



# St John Tasmania



# ANNUAL REPORT

2024





## ACKNOWLEDGEMENT OF COUNTRY

We acknowledge the Palawa people as the Traditional Custodians of lutruwita, Tasmania, and we pay our deepest respects to Elders past and present.

We honour the profound and enduring connection that Aboriginal people have with the lands, skies, and waterways of this island, a bond sustained through resilience, strength, and reverence for Country.

We recognise the wisdom and care that the Palawa people have shared across countless generations, nurturing lutruwita and preserving its natural beauty and spirit.



# Contents

Chair's Report	4	<b>Our Future</b>	
CEO's Report	6	Training	32
<b>Our People</b>		Supplies	33
Our Board	10	Scooters & Mobility	34
Human Resources	12	Non Emergency Patient Transport	35
Organisational Structure	13	Marketing and Communications	36
Our History	14	The Order	38
<b>Our Impact</b>		Ivestiture	40
Event Health Services	18	Most Venerable Order of The Hospital of St John of Jerusalem	41
Emergency Management	20	Governance Statement	42
Timor-Leste	22	Regulatory & Legislative Environment	42
Community Engagement	24	Financial Summary	43
Community Care	27	Auditor's Report	45
Youth Program	28		





**Brad Watson**  
Chair of the Board

It is a privilege to present the Annual Report of St John Ambulance (Tasmania) Incorporated for the financial year 2023–2024.

I acknowledge the honour of serving in this great organisation on the lands of the Palawa people of Tasmania. I also wish to pay respect to all Tasmanians connected with St John who serve throughout the year, together pursuing our purpose of making Tasmania a safer place to live through first aid.

This year has seen many great achievements across the organisation. The year 2023–2024 saw the reinvigorated Youth Program recommence, coinciding with the 140th anniversary of St John in Australia. This program has been core to the work of St John over the years and, in modern times, needs to reflect contemporary understanding of safeguarding, youth development, and good role modelling. Our young people are extraordinary, and we insist on the best frameworks and supports for their development.

We started the process of relocating our Northwest training and retail facilities to a new base with a better profile in Devonport. This move will enable us to grow in that market and serve more people. We will be better connected to the local healthcare sector. We look forward, after renovations are finished, to moving into this new site later this year.

We celebrated the admission of Fay Reeve AM DStJ as a Member of the Order of Australia. Ninety-five-year-old Fay

**“Our goal is to consistently be clinically safe, evidence-based, trauma-informed, and highly effective in all we do.**”



was admitted to the Order of St John in 1973 as a Serving Sister and continues her association with St John over 50 years later. Her extensive dedication and commitment to the community saw this well-deserved honour bestowed in the King's Birthday Honours.

The Board has now set about the work of strategy and governance with an eye to the future. New terms of reference have been approved for each of our committees. New governance principles, developed by the Australian Institute of Company Directors, have been introduced into the proceedings of Board meetings. Importantly, we have started work on a new strategic plan for the period 2024–2027.

This plan is centered on our people, our impact, and our future. We are proud to have some of Tasmania's finest on our team, and we're committed to their growth, training, and retention, ensuring they can continue to deliver exceptional service to the community. While we already make a positive difference, our goal is to consistently be clinically safe, evidence-based, trauma-informed, and highly effective in all we do. Equally important is sharing the stories of our successes—sharing our successes as whole-of-community successes.

In terms of our future, we need to maintain our sustainability so that we can invest our returns into community services for all Tasmanians. We are about to launch our first major fundraising initiative in Tasmania, which will



support this. We are investing in efficient systems for our teams, managing our investments to fund our services, and reviewing our business arms to ensure they are contributing to our service arms.

Our engagement with the community has been and will continue to be an ongoing focus. Through partnerships with groups like St.Lukes Health and their public activations, we continue to embed ourselves within our community. Through programs like First Aid in Schools, we are teaching more young people about first aid during school holidays.

We have also looked beyond ourselves. During this reporting period, we deployed Commissioner Carl Graham to Timor-Leste to survey how St John Ambulance can partner with the local health system there. This Tasmanian initiative, instigated in partnership with the local Timor-Leste Honourary Consul and St John Hospitalier, Professor Nitin Verma, is now captured in a report that provides a roadmap for our international movement to have an impact in this new frontier for St John.

I thank all Board members, managers, staff, and volunteers for their contribution to St John this year. Particularly, I recognize our departing Chair Steve Smith, who has left big shoes for me to fill. Thank you, Steve, for your service, which is ongoing through our Order Affairs Committee and Historical Society.





## Andrew Paynter Chief Executive Officer

Making our Tasmanian community safer through first aid is always at the forefront of everything we do at St John Tasmania. We are constantly looking for ways to enhance our purpose. Over the past year, we've launched several new initiatives to further support our mission. Among these exciting programs are our Community Safe Program and a specialized school holiday program for parents and school children.

Our Community Safe Program gives deserving community groups and charities the chance to apply for ten free life-saving AEDs (Automated External Defibrillators) each year. As sudden cardiac arrest can happen to anyone, anywhere, equipping our communities with quick access to an AED can make all the difference in saving a life.

A new addition to our proactive community education repertoire has been our school holiday program. Fully subscribed since inception, these programs—delivered across all three regions of our state—focus on teaching children the essential elements of first aid. This initiative complements our very successful First Aid in Schools Program.

Our organisation is only as strong as our incredible volunteers, who remain pivotal in ensuring we continue to serve our purpose. I want to express my heartfelt thank you to them for their unwavering commitment and dedication. Their selflessness, tirelessness, compassion, and utmost professionalism make a real difference to the lives of Tasmanians every single day.

As a self-funded, profit-for-purpose organisation, the commercial landscape remains challenging. Our product and service markets are highly competitive, with a high inflation cost environment adding further difficulty. Despite this, we believe there are still many opportunities to pursue, and as such, we continue to invest to grow. An example of this is our new site in Devonport. In May this year, we executed a lease to relocate from our current Best Street site to 65 Formby Road, Devonport. The new site, situated on a major road, is highly visible and provides an opportunity to refurbish a building so it's fit for purpose. We'll continue to provide training services and first aid supplies and are excited to be adding mobility aids to our offering. Refurbishment works are due to conclude in late November in preparation for our relocation in December this year.

We were honoured to be given the opportunity to partner with advertising agency Showpony during the year. Showpony was exceptionally generous, producing the "Some Things Can Wait" campaign pro bono for St John Tasmania. It was a humbling experience to work with professionals from all over Australia who gave up their time voluntarily to produce a highly impactful television advertisement showcasing the critical importance of knowing first aid. A huge thank you to Jamie Scott, Parris Mesidis, Claudia Steven, and the entire Showpony team for providing us with an opportunity we would not have been able to undertake without their incredible support.

We continue to work on establishing key strategic partnerships. We're placing a particular focus on working with organisations focused on preventative education, knowing that no matter how much effort we place on prevention, unfortunately there will always be a need to respond with first aid. We have been proud to partner with iconic Tasmanian organisations like RACT and St.LukesSt. Lukes Health to undertake a number of value-adding community activations.

We have now completed the Reflect stage of our Reconciliation Action Plan (RAP) and have submitted it to Reconciliation Australia for sign-off. Once this process is complete, the real work begins in executing the initiatives outlined in the plan. To support this important journey, we've commissioned proud Truwulway/Bunurong woman and former St John Tasmania Cadet, Bianca Templar, to create a meaningful artwork for the plan. Bianca's piece features native medicine plants, symbolizing the connection between traditional and modern medicines, alongside footprints that represent the learning journey we are on with our RAP. We hope to officially unveil the artwork along with our Reflect Plan toward the end of 2024.

We continue to advocate for the importance of first aid. Unbelievably, the free-of-charge Learner Driver First Aid program is still yet to be adopted by any state or territory as a mandatory prerequisite to obtaining a learner driver's license. The program is a free, online 30-minute course targeted at learner drivers to equip them to respond at an accident scene. We know that someone with a blocked airway will die within four minutes, while the best ambulance response times in Australia range between nine and fourteen minutes. Therefore, the ability to provide a first aid response at an accident scene is critical.

We remain constantly focused on three priorities: our people, our ability



to positively impact the community we serve, and ensuring we're always casting an eye to the future to ensure we'll be here for many years to come for the benefit of our community.

I'd like to thank my interstate colleagues, our Board, and our Chair Brad Watson for their support, as well as the members of our Board sub-committees for their significant commitment over the last 12 months, especially with our increased focus on governance.

More broadly, to the whole Tasmanian team—whether paid staff or one of our incredible volunteers—thank you for your commitment, your contribution, and for striving every day to ensure we're always working to serve our community.

Finally, to my leadership team, thank you for your commitment, contribution, and support.



**“Making our Tasmanian community safer through first aid is always at the forefront of everything we do.”**



# OUR PEOPLE

Our people are at the heart of everything we do. Through their commitment and compassion, we deliver quality services that strengthen communities. We invest in a supportive environment, empowering staff and volunteers to make a meaningful difference.







# Board of Directors

St John is governed by a Board of Directors made up of community and business leaders with a strong sense of community service.

Board members are committed to the principles of corporate governance in terms of responsibility, self-regulation, prudent management of funds and best practice.

All positions are voluntary whereby members freely donate time and professional expertise.



**Chair**  
**Brad Watson**

Joined: December 2022

Brad is the Head of Community Engagement Programs for The Salvation Army Australia. His MBA, coupled with other postgraduate education in International & Community Development, have enabled his leadership in the community sector operations over more than 20 years. He is a member of the Academic Board of the University of Divinity and served 16 years as a specialist officer in the Australian Army Reserve.



**Deputy Chair**  
**Alex Schouten**

Joined: September 2017

Alex is a career public servant who has worked in the Tasmania State Service for over 30 years. She has extensive experience in public sector administration plus policy and program management. She is currently Manager, Office of the CEO, Homes.



**Ian Brooksbank**

Joined: May 2021

Ian Brooksbank is the Chief Executive Officer of Hydro Tasmania, a leading renewable energy provider in Australia. With a background in the energy sector, Ian has been instrumental in steering Hydro Tasmania towards a more sustainable and innovative future. His leadership focuses on advancing renewable energy projects, improving operational efficiency, and supporting Tasmania's transition to a low-carbon economy. Ian brings his experience to the St John Board championing strategy, finance, good governance and a care for others.



**Catherine Graham**

Joined: July 2019

Catherine has a long association with St John dating back to 1995. Catherine is a Registered Nurse, Registered Midwife, Certified Forensic Nurse Examiner and has a law degree. Catherine currently practices in the areas of Medico-legal law and Clinical Forensics.



**Neil Grierson**

Joined: November 2023

Neil has served as an Australian Army Officer for over 30 years and has extensive experience in operational and strategic leadership, risk management and strategy development. He has undertaken studies at the Australian Defence College, Melbourne Business School and is a Graduate of the Australian Institute of Company Directors. He is currently undertaking the role as Army's Area Representative for Tasmania and Senior Australian Defence Force Officer in Tasmania.



**David Hughes**

Joined: April 2020

David is the Official Secretary to the Governor of Tasmania. Prior to his current employment David had a long career with Defence in Aviation Corps before joining the Army Reserve in Tasmania. Colonel Hughes commanded Australian Defence Forces support to the State following the COVID-19 outbreak in 2020 and was responsible for the ADF Assistance Team that deployed in support of the Northwest Regional Hospital in Burnie.



**Erica Larke-Ewing**

Joined: May 2021

Erica is a for-purpose leader specialising in fundraising, marketing and communications. An AICD graduate, Erica has held senior positions with Australian Red Cross (both Tasmania and WA), the Heart Foundation WA and Cancer Council Tasmania. She is currently the Fundraising Manager at the Royal Hobart Hospital Research Foundation. Erica's experience spans strategy, project management, donor relations and individual giving and raising money for the causes she cares about.



**Han-Wei Lee**

Joined: November 2019

Han-Wei has occupied several senior leadership roles with Ambulance Tasmania and has experience successfully implementing large, complex, high risk and high value projects for Ambulance Tasmania and the Department of Police Fire and Emergency Management. Most recently he was an Incident Controller/Senior Executive within the Department of Health for the COVID-19 Pandemic. He has a broad background as a Paramedic and Critical Care Registered Nurse and has a long association with St. John dating back to 1991.



**Kate Cunningham**

Joined November 2023

Kate has a background in business and accounting across diverse sectors including listed and private companies and over the last 8 years the not-for-profit sector. She is the CEO of Positive Solutions, a Tasmanian not for profit providing psychosocial services and support to individuals and workplaces.



# Human Resources

At St John Ambulance Tasmania, we believe that our people are our greatest asset. In the past year, we have strengthened our commitment to fostering an organisational culture rooted in shared values, ensuring that these values guide every aspect of our recruitment process. We seek individuals who not only meet the technical requirements of their roles but also embody our dedication to service, excellence, and community.

As part of our continuous improvement strategies, we have prioritised creating an environment where all employees feel acknowledged for their contributions. Our Recognition and Appreciation initiatives foster a workplace where team members regularly celebrate one another's achievements, reinforcing a positive culture of mutual respect and support.

We remain committed to delivering excellence through ongoing professional development. This year, we invested in organisational development days that provide our employees with opportunities to build new skills, reflect on our mission, and align with our strategic goals. These days ensure our team is always evolving, equipped to meet the challenges of a dynamic and growing organisation.



# Child Safeguarding

St John Ambulance Tasmania is firmly committed to safeguarding children and youth in our community. Recognizing this as a strategic priority, we have begun implementing a program to ensure our policies and practices not only meet but exceed the minimum standards set by the Tasmanian Child & Youth Safe Organisations Framework. Our aim is to instil confidence in the community regarding our ability to effectively protect Tasmanian children and young people.

In alignment with both the Tasmanian Child & Youth Safe Organisations Framework and the National Principles for Child Safe Organisations, we have instituted practices that ensure the safety and protection of children, youth, and vulnerable individuals who engage with our services, staff, and volunteers.

We are also committed to ensuring that our practices are compliant with both Tasmanian legislation and national standards. To that end, we have engaged an independent provider to conduct a comprehensive review and certify our child safeguarding measures. This certification process will ensure that the systems we have put in place reflect best practice and uphold the National Principles.

Our goal is to create a safe environment where children and young people feel valued, empowered, and protected, enabling them to grow, learn, play, and work with confidence. Through these initiatives, we are strengthening our role as a trusted and child-safe organisation within the Tasmanian community.

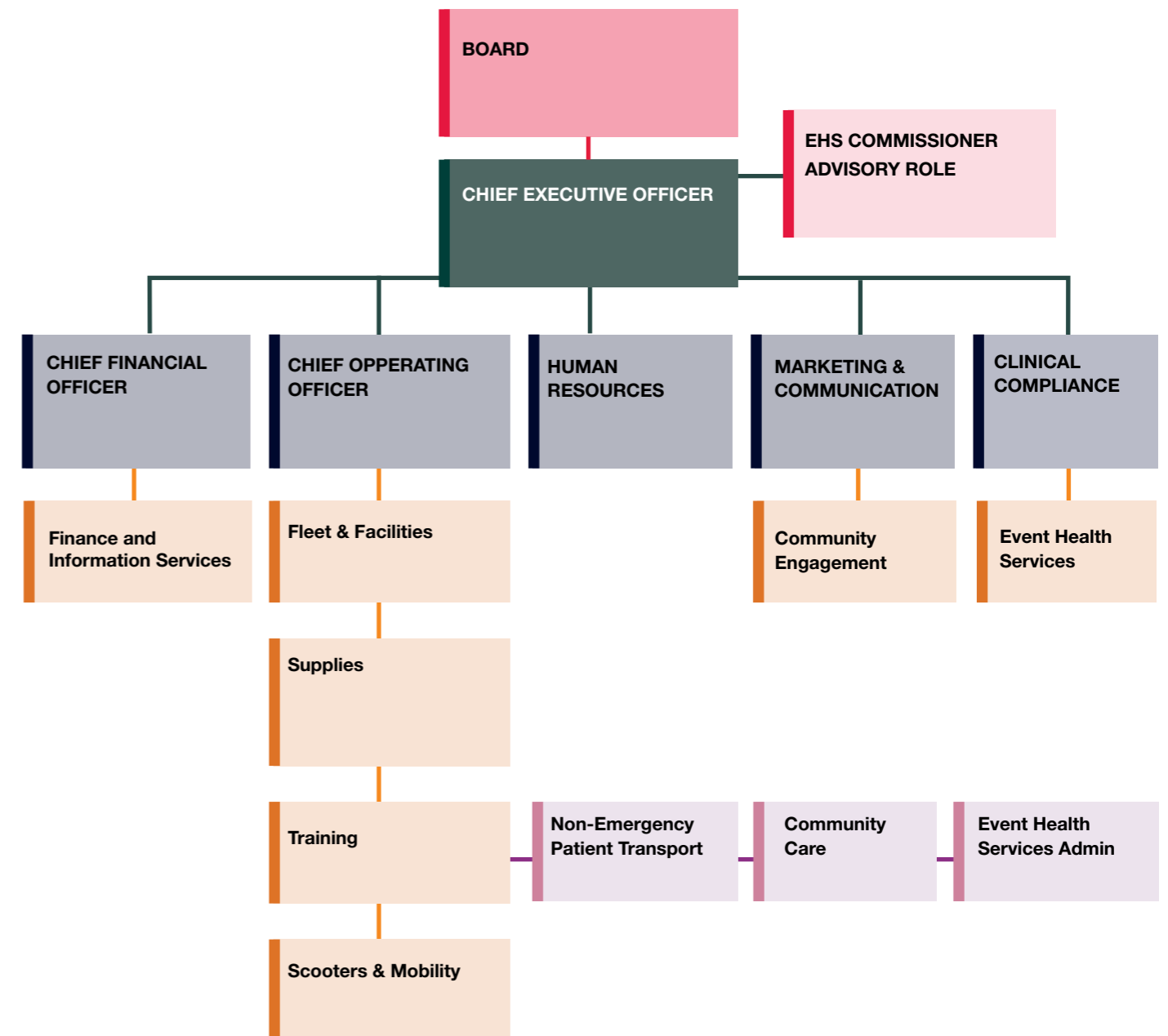


# Our Structure

The Order of St John is a globally recognised charity, accredited by the United Nations, dedicated to providing first aid, health care, and support services in over 40 countries.

In Australia, St John operates nationwide across all States and Territories under a federated structure governed by the St John Australia National Board, which sets national policies and standards.

As a key part of this structure, St John Ambulance Tasmania operates as an Incorporated Association under the oversight of a dedicated Board of Directors. The Directors are responsible for ensuring St John Ambulance Tasmania is effectively managed, delivering high-quality services aligned with the mission, culture, and values of the Order of St John.







# Our History

In 2022 the Historical Society of St John Tasmania was established. At the time an executive committee was established with Jon Cooper – President, Damian Bester – Vice President, Scott McCarthy – Treasurer and Phil Blackwell – Secretary. The society also had a membership of 10, all keen to work on establishing the society in Tasmania. The Historical Society was formed after Phil Blackwell proposed the idea and established the first meeting early in 2022. We also welcomed Steve Smith as our patron. Since then, we have welcomed a few more members who have become involved in the activities of the Society.

Since that time, we have collected, moved, collated, sorted and displayed numerous St John memorabilia and have developed plans, guides and supporting documentation for the Historical Society to operate in various parts of the state. We have overcome storage issues, flooding and more copies of first aid books than we need.

We have a presence in the Northwest and North with Kieran Brown and Vanessa Henry working together to establish collections for display in those regions. Vanessa, Kieran and Damian Bester have also been tasked with interviewing and recording some of our elder members in relation to the early days of St John in Tasmania. This process has proved to be positive, and we continue conducting more interviews in the future. The audio record will form part of our displays into the future.

Damian has also developed our very interesting Facebook page, and we have just reached 200 followers. This number is slowly increasing, and I encourage you to have a look and follow the page. Damian quite often asks for the identity of people in pictures and your viewing and response would be greatly appreciated.

On the finance front, Scott McCarthy has done a stellar job keeping us in check with our expenditure and he looks for any fund-raising opportunities as they arise. As Secretary Phil keeps the wheels in motion and is instrumental in keeping the group informed with local, national and international matters. Their support to the group is greatly appreciated.



Over the past year we have had the opportunity to engage the services of Stefan Petrow who is well regarded in relation to exploring, collating and documenting the history of organisations. More recently Stefan published the history of 'Legacy' in Tasmania, and we are very grateful that Stefan has now embarked on writing the History of St John in Tasmania. We look forward to receiving the final product sometime later in 2025/26.

Finally, I ask all of you, if you have the opportunity, to visit the Museum in Hobart which is just to the side of the reception area at the Moonah Headquarters. I also ask that if you have any records, minute books, old photos with descriptors and other memorabilia that you would like to provide to the Historical Society we will gratefully receive the items and collate and keep for future display in our museum. If you have publications or uniform that you consider unique or rare we would be pleased to receive those items. We have a large quantity of first aid and home nursing books of various editions, hymn books, uniforms, hats, buttons, overalls and other items that were common from the 1980s onwards therefore there is no need to hand those items to us.







# OUR IMPACT

Our impact is seen in the lives we touch. Through programs, partnerships, and education, we make health, safety, and mobility accessible, building a safer Tasmania where essential services empower people and communities.





# Event Health Services

Our services are relied upon at many public events each year. Through Event Health Services, we provide first aid response and pre-hospital care to the attending public.

### Aim:

Help those who are suffering and in distress whilst promoting event safety and community resilience through the provision of event health services, utilising established planning, risk mitigation, and public emergency management processes.

St John volunteers are trained and equipped to respond to medical emergencies, from minor injuries through to serious medical emergencies and trauma. All members uphold a continual skills competency program delivering the latest in healthcare techniques. Coupled with comprehensive kits and lifesaving equipment, they are ready to respond should something major happen. Amongst our volunteers are members who are registered with AHPRA as doctors, nurses, or paramedics.



## Focused on Growing Volunteer Numbers

Similar to all volunteer organisations globally, attracting volunteers post-COVID provides ongoing challenges for Event Health Services.

In 2023–2024, the Event Health Services management team developed its Volunteer Strategy with a focus on Recruitment, Retention, Recognition, and Resources that pre-emptively aligned with the St John International Strategy.

Significant focus was placed on streamlining the volunteer induction program to deliver efficient and consistent skills development of new recruits entering their volunteer journey. The program now successfully enables volunteers to undertake induction via workshop or at regular training nights.

The focus on growing volunteer numbers has been underpinned with a website refresh and attendance at university open days.

One of our longest-serving volunteers, Josephine Weeks DSTJ, retired from active volunteering after 60 years of remarkable service, and Esther Chappell RN MSTJ also retired after 35 years of service to St John. We commend both members on their amazing contribution to the Tasmanian community. Both continue to be involved in St John in a non-active capacity.

## Being Available When Needed Most

Tasmania avoided the anticipated difficult fire season in 2023–2024, and Event Health Services utilized the year to review its preparedness by updating its emergency response documents, cementing meaningful relationships with local councils, rebuilding and expanding response capability and resources, and providing education and training for members.

Our volunteers have returned to providing a valuable community service on the Hobart waterfront on most Saturday nights, focusing on immediate first aid treatment in this dynamic location.



## Developing Future Leaders

St John has always supported Tasmanians to develop skills. With a consistent history of members moving into health-related fields, Event Health Services' focus in 2023–2024 was tailoring and enhancing training opportunities for volunteers, including providing valuable hands-on patient exposure for university students studying paramedicine.

## Supporting Our Volunteer Workforce

Our EHS State team, consisting of State and Divisional leaders, meets regularly to ensure continual improvement in service provision, workplace health and safety, and member experience.

Our focus is on making a difference in the community by being the leading provider of quality first aid, health services, and related education.



## Focus on Meeting Our Clients' Needs

Event Health Services continues to focus on ensuring we continually meet and exceed customer needs.

The service delivery model was reviewed in 2023–2024, resulting in volunteers being busy attending an increased number of diverse events across Tasmania.

## Ensuring Safe and Quality Care

In 2023–2024, the Event Health Services senior team reviewed around 80% of all underpinning Event Health Services procedures, guidelines, and documents, including internal and external consultation processes.

A dynamic three-year training program for members significantly advanced and will roll out across the state in 2025.

Our Clinical Advisory Group continues to provide a valuable service to ensure the highest quality service is provided by Event Health Services.







# Emergency Management

*Strengthening Tasmania's ability to prepare, respond & recover from emergency.*

**The heart of our Event Health Services Program lies in its unwavering commitment to keeping Tasmanians safe.**

Under the Tasmanian Emergency Management Arrangements (TEMA) St John's role is identified as a supporting organisation to Ambulance Tasmania. Whilst the intent of the TEMA is to describe St John as a support agency to Ambulance Tasmania - it is not surprising that given St John's role in providing health services and first aid at community events, we are well-equipped to be at the forefront of an initial emergency response to an incident.

Through an ongoing memorandum of understanding (MOU) with Ambulance Tasmania St John has committed, as a minimum, the following capability in support of State emergencies.

- 9** Mobile first aid units (stretcher capable) (St John has available up to 21 units if required).
- 3** 4WD Mobile First Aid Units.
- 7** First Aid Supplies Vans.
- 1** Minibus (6-seater, wheelchair capable).
- 7** Major Event & Emergency Response Trailers & Support Trailers.
- 8** Shelter/First Aid Tents.
- 90** First Aid Officers.
- 6** Mass Casualty Incident Kits, Significant Medical Supplies & Equipment.
- 24/7** State Duty Officer and Disaster Response Coordinator, Satellite Telephones, and Staff Trained to Use Government Radio Network.





# International Outreach: Timor-Leste Assistance Scoping Mission

In June 2024, St John Ambulance Tasmania embarked on a scoping mission to Timor-Leste to assess the country's emergency healthcare needs and explore opportunities to expand St John's life-saving services. Led by Carl Graham, the mission involved delivering training and conducting needs assessments in collaboration with local healthcare professionals and government agencies. This mission was undertaken with guidance from the Timor-Leste Ambassador to Australia, HE Ines Almeida, and St John Hospitalier, Professor Nitin Verma.

## Key Mission Activities:

- **Training and Capacity Building:** Over 150 healthcare workers, including doctors, nurses, and ambulance staff, participated in six emergency care training sessions focusing on basic life support, patient deterioration recognition, and structured emergency care.
- **Facility Assessments:** The mission included visits to the National Hospital in Dili, community health centres, and ambulance service stations to identify gaps in resources, staffing, and training.
- **Strategic Discussions:** Meetings were held with senior health officials, including representatives from the National Ambulance Service and the Ministry of Health, to explore long-term collaboration on emergency medical services and community-level healthcare improvements.
- **International Partnerships:** Post-mission discussions were held with key stakeholders, such as Rotary International, to secure funding and logistical support for medical equipment and training programs.

## Strategic Recommendations:

- The mission highlighted several key areas for St John's potential involvement in Timor-Leste, including:
- Establishing a sustainable first aid training program in partnership with the Timor-Leste government and local NGOs.
- Supporting the development of the National Ambulance Service through mentoring, training, and equipment donations.
- Expanding St John's First Aid in Schools program, similar to the successful model in Papua New Guinea, to enhance community health outcomes.
- This mission represents the beginning of a long-term commitment by St John to improving healthcare delivery in Timor-Leste, in alignment with our core values of service and humanitarian aid.







# Community Engagement

This year, St John Ambulance Tasmania’s community engagement efforts went beyond simply providing first aid training and services. Through strategic partnerships and impactful events, we connected with Tasmanians on a deeper level, reinforcing our mission to make communities safer and more resilient.

## First Aid in Schools

Our First Aid in Schools program continued to thrive, reaching 65 schools and training 4609 students across the state. This program empowers young Tasmanians with essential life-saving skills and has become a vital part of our commitment to community safety.

In a major highlight of the year, Howrah Plumbing stepped forward to sponsor an entire school’s participation in the First Aid in Schools Program. Thanks to their generosity, 250 children received first aid training, becoming first aid champions in their schools and communities. Owner Cath McDowell expressed her pride in supporting such a valuable initiative, sharing St John’s belief that every child should have access to life-saving skills, regardless of location or socioeconomic background. This partnership not only made a direct impact on the children trained but also set an example for other businesses to follow, as St

John seeks further support to sustain this essential program amidst rising costs.

## First Aid School Holiday program

In addition to schools, we expanded our engagement with our new First Aid School Holiday Program, allowing children to learn critical first aid skills in an interactive and fun environment during school holidays. Launched in the early part of 2024, the program quickly expanded from Essential First Aid Skills, to include Outdoor First Aid Skills, and Pet First Aid Skills. With 326 participants taking part, the feedback has been overwhelmingly positive from parents and children alike.



“First aid is an indispensable skill, especially for young ones, and we share St John’s dedication to making it accessible to all children, regardless of their location or socioeconomic background. I’m proud to support this program and hope other businesses will join me in sponsoring a school.”  
- Cath McDowell, Howrah Plumbing





## Community Engagement

### Community Education

This year, St John Ambulance Tasmania made significant strides in raising public awareness of CPR and defibrillator use through a series of hands-on demonstrations across the state. Key achievements included:

#### Restart a Heart Day

A key date in the St John Tasmania calendar, this year we partnered with Bunnings, Australia's favourite store, to bring CPR demonstrations to every Bunnings location in Tasmania. These events allowed the public to experience using a defibrillator and practise CPR, spreading vital awareness about the importance of quick intervention during cardiac emergencies.



#### St. Lukes Health CPR labs

This year we commenced monthly CPR Labs, at St. Lukes new Wellness Hub. With our shared mission to keep Tasmanians safe and healthy, this strategic partnership has allowed us to reach even more Tasmanians, and provide them with essential life-saving skills, and the confidence in their ability to respond to emergencies



#### RACT Youth Education

We were proud to join forces with RACT, taking part in a youth-focused event aimed at teaching young drivers essential first aid for roadside emergencies. This initiative helped equip dozens of young Tasmanians with the confidence to act during accidents, contributing to safer roads across the state.



## Community Engagement

### Community Safe Grants Program

Our Community Defibrillator Grants Program continues to have a significant impact, with 10 defibrillators awarded to deserving community groups across Tasmania. The recipients included organisations such as JCP Youth, The Dogs Home of Tasmania, the Peter Murrell Walking Group and the Nepalese Football Club, where these life-saving devices are now accessible in high-traffic and high-risk areas. The grants have been instrumental in providing peace of mind to communities, ensuring they are better prepared for sudden cardiac events.



### Community Care

Our St John Tasmania Community Care Program remains dedicated to supporting elderly individuals and those at risk of social isolation within our community.

We are proud to offer essential support services for older Tasmanians through two key funding programs: the Home and Community Care (HACC) Program, funded by the Crown through the Department of Health - Tasmania, and the Commonwealth Home Support Program (CHSP), funded by the Commonwealth Government. These programs help us deliver high-quality care that promotes independence and well-being, allowing people to remain in their own homes for as long as possible.

Our committed team of volunteers continues to create wellness and reablement opportunities, empowering clients to live independently and comfortably in their own homes. Through ongoing guidance and support, our volunteers help clients sustain fulfilling lives, despite the challenges posed by volunteer availability.



*"The assistance I receive from St John is exceptional. The two hours of help and company I get has me looking forward to it each week. Some weeks it is my only social contact and so very much appreciated."*  
- Joan Middleton, Community Care Client.





“The Youth Program gives young people the chance to make new friends and give back to the community”

**Jack Duncun, Youth Member**



# Youth Program

The 2023/24 financial year was a pivotal one for the St John Ambulance Tasmania Youth Program, marked by significant milestones as we launched a revitalised program.

In March 2024, the Tasmanian Youth Program was officially launched at Government House, with Her Excellency presiding over the event. The occasion was attended by key dignitaries, including National CEO Brendan Maher, Chancellor Cameron Oxley, Lord Prior Mark Compton, and National Youth Managers from across Australia. During the event, the inaugural Spirit of St John Award Shield was presented, a major recognition for the youth division.

That same weekend, Hobart hosted the face-to-face National Youth Group meeting, bringing together youth leaders from across the country to plan future initiatives for the program.

The Youth Program officially commenced in April 2024, with the Hobart Division meeting on the 8th and Launceston on the 9th. These meetings were highlighted by a personal welcome

message from Lord Prior Mark Compton.

Alanna Cornish was appointed as the State Youth Officer of Community Engagement, infusing fresh leadership and energy into the program. Our members proudly represented Tasmania on the international stage, with Jack Duncun visiting divisions in New Zealand in August 2023 as part of our global engagement. In July, Alanna Cornish participated in the Australian delegation at the 2nd Asia-Pacific Regional Youth First Aid competitions in Singapore.

In April 2024, youth members Jack Duncun, Sasha Barker, Ella Swan, and Leo Resvanis were selected to represent Tasmania at the National Youth First Aid competitions in Alice Springs, scheduled for July.

A key focus of the Youth Program is making a tangible impact within the community by getting involved in public events and sharing essential first aid knowledge. A prime example of this was in May, when youth members participated in the Launceston

Harvest Market, where they conducted CPR demonstrations and engaged with the public on the importance of emergency response skills.

Vanessa Henry was invited to join the National Youth Volunteering Awareness Campaign’s Expert Advisory Panel and contributed to Volunteering Australia’s Volunteer Involvement Cycle consultation. She continued her involvement with the National Order Affairs Committee and the International Funeral and Ceremonial Protocol Book Committee, while also mentoring youth programs in Western Australia and Queensland.

In June 2024, youth members took part in the Honour Guard for the Tasmanian Investiture ceremony. Notably, Jack Duncun received the Peter Falkland Youth Leader of the Year Award, while Alanna Cornish was awarded her Grand Prior’s Award along with a Bronze Commendation. Additionally, Jamie Kopper was admitted as a Member of the Order for his contributions to the Youth Program, and Vanessa Henry received her 1st clasp for 15 years of service.

By the end of the financial year, the Youth Program had two active divisions in Hobart and Launceston, with 30 youth

members in total. Youth members continued to participate in community events, while recruitment for adult leaders remained ongoing. The program’s website was updated to allow potential members and adult leaders to express interest and ensure compliance with new child safeguarding guidelines.

A heartfelt thank you to everyone who made the success of this year’s Youth Program possible. A warm welcome to all our new and continuing youth members—your dedication is the foundation of our program.



# OUR FUTURE

Our future is grounded in innovation and sustainability. By embracing technology and evolving with community needs, we're creating a resilient organisation that champions health and safety for generations to come.







# Commercial Services

St John is a profit-for-purpose business, with all funds reinvested back into Tasmania through our community programs.

## Training

First Aid training is the heart of what we do, and this financial year St John Ambulance Tasmania has proudly delivered first aid training to nearly 18,000 students across more than 1,600 courses. Our mission to make the Tasmanian community safer through first aid continues to drive the range and quality of courses we offer, including those tailored for high-risk sectors like mining and construction, ensuring compliance with workplace health and safety standards.

This year, we launched our new Video Enhanced First Aid Training, known as SJx, which offers a cutting-edge learning experience. Through video-based scenarios, participants engage more deeply, and the streamlined format has reduced course duration—for example, from two days to one. The SJx system offers consistent, standardised testing, and the use of mobile devices for paperless assessments enhances both the efficiency and environmental sustainability of our courses.

Our trainers leave a lasting impact, empowering Tasmanians to act confidently in critical situations, knowing that their St John training prepares them to save lives.

“ The new video system was great—much more engaging!

“ I’ve been refreshing my CPR skills through St John for years, and you’ve always been fantastic.

“ The trainer was excellent—clear, precise, and created a relaxed atmosphere, encouraging everyone to participate.



## First Aid Supplies

In 2023–2024, St John Tasmania continued improving the lives of Tasmanians through first aid. As the leading provider of first aid supplies and services in the state, we are proud of the steps made this year in delivering on our mission.

A milestone of the year was the introduction of our new van design, showcasing the St John brand across Tasmania. The new van commenced operation in Devonport towards the end of the 2023–2024 year, expanding our visibility and engagement with communities statewide.

Once again, St John Tasmania participated in Agfest, Tasmania’s premier agricultural event. This major event served as a unique opportunity to engage with regional communities, businesses, and individuals across the state.

Our booth allowed attendees to interact with our team, learn about our range of products, and discuss the importance of first aid and safety practices. And this year we were thrilled to have been awarded with the ‘Most Accessible Site’ award. The award was a true demonstration of our commitment to accessibility and access for those who are less mobile in the community.

Agfest continues to be a critical platform for connecting with our community and promoting health and safety.

Our free of charge workplace compliance assessments remained



a key focus this year. These assessments help ensure businesses comply with safety regulations and equip them with the necessary resources to address potential accidents and injuries. Our workplace assessments are a vital part of our mission to create safer environments for both employees and customers across Tasmania.

Our kit servicing teams continued their work across the state, providing essential services to 1,940 kit service customers in 2023. Of these customers, almost 50% maintained between one and three kits, many of them in regional or remote areas across the state.

In addition to kit servicing, we supplied 332 defibrillators to businesses and organisations across Tasmania, significantly contributing to the community’s preparedness for emergencies.





### Scooters & Mobility

Scooters and Mobility, a vital part of St John Ambulance Tasmania, plays a key role in addressing the mobility needs of Tasmanians by providing essential assistive equipment, including mobility scooters, wheelchairs, walkers, and daily living aids. This service is especially important in Tasmania, where mobility barriers significantly affect older adults and people with disabilities.

Maintaining independence helps individuals remain actively engaged in their community, positively impacting both their mental and physical health, as well as their support networks.

Over the next four years, the Australian Government's aged care initiatives aim to enhance independence, mobility, and autonomy for older Australians, reducing or delaying the need for complex aged care services. With advances in technology enabling effective home monitoring, demand for assistive technology and mobility services will likely grow. These initiatives focus on home-based care, ensuring people can remain in their homes longer with the necessary support.

In 2023, demand for mobility aids rose significantly, driven by Tasmania's aging population—around 20% of the population is 65 and older—and the increasing number of individuals receiving support

through the National Disability Insurance Scheme (NDIS), which currently assists over 33,800 Tasmanians. Scooters and Mobility collaborated with over 30 aged care and disability organisations across the state, delivering and setting up equipment tailored to client needs.

Our commitment to community support includes establishing a consultation room in the Launceston showroom. This confidential space, equipped with teleconference facilities, is freely available to community therapists, clients, and families to explore assistive support options.

Throughout the year, we provided community engagement services, such as visiting Lifestyle and Retirement Villages to offer free product demonstrations and minor mechanical repairs, enhancing residents' access to reliable mobility solutions. Scooters and Mobility was also a major contributor to the St John Ambulance display at Agfest, presenting a valuable opportunity to educate the community on our services and our connection to St John's mission of community care.

Scooters and Mobility continues to play a crucial role in supporting individuals with mobility challenges, helping them maintain independence and remain active in their communities.




### Non-Emergency Patient Transport

St John Ambulance Tasmania's Non-Emergency Patient Transport (NEPT) service provides vital transport for patients requiring medical care or supervision without the need for an emergency ambulance. NEPT operates across Tasmania, assisting patients attending appointments for dialysis, chemotherapy, rehabilitation, and palliative care, as well as facilitating transfers between hospitals and aged care facilities. The service maintains a high standard of care, NEPT staff and volunteers undergo regular training to ensure they provide compassionate, compliant and respectful care.


In July 2023, St John Tasmania launched a recruitment drive for NEPT officers. By August 2024, nine new officers were onboarded—two in the Northwest, one in the North, and six in the South. During this recruitment, five UTAS student paramedics joined the team, with one later transitioning to the state ambulance service for their graduate year. All new officers were enrolled in the Certificate III in Non-Emergency Patient Transport, completing their studies by January 2024, ensuring full qualification for all officers.

NEPT continues to be a crucial service for the Tasmanian community while also offering valuable real-world experience for patient transport officers.



**843**   
Patients transported

**6671**   
Hours of service provided

**104,089**   
Kms travelled







# Marketing and Communications: Amplifying Our Reach and Impact

The mess can wait.

Your St John First Aid training can't.

Book your course today

[www.stjohntas.org.au](http://www.stjohntas.org.au)



**St John Tasmania**

This year has been a defining one for St John Ambulance Tasmania's marketing and communications, driven by powerful campaigns, strategic use of digital platforms, and successful fundraising efforts.

One of the year's highlights was the Showpony campaign, which featured Community Care volunteer Pete taking centre stage in promoting St John's services. The campaign was an overwhelming success, leading to a 416% increase in web visitors. Pete's relatable story helped humanize the work of St John Ambulance, connecting with the community in a meaningful way and showcasing the importance of volunteering.

### Analytics: A Year of Growth

Our website saw significant improvements in both traffic and engagement:

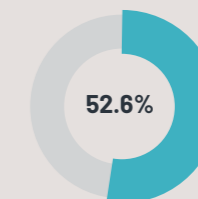
- Active users increased by 23.2%, while new users grew by 24.4%.
- Direct traffic increased by a 52.6%, and organic search traffic rose by 7.1%, demonstrating the effectiveness of our search engine optimisation and marketing efforts.
- The average engagement time per user grew by 61.6%, reflecting that visitors are spending more time exploring our content, particularly on high-traffic pages such as the Training Courses page, which saw 27,000 views.
- Month-over-month growth hit +34.8%, showing sustained success in driving engagement through our online presence.
- The success of our Google Grant campaign was another highlight, generating \$33,835 in conversions. This grant played a pivotal role in bringing hundreds of new inquiries and sign-ups to our courses, services, and volunteer programs.

These marketing and fundraising efforts have amplified our impact, connecting with more Tasmanians and securing the resources we need to continue our life-saving work.

"Having opened our doors in Tasmania just over a year ago we're thrilled to be working with St John Tasmania to deliver such an important message."  
- Claudia Steven, Showpony Hobart General Manager



Average engagement time per user grew by 61.6%, reflecting that visitors are spending more time exploring our content.



Through our marketing efforts we saw a 52.6% increase in direct traffic to our website.

**+33.8K**

Our Google Grant campaigns generated \$33,835, along with new inquiries to our volunteer programs.





# The Order of St John

## Steve Smith AM CSC CSTJ RFD

### Director of Order Affairs and Patron of the Historical Society

I was honoured to take over as Chair of the Committee from Colonel David Hughes CSC. David remains a key member of the Committee and provides a conduit to our Deputy Prior, Her Excellency the Governor in his capacity as the Official Secretary at Government House Tasmania. On behalf of everyone, I thank David for his past leadership of the Committee.

My initial tasks as the incoming Director of Order Affairs were to re-confirm the Committee's membership and draft formal Terms of Reference for the Committee which were approved by the Board in February 2024. These inaugural Terms of Reference provide contemporary guidance for the important work that the Committee does in support of The Order and confirm our responsibilities which are to:

- promote the mottoes and objectives of The Order within Tasmania through local level coordination and liaison and in particular, assist with developing Order nominations.
- accept, assess and where agreed, on-forward recommended nominations to the Priory of St John in Australia for admission or promotion within The Order in Tasmania.
- support the conduct of Order related formal events, including Investitures at Government House Tasmania.
- support ongoing engagement of Order members in Tasmania through the Historical Society's periodic newsletter, Pro Humanitate.
- provide advice, as required, to the Deputy Prior (the Governor



of Tasmania) and others on matters relating to The Order.

- provide advice and representation to national level committees and meetings dealing with Order related matters, including Priory Chapter meetings of The Order in Australia and the National Order Affairs Committee; and
- if required, make recommendations to the Board of St John Ambulance Tasmania Inc. or the Priory in Australia on Order related matters.

As the Director of Order Affairs, I also have the privilege, along with another Committee member (Vanessa Henry OSTJ), of representing St John Tasmania as a member of the National Order Affairs Committee. This Committee enables St John Tasmania to remain engaged in National level Order issues, as well as profiling our own local level activities.

The two key-note activities for The Order in Tasmania remain the annual Investiture at Government House and the Annual Order Dinner - both of which occur as close as practicable to St John Day (24 June). This year's Order Dinner adopted a new format which aimed to include not only Order members but also selected invitees who would benefit from greater understanding of the roles and functions of The Order. The new arrangement was well-accepted, and we will continue to review how Order members engage socially.

The Committee's overall purpose remains to promote understanding of the role and value of The Order in Tasmania and as appropriate, provide recognition through membership and promotion with The Order. To this end, the Committee always welcomes input from any quarter together with appropriately endorsed, value-based recommendations for those deserving of recognition.







# Investiture

At the investiture held on 21st June 2024 the following awards were presented:

## ORDER SERVICE MEDAL

Representing 10 years service

Rhiannon Camino  
Catherine Graham

## FIRST CLASP TO THE ORDER SERVICE MEDAL

Representing 15 years service

Colleen Downer  
Vanessa Henry  
Catherine Graham

## SECOND CLASP TO THE ORDER SERVICE MEDAL

Representing 20 years service

Alison McCarthy  
Stuart Husband  
Catherine Graham

## THIRD CLASP TO THE ORDER SERVICE MEDAL

Representing 25 years service

Catherine Graham

## COMMENDATIONS FOR SERVICE TO THE COMMUNITY

### Silver Commendation

Colleen Downer

### Bronze Commendation

Colleen Downer  
Alana Cornish  
Ashley Burgess  
Aaron Cassidy  
Jennifer Hughes  
Pam Heiermann ASM

### Grand Priors Award

Alana Cornish

### Peter Falkland Youth Leader of the Year Award

Jack Duncun

The following members have been awarded Service Medals/clasps, however, they were not able to attend the investiture.

- Remedios Hawkins Order Service Medal for 10 years service
- Monica Kursawe Order Service Medal for 10 years service
- Damian Bester Third Clasp to the Order Service Medal for 25 years service
- Sharon Orchard Third Clasp to the Order Service Medal for 25 years service
- Michael Skey Fifth Clasp to the Order Service Medal for 35 years service



# Most Venerable Order Of The Hospital Of St John Of Jerusalem

The following admissions and/or promotions were made at the 2024 Investiture ceremonies at Government House, Tasmania by Her Excellency the Honourable Barbara Baker AC, DStJ Governor of Tasmania and Deputy Prior of the Most Venerable Order of the Hospital of St John of Jerusalem in Tasmania.

## MEMBERS IN THE ORDER OF TASMANIA

### ADMITTED AS A MEMBER

Mrs Catherine Graham  
Mr Jamie Kopper  
Dr David Boadle

### DEPUTY PRIOR

Her Excellency the Honourable Barbara Baker, AC, DStJ

### KNIGHTS OF GRACE

Mr Michael Barrett, AM  
Mr Ross Byrne, RFD  
Mr Kieran Brown  
The Honourable William Cox, AC, RFD  
Sir Guy Green, AC, KBE, CVO  
Mr Aziz (Greg) Melick, AO, RFD, SC

### DAMES OF GRACE

Mrs Roxena (Roxy) Cowie, OAM  
Mrs Jocelyn Cox  
Lady Rosslyn Green  
Mrs Valma (Fay) Reeve  
Mrs Frances Underwood  
Mrs Josephine Weeks  
Professor the Honourable Catherine (Kate) Warner AC

### COMMANDERS

The Honourable Justice Alan Blow, AO  
Mr David Burns  
Mr James Byrne  
Mr Euan Edwards  
Mr Carl Graham  
Miss Margret Jacobson  
Mr Stephen Miller  
Mr Clair Smith  
Mr Steven Smith, AM, CSC, RFD  
Dr Nitin Verma, AM  
Dr James Wane

### CHAPLAIN

Rt. Reverend Dr Chris Jones

### OFFICERS

Mrs Barbara Almond  
Miss Dorothy Burns

Mr Jon Cooper

Mr Bruce Ellis

Dr Keith Goulston

Mr Ian Hart

Mrs Vanessa Henry

Mrs Trixie Hope

Mr Peter James

Mr John Kelleher

Mr Roy Margetts

Mr Scott McCarthy

Mr Richard McCreddie, APM

Mr Robert McManus, OAM

Mr Albert Morris

Mr Barry Neave

Mr Desmond Peterson

Mr Patrick Peterson

Mr David Quill

Mrs Lorraine Riggall

Dr Bodie Rodman

Mr Sanyi Szauber

Mr Leon Schwarz

Mr Arthur Webber

Mrs Margaret Wells

### MEMBERS

Mr Damien Almond

Mr Glenn Archer

Mrs Eileen Ayres

Mrs Debra Baier

Mr Marc Bester

Mr Damian Bester

Mrs Lucy Bester

Mr Philip Blackwell

Mr Malcom Blizzgott

Mr David Boadle

Mr Andrew Brown

Mr Gary Burke

Mrs Tania Burke

Mr Simon Burns

Mrs Geraldine Byrne

Mrs Denise Callahan

Mrs Elizabeth Cameron

Ms Kerri Camino

Mr John Campbell

Mr Brent Cashion

Mr Aaron Cassidy

Mrs Esther Chappell

Mr John Chilcott, LVO

Mr Rick Clark

Mrs Betty Clayton

Mrs Lesley Collins

Dr Michael Cook

Mrs Leah Cooper

Ms Alana Cornish

Mrs Shirley Crown

Mrs Lenis Crowder

Mr Stuart Dann

Mrs Debra Dolbey

Mr Wayne Dowling

Mrs Colleen Downer

Miss Olive Edwards

Mr Albert Elliott

Mr Bryan Evans

Mr Dale Fitch

Mrs Joyce Fraser

Mr Graeme Gee

Miss Daphne Glennon

Mrs Catherine Graham

Mrs Pauline Grant

Mrs Patsy Halloran

Mr Darren Hamilton

Mrs Betty Hammond

Ms Pamela Heiermann ASM

Mr Darren Hine AO, APM

Mr Robert Hingston

Mr Stanley Hingston

Mr Graeme Hodges

Mrs Anna Holloway

Mr Glenn Hoppitt

Mrs Diana Howard

Mr Rodney Hudson

Colonel David Hughes, CSC

Mr Stuart Husband

Mr Thomas Irving

Mr Athol Johnson

Mr Jack Johnston, APM

Mr Rick Knowles

Mr Jamie Kopper

Mrs Carol Lampard

Mr Han-Wei Lee, ASM

Mr Grant Lennox, ASM

Mr Graham Lester

Mrs Judith Levis

Mrs Kylie Ling

Mr Graeme Little

Mrs Connie Lunn

Dr Frank Macdill, AM

Mr Ronald Marshall

Dr Jane Marstrand

Mrs Alison McCarthy

Dr Paul McGinity

Mr John Mee

Mr Kaleb John Milner

Ms Sarah Montgomery

Ms Barbara Murphy

Mr Ken Naylor

Mrs Brenda Neave

Mrs Valerie Neilson

Mrs Christine Nelan

Ms Sharon Orchard

Mr Harold Parker

Mrs Jane Parkin

Mr Leonard Peters

Mr Peter Piggott

Mr Barry Pitt

Mr Phillip Pyke

Ms Christine Quill

Mrs Joy Randall

Mr Joseph Ratcliffe

Mr Graeme Rayson

Mrs Maureen Roach

Mrs Pam Roberts

Mr Robert Rubenach

Mr John Sheedy

Mr Neil Shuey

Mr David Skegg

Mr Michael Skey

Mrs Kathleen Smith

Mrs Yvonne Stanley

Mr Kim Stewart

Mr Charles Strochnetter

Mrs Roma Tarrant

Mr Justin Tippet

Mr Craig Turner

Mr Darrell Vincent

Miss Elizabeth Walker

Mrs Jennifer Walters

Mr Murray Webb

Mrs Leoni Webster

Mr Grant Wiggins

Mr Tim Williams

Mrs Jeanette Wills

Mr Eric Woodcock

### VALE

Mr Reginald Graham KStJ

Mr Max McGuire OStJ

Mr Darren Cooper MStJ

Mrs Valmai Hollis MStJ

As of 30 June 2024 there were 169 members of the Order in Tasmania.





# Governance Statement

The focus of the Board is to ensure St John TAS is appropriately managed and provides leading first aid and community services consistent with the culture and values of the Order of St John.

The Board draws on and applies relevant corporate governance principles and practices to assist it in ensuring the performance of St John TAS. Day-to-day management of the organisation's affairs and implementation of corporate strategy and policy initiatives are delegated by the Board to the Chief Executive Officer and the Executive Management team.

We abide by our constitution (Rules of the Association) which provides essential guidelines in the principles and operating

practices for our organisation. Ambulance Australia (TAS Inc. are responsible to the members for the performance of the Incorporated Association.

## STANDARDS

These standards identify governance requirements for the Board as defined in One St John policies and standards - Corporate Governance Standards.

1. Board and management roles and responsibilities are clearly defined and separated.
2. Board has processes in place for determining strategic direction.

3. Board has processes in place to monitor progress, including reporting against performance measures.
4. Board has systems in place for ensuring compliance with regulatory and legal obligations.
5. Board identifies all major risks for the St John entity so they can be managed.
6. Induction programs are in place for all new Board members.
7. Board members regularly review their performance individually and as a Board.

The Board Chair is accountable for these standards. The Directors of St John

# Regulatory & Legislative Environment

St John Ambulance Tasmania operates within the highly regulated not-for-profit, healthcare, aged care, education and training (VET) sectors.

We adhere to all relevant codes of practice, laws and license agreements which govern these environments.

### Incorporated Association

Operating not-for-profit with a formal legal structure under the Associations Incorporation Act 1964.

### Registered Charity

Australian Charities and Not-for-Profits Commission (ACNC) registered in compliance with the Charities Code of Practice.

### Royal Charter

Granted to the Order by Queen Elizabeth II.

### Registered Training Organisation (RTO)

Australian Skills Quality Authority (ASQA) regulatory body within the Vocational Education and Training (VET) sector. RTO number 88041 St John Ambulance Australia Ltd.

### Public Benevolent Institution (PBI)

Australian Charities and Not-For-Profits Commission (ACNC) registered.

### Deductible Gift Recipient (DGR)

Status awarded by the Australian Taxation Office (ATO) to receive income tax deductible

gifts and deductible contributions.

### Income Tax Exempt Charity (ITEC)

Status awarded by the Australian Taxation Office (ATO), exempt from income tax and income tax returns.

### Notice of Endorsement for Charity Tax Concessions

Status awarded by the Australian Taxation Office (ATO).

### Code of Conduct (First aid services and health care)

Health professionals (doctors, registered and enrolled nurses, and paramedics) adhere to the registration standards of the Australian Health Practitioner Regulation Agency (AHPRA). Other healthcare workers not within the ambit of AHPRA adhere to the Code of Conduct for Unregistered Health Practitioners under the Health and Community Services Complaints Commissioner (HCSCC).

We continually monitor compliance with regulatory requirements and ethical standards to ensure accountability to the community, stakeholders and regulatory bodies.

### Aged Care Quality Standards

The Quality Standards focus on outcomes for consumers and reflect the level of care and services the community can expect from organisations that provide Commonwealth subsidised aged care services.

**Bank:** Bendigo Bank

**Solicitors:** Simmons Wolfhagen, Dobson Mitchell Allport, Barry Nilsson Lawyers

**Auditors:** Wise Lord & Ferguson

**Investment Advisor:** Evans & Partners

**Insurance Advisor:** AON Insurance

**Australian Business Number (ABN):** 65 764 484 851

### Products – first aid kits and equipment

Therapeutic Goods Administration (TGA) approved.

Workplace kits conform to Worksafe and SafeWork TAS

Code of Practice.

### Drug license - Schedule 2, 3 and 4:

Authorised by Government of Tasmania, Department of Health to possess, store and administer controlled substances (medications) using approved organisational clinical protocols, guidelines and standing orders.



# Financial Summary

We are a social enterprise, meaning a not-for-profit that applies commercial strategies to generate funding for health and well-being programs, rather than for maximising profits for shareholders.

For the detailed financials please contact the CEO by email at: CEO@stjohntas.org.au

## STATEMENT OF FINANCIAL POSITION

Description	2024	2023
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	2,380,425	1,090,541
Trade and other receivables	658,603	507,110
Inventories	720,654	846,631
Investments	11,047,370	13,762,183
Other assets	222,522	201,153
<b>Total Current Assets</b>	<b>15,029,574</b>	<b>16,407,618</b>
<b>NON-CURRENT ASSETS</b>		
Property, plant and equipment	11,126,670	11,472,245
Right of use assets	632,685	460,601
<b>Total Non-Current Assets</b>	<b>11,759,355</b>	<b>11,932,846</b>
<b>TOTAL ASSETS</b>	<b>26,788,929</b>	<b>28,340,464</b>

## STATEMENT OF COMPREHENSIVE INCOME

Description	2024	2023
	\$	\$
Revenues	9,789,266	8,968,881
Cost of goods sold	(2,125,115)	(1,521,328)
Employee benefits expense	(5,365,911)	(5,072,240)
Depreciation and amortisation	(481,725)	(540,189)
Consumables	(156,089)	(211,436)
Finance costs	(140,307)	(218,810)
Technology and communication	(446,709)	(468,053)
Vehicle and travel expenses	(275,796)	(378,773)
Other operating expenses	(1,379,206)	(907,005)
<b>total (deficit)/surplus</b>	<b>(581,592)</b>	<b>(348,953)</b>
<b>OTHER COMPREHENSIVE INCOME</b>		
Gain on revaluation of land and buildings	-	567,821
<b>TOTAL COMPREHENSIVE INCOME</b>	<b>(581,592)</b>	<b>218,868</b>

<b>LIABILITIES</b>		
<b>CURRENT LIABILITIES</b>		
Trade and other payables	1,342,698	1,612,521
Employee benefits	360,970	379,960
Financial liabilities	5,065	1,040,020
Lease liabilities	100,482	215,708
Other provisions	260,000	100,438
<b>Total Current Liabilities</b>	<b>2,069,215</b>	<b>3,348,647</b>
<b>NON-CURRENT LIABILITIES</b>		
Employee benefits	55,727	53,823
Financial liabilities	-	5,066
Lease liabilities	603,638	290,987
<b>Total Non-Current Liabilities</b>	<b>659,365</b>	<b>349,876</b>
<b>Total Liabilities</b>	<b>2,728,580</b>	<b>3,698,523</b>
<b>NET ASSETS</b>	<b>24,060,349</b>	<b>24,641,941</b>
<b>EQUITY</b>		
Accumulated surpluses	20,722,808	21,304,400
Reserves	3,337,541	3,337,541
<b>TOTAL EQUITY</b>	<b>24,060,349</b>	<b>24,641,941</b>



## STATEMENT OF CASH FLOWS

Description	2024	2023
<b>Cash flows from operating activities</b>	\$	\$
Receipts from customers and government	8,473,082	8,054,427
Interest received	46,106	39,984
Payments to suppliers and employees	(9,873,730)	(9,643,430)
Interest paid	(40,343)	(91,083)
<b>Net cash provided by/(used in) operating activities</b>	<b>(1,394,885)</b>	<b>(1,640,102)</b>
<b>Cash flows from investing activities</b>		
Proceeds from sale of plant and equipment	89,381	977,312
Purchase of plant and equipment	(91,199)	(1,758,478)
Proceeds from sale of investments	3,266,718	1,500,000
Dividends and distributions received	544,822	516,154
Purchase of investments	-	(398,179)
<b>Net cash provided by/(used in) investing activities</b>	<b>3,809,722</b>	<b>836,809</b>
<b>Cash flows from financing activities</b>		
Repayment of borrowings	(1,040,020)	(88,523)
Lease payments	(84,933)	(132,061)
<b>Net cash provided by/(used in) financing activities</b>	<b>(1,124,953)</b>	<b>(220,584)</b>
<b>Net increase/(decrease) in cash and cash equivalents held</b>	<b>1,289,884</b>	<b>(1,023,877)</b>
Cash and cash equivalents at the beginning of the year	1,090,541	2,114,418
Cash and cash equivalents at the end of the year	2,380,425	1,090,541

## INDEPENDENT AUDITOR'S REPORT

To the Board Members of St John Ambulance Australia (Tasmanian) Inc.

Report on the Audit of the Financial Report

### Opinion

We have audited the financial report of St John Ambulance Australia (Tasmanian) Inc. (St John), which comprises the statement of financial position as at 30 June 2024, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year 2024 then ended, and notes to the financial statements, including a summary of significant accounting policies, and the responsible entity's declaration.

In our opinion the financial report of St John has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (a) giving a true and fair view of the St John's financial position as at 30 June 2024 and of its financial performance for the year 2024 then ended; and
- (b) complying with Australian Accounting Standards and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2022.

### Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the registered entity in accordance with the ethical requirements of the Accounting Professional & Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (Including Independence Standards) (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Other Information

The responsible entity is responsible for the other information. The other information comprises the information included in the registered entity's annual report for the year ended 30 June 2024 but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.





In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

#### Responsibilities of Responsible Entity for the Financial Report

The responsible entity of the registered entity is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the ACNC Act, and for such internal control as the responsible entity determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, responsible entity responsible entity is responsible for assessing the registered entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the responsible entity either intends to liquidate the registered entity or to cease operations, or has no realistic alternative but to do so.

The responsible entity is responsible for overseeing the registered entity's financial reporting process.

#### Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose



of expressing an opinion on the effectiveness of the registered entity's internal control.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by responsible entity.
- Conclude on the appropriateness of the responsible entity's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.
- We communicate with the responsible entity regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

*Wise Lord & Ferguson*

WISE LORD & FERGUSON

*Rebecca Meredith*

Rebecca Meredith

Partner

Date: 30/9/2024





## General Enquiries

1300 78 56 46

[tasmania@stjohntas.org.au](mailto:tasmania@stjohntas.org.au)

[www.stjohntas.org.au](http://www.stjohntas.org.au)

ABN 65 764 484 851