ACT community. The year's outcomes gave us confidence not just in what we had delivered, but in what we are capable of achieving together.

We move forward with a clear sense of purpose: to continue protecting life, preventing harm and building a safer Canberra—one person, one skill and one act of service at a time.

On behalf of the Board and leadership team, I thank every volunteer, staff member, partner and supporter who made 2025 a year of genuine impact.

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



Martin Fisk OAM, GAICD



Although I have only been volunteering with St John ACT for the past year, the impact it has had on me has been significant. This year has provided me with invaluable hands-on experience, supportive mentorship, and opportunities to grow in leadership, clinically and personally.

St John ACT Volunteer

Board of Directors

St John ACT

Mr James Goodwin OStJ - Chair

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

About us

St John Ambulance ACT

St John Ambulance ACT is a leading provider of first aid services, education, and community programs in the Canberra region. As part of the global Order of St John, we combine a rich history of humanitarian service with a modern, impact-driven approach to community care.

We provide critical support across hundreds of events every year, providing timely and professional first aid to thousands of people. From large-scale public gatherings to local community activities, our teams ensure the safety and well being of the community.

Our education programs build lifesaving capacity across the ACT. By training individuals, workplaces, and community groups in first aid, we empower people with the confidence and skills to act in an emergency situation.

At the core of our success is our dedicated volunteer workforce. Their commitment, compassion, and professionalism enable us to respond effectively to community needs while fostering leadership, inclusion, and personal development.

We also deliver targeted community initiatives that support vulnerable groups and promote safer social environments, contributing to improved health and wellbeing outcomes across the ACT such as CBR NightCrew and StreetBeat.

Working in close partnership with government, emergency services, and local organisations, we ensure a coordinated and effective approach to community safety.

Together. We are prepared to help

Our *Volunteers*

In 2025 – as in every year since 1940 – hundreds of volunteers gave their time, skills and compassion; often late at night, in difficult conditions, and always in service of others. Whether supporting major sporting or civic events, educating school students and community groups or walking the streets with NightCrew, our volunteers embodied the very best of community service.

Their professionalism, resilience and quiet leadership underpin everything we do.

Late in the year, we celebrated some very special volunteers, who have given years and in some cases decades of service to St John and the community. These included:

- Adam Stokes, Jay Smith, Karen Hosking, Kathleen O'Brien, Phil Winter and Song Lui (5 years)
- Justin Moloney and Twisty Schmid (10 years)
- John Gallagher and Doug Sturkey (25 years)
- Geoff Newman-Martin (35 years)
- Rocky O'Brien (45 years)

We particularly thank these members for their service. Their commitment to St John and serving their community over many years is outstanding.



A number of staff and volunteers were also awarded Commendations for exceptional service to St John through the year. They included:

Bronze Commendations:

- Bella Gray
- Axel Harper
- Casey Flior
- Patti Dalitz
- Tayla Green
- Jacinta Johnstone
- Taylor Ginters

Silver Commendations:

- Junny Moon
- Jenny O'Reilly
- Ray O'Reilly
- Michael Singer

During the year we welcomed 72 new volunteer graduates, roughly the same number as the previous year, while our total volunteer pool swelled to well over two hundred dedicated individuals.

Our Board of Directors – all volunteers themselves – devoted hundreds of hours behind the scenes to ensure we are governed

correctly and managed to the highest standards possible. They have done an excellent job through the year and we thank them for all their support.



Reconciliation Action Plan

We Acknowledge the Ngunnawal and the Ngambri People, the Traditional Owners of the lands upon which St John ACT operate. We pay respects to Elders Past and Present, and extend our respect to all Aboriginal and Torres Strait Islander People across our diverse communities and within the St John community of staff,volunteers, members and supporters

In 2025, St John ACT reached a significant milestone with the endorsement of our Reflect Reconciliation Action Plan (RAP) by Reconciliation Australia. This achievement marks an important step in our ongoing commitment to reconciliation and to building respectful, meaningful relationships with Aboriginal and Torres Strait Islander peoples.

St John ACT is committed to embedding reconciliation into our everyday practices, ensuring that our values are reflected not only in our words but in tangible, sustained action.

To support this commitment, we commissioned a bespoke artwork that visually represents our

reconciliation journey. The artwork depicts themes of connection, shared purpose, and progress.

St John ACT is represented though the amalfi cross, surrounded by staff and volunteers, reflecting our connection with and commitment to to ACT community.

Three flowing pathways intertwine in the artwork, symbolising respect, relationships, and opportunities.

At its centre is Canberra, represented by the Royal Bluebell, the floral emblem of the ACT. It's petals, embedded with footprints, symbolise the different parts of the region and the many people who shape our community.

The footprints extending beyond the flower highlight St John's ongoing presence on the ground, working alongside and within the community. Importantly, the figures surrounding this central element are not separate from one another, they represent both St John ACT and the community as one, united by a commitment to care, connection and service.

We would like to express our sincere thanks and gratitude to Sarah Richards from Murraway Journeys for her help in creating and submitting with RAP as well as designing and creating our beautiful artwork.



First Aid *Training*

In 2025, we trained 10,693 people in first aid, with courses covering anything from basic first aid and CPR through to advanced resuscitation, low voltage rescue, pain management and higher-level certificates. This represented a 12% increase in trainees from the previous year.

This year we introduced a number of mental health and crisis support courses, as we believe mental health training is just as important for people and their organisations as physical first aid training.

We continued to highlight that women are 10% less likely to receive CPR than men and used our female mannequins to encourage trainees to overcome any potential embarrassment or reluctance to perform life-saving CPR and defibrillation on a female in cardiac arrest.

During the year we also developed or enhanced courses to support specific organisations or community groups, including mental health courses, advanced first aid and one to support cycling groups in the Territory.

Our trainers continue to support the Canberra community by ensuring that members of the public can access timely, practical skills they can use in their organisation, at home or on the street. In this way they contribute to a resilient community and Canberra is a better city for their work.



Very enthusiastic trainer, professional and engaging. Thank you [the trainer], you made learning first aid memorable and easy to follow.

St John ACT training participant

First Aid *Products*

A critical part of our work is ensuring workplaces and homes have fully equipped and up to date first aid kits and working defibrillators. Our experienced product team advise people on the appropriate kits and equipment for their situation; whether at our premises in Deakin or onsite at their workplace.

During 2025, we supplied nearly 2,800 first aid kits to individuals, families and workplaces, ranging from basic kits to comprehensive workplace kits. This was up from nearly 2,500 the previous year and includes both direct and online sales.

Our team performed over fifteen hundred safety checks of kits and defibrillators across Canberra, ensuring these critical items are rescue ready when they may be needed most.

St John ACT also supplied nearly 210 defibrillators to businesses and individuals throughout the year, including to a number of apartment complexes through our partnership with Vantage Strata and others.



I would like to sincerely thank you for arranging for your representative to visit us. He patiently and diligently checked all the First Aid kits, refilled items as required, and ensured that the kits are fully prepared. Your professionalism and care are very much appreciated.

ACT restocking client



Strata Buildings Partnership

In 2025 St John ACT presented to the Strata Community and Strata Owners Associations on some challenging facts relating to sudden cardiac arrests in apartment buildings.

Canadian research shows that survival rates in apartment buildings are less than half of that in the general population and fall dramatically on higher floors. This is due to the extra time it takes for ambulance crews to enter the building and navigate the lifts.

We then entered into an agreement with Vantage Strata to facilitate placing defibrillators into strata complexes, ideally on every floor, to improve survival rates. So far a number of defibrillators have been purchased by Strata committees. They have been installed and are remotely monitored and supported by St John.



We take our responsibility to the communities we manage seriously, which is why partnering with St John Ambulance ACT feels like such a natural fit.

Rupert Cullen - CEO Vantage Strata



First Aid *Services*

2025 was again a busy year for our volunteers providing first aid services and support for major events and in the city via NightCrew.

We increased the number of events we attended by 26%, with our volunteers yet again donating their time and skills and increasing their time by nearly thirty percent from the previous year.

In total, our staff and volunteers treated over 1,100 clinical patients with injuries and illnesses, a significant number of which were life threatening or required hospitalisation. Four people received life-saving resuscitation including CPR, including one who subsequently thanked our team “on behalf of myself and my family who get more time with their dad and husband”

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

St John teams provided vital first aid support at sporting games across the city, at major gatherings like SkyFire and fun runs and at 24x7 charity events like Relay for Life. Always there, indoors or out, at 4 in the morning or 4 in the afternoon, weekdays and weekends.



St John’s on-the-ground presence [at SkyFire] gave both organisers and attendees confidence that help was always close at hand. We sincerely value and appreciate the continued partnership with St John Ambulance ACT, whose commitment and expertise consistently play a vital role in the success of major community events. Their contribution ensured that a spectacular event was also a safe one.’

Emily Moss - GM, amplifyCBR

Whether or not our people and skills are needed for medical emergencies or simply minor scrapes and bruises, our presence alone gives both event organisers and participants the confidence to know that we're there to help if they need us. As the Governor General commented one day, "there are the St John people in green, keeping us safe."



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

This year we supported over 300 events, significantly 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 420 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

Throughout 2025, NightCrew teams were a constant, visible presence in Canberra's city centre, supporting people in moments of vulnerability, reducing harm before it escalated, and ensuring our emergency services could focus on the most critical cases.

NightCrew operates for 130 nights each year, with volunteers donating over 6,500 hours last year every single weekend across busy summer nights and freezing cold winter early mornings. NightCrew teams treated nearly seven hundred patients requiring medical treatment and over 10,400 supported 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, on average, each night our teams provided treatment to five patients and minimised harm to 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. Last year we received over 756 requests for help.

Importantly, our teams eliminated the need for emergency services (ambulance and police) involvement nearly 400 times, or nearly 3 times every night on average, significantly reducing avoidable ambulance or police callouts. We eased pressure on Canberra's emergency system, delivering genuine value to the community and the public purse alike.



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.



One thing we have definitely seen [with CBRNightCrew being in the CBD] is a reduction of calls to the city centre for minor assaults, and intoxication, and things that potentially would take up the time of an emergency ambulance but don't necessarily require an emergency ambulance.

Mark Molloy, ACT Ambulance Service



Training and Capacity Building

In 2025 our volunteers attended 373 accredited courses to build and maintain their qualifications, with 132 members provided with basic First Aid and CPR training.

162 members were trained in Advanced First Aid and Resuscitation to achieve or maintain Responder credentials, and 14 members achieved a Certificate II in Medical Service First Response to achieve First Responder credentials. 12 members attended a Certificate III in Basic Health Care to achieve the clinical status of Advanced Responder. 89 members attended Provide Pain Management courses throughout the year.

Our Volunteer Training Group also organised 16 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.

This year we continued our strong partnership with ACT Ambulance Service, where teams of St John volunteers worked closely with

paramedic staff and students in simulated mass casualty incidents. These training simulations are invaluable in developing skills and experience across our two services for when multiple casualties present at once.



It's hard to put into words how much this work has shaped who I am, making me a more confident communicator, a more empathetic person and a better team player and leader.

St John ACT volunteer



We also conducted our own scenario-based training in May with multiple critical incidents, ranging from a mass-casualty event through to a drug overdose in a nightclub. Fifty volunteers worked together under pressure, learning valuable skills they may need in an emergency. 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.

In 2025 we upgraded our service capability, with larger capacity oxygen INHALO cylinders deployed, which also are a lot safer and easier to use. Trauma kits were also upgraded with tourniquets and trauma bandages included in every EHS and NightCrew kit.

In addition we purchased two second-hand ambulances from St John Victoria, which we use as mobile treatment stations at events and in the city.



Community Engagement

This year we continued to invest in programs and donations to provide first aid products and services to communities and people who would not be able to finance them themselves.

In 2025, we significantly increased our community education programs, where we provided free first aid awareness training to nearly 3,500 people in over eighty individual sessions. This represented an increase of nearly ten times from the previous year and reflects our commitment to ensuring that as many members of the community as possible know at least the basics of first aid.

Importantly, we provided free training to over three thousand primary school children, in anything from how to call 000 through to placing someone in recovery or using a defibrillator.

Every child received a certificate to take home and fill in details they

may need to give to emergency services in case their parent or carer suffers a medical emergency.

During the year we donated over one hundred and fifty first aid kits to community groups; largely to new parents via Roundabout Canberra and thanks to our partnership with ACT Veterans Rugby and Rolfe Property Group.

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

The StreetBeat initiative, launched in 2024 with Goodloop Mutual, continued its exciting trajectory towards its goal of a publicly-available AED on every street in Canberra.

In 2025, 30 publicly-available defibrillators were installed across Canberra, up from only two in 2024. This is in large part thanks to Capital Chemist, who funded the installation of 20 of these units in front of every Capital Chemist pharmacy in Canberra (together with Goodloop Mutual and the Bendigo Community Bank in the ACT).

Goodloop Mutual kicked off the 2026 campaign in October 2025 during Restart a Heart week, which resulted in further funding for an additional 15 Streetbeat defibrillators which will be installed in 2026.

We are very grateful to Goodloop Mutual, Capital Chemist and all the donors and sponsors who got behind this important community initiative this year.



Donations and Sponsorship

Capital Chemist, Canberra's leading community pharmacy chain, continued to provide St John ACT (and the entire Canberra community) amazing support to continue and expand our work. Their donations throughout the year funded our two second-hand ambulances, expanded trauma kits and, perhaps most importantly, 20 public defibrillators as part of the Streetbeat campaign.

ACT Veterans Rugby Union Club, in partnership with Rolfe Property Group donated funding to St John ACT which allowed us to provide 130 Tiny Tots First Aid Kits to Roundabout Canberra, who then distributed them to new parents and families in need.

George Petrou OAM and Richard Rolfe AM generously contributed funds to St John ACT as part of the publication of George's book, *The Art of Humanity*, which featured Val Dempsey OAM among others. We acknowledge all of the wonderful donors and supporters of St John ACT, both large and small, and recognise their help and contribution to our work.



It's a perfect example of the Canberra community at its best, with people and organisations working together to make sure every child has what they need to be safe and cared for

**Hannah Andrevski - CEO,
Roundabout Canberra**



Corporate *Services*

Despite the financial result, St John ACT finished the year in a stronger position.

During the year, we consolidated all our sales and invoicing into one system, reducing complexity and chances for error. We also introduced a new expense management system which streamlined the processing of invoices and credit card receipts.

Strengthening our governance arrangements, we developed new delegation policy and code of conduct, while our child protection and safety policies were accredited by the Australian Childhood Foundation.

Our finance and administration staff – together with staff across all aspects of customer service – did a great job in implementing these systems during the year. We will see the benefits of their work for many years to come.

Staff turnover reduced in 2025 although remains high. During the year senior managers Julie Hall and Kate Luck left St John ACT – we wish them and all our former staff the very best for their future and thank them for their service.





Future *Outlook*

The future for St John Ambulance ACT is looking bright.

Our goal is to increase our impact for the community: increasing community resilience through first aid training and equipment, while providing trained and experienced personnel at events and locations where the size or risk of the event warrants extra, direct support.

While we are operating in an increasingly complex world with significant financial pressures, we are confident of increasing our impact while improving our financial position. Our goal is to make the community safer through first aid while also building and improving our own capacity and capability to support the community.

In the long term we want to:

- Build community resilience by increasing knowledge of first aid and access to first aid equipment (including defibrillators)

- Extend our coverage and capability to provide high quality first aid and pre-hospital support where the community cannot support themselves
- Improve the way we deal with people to make St John ACT more attractive place to learn, equip, work and volunteer
- Explore ways of leveraging St John national assets and systems to reduce unit costs of delivery and improve national consistency

In 2026, we will continue to grow, continue to invest in our people and capability and continue to support the community through a wider rollout of Streetbeat public defibrillators and free education in schools and community groups across the ACT.

FINANCIALS

Profit or loss for the year ended 31 December 2025

	2025	2024
REVENUE		
CBR Night crew	371,655	394,491
Event Health Services	255,980	217,785
Training Revenue	1,488,892	1,167,162
Product Sales	1,124,302	1,350,013
Donations & Fundraising	298,679	41,027
Grants	15,000	0
Other Revenue	111,597	34,620
Investment Income	43,287	52,512
TOTAL REVENUE	3,709,402	3,257,630
Cost of Sales	513,740	437,806
GROSS PROFIT	3,195,662	2,819,825
EXPENSES		
Salaries & Wages	2,311,630	1,821,077
Communications	22,147	61,828
ICT Costs	150,452	201,663
Insurance	90,593	79,034
National Office Service Fees	305,890	229,221
Occupancy	105,471	103,819
Operations	75,070	62,680
Professional Fees	41,353	85,945
Training	50,411	10,334
Travel	15,223	21,980
Other Expenses	82,659	77,810
Depreciation	128,010	140,406
National Redress Scheme	-	54,063
Adjustment For Backpay	(14,653)	285,237
TOTAL EXPENSES	3,364,256	3,253,100
NET PROFIT	(168,594)	(415,275)
OTHER COMPREHENSIVE INCOME		
Net change in fair value of financial assets	44,582	277,391
Net change in property revaluation	969,453	-
Other comprehensive income for the year	1,014,035	277,391
TOTAL INCOME	845,441	(137,884)

FINANCIALS

Balance Sheet at 31 December 2025

	2025	2024
ASSETS		
CURRENT		
Cash and cash equivalents	259,430	419,979
Trade and other receivables	285,535	290,872
Inventories	141,409	117,995
Other current assets	13,539	56,553
Total Current Assets	699,913	885,399
NON-CURRENT		
Financial assets	862,406	1,078,109
Property, plant and equipment	3,318,346	2,361,539
Right-of-use assets	36,718	69,117
Total non-current assets	4,217,470	3,508,765
TOTAL ASSETS	4,917,383	4,394,164
LIABILITIES		
CURRENT		
Trade and other payables	270,310	271,011
Other current liabilities	-	3,865
Lease liabilities	24,993	31,882
Provisions	84,117	372,676
Total current liabilities	379,420	679,374
NON-CURRENT		
Lease Liabilities	16,913	41,906
Provisions	14,741	12,016
Total non-current liabilities	31,654	53,922
TOTAL LIABILITIES	411,074	733,298
NET ASSETS	4,506,309	3,660,868
EQUITY		
Reserves	110,535	65,953
Revaluation surplus	2,797,725	1,828,272
Retained earnings	1,598,049	1,766,643
TOTAL EQUITY	4,506,309	3,660,868

St John Ambulance Australia (ACT) Ltd
ABN: 12 003 741 878

14 Thesiger Court
Deakin ACT 2600
info@stjohnact.org.au
www.stjohnact.org.au



St John