



# Impact Report 2023

St John Ambulance Australia (NSW)

The 2023 St John Ambulance Australia (NSW) (St John NSW) Impact Report is a reflection of our key achievements, and highlights the wider impact we have on our communities in NSW.

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We acknowledge the Traditional Owners of the land where we work and live. We pay our respects to Elders past, present and emerging. We celebrate the stories, culture and traditions of Aboriginal and Torres Strait Islander Elders of all communities who also work and live on this land.



St John Ambulance Australia NSW is registered as a charity with the Australian Charities and Not-for-profits Commission and has Deductible Gift Recipient status with the Australian Tax Office.  
ABN: 84 001 738 370

# Our Purpose

St John NSW is part of a global organisation that seeks to lead in first aid and community healthcare response. In NSW, in Australia, and around the world we have a shared purpose of relieving sickness, suffering and distress, and preserving life.

St John NSW

**Ready to Respond**

as the state's Medical Reserve.

For over 140 years in Australia, we have provided critical medical and first aid care in the community during emergencies and at local and major events. Our training empowers Australians with the knowledge and confidence to care for each other in times of need.

## Profit for purpose

We are passionately profit-for-purpose. By investing in one of our first aid courses, purchasing first aid essentials or using our event health services, you're supporting:



### Our volunteers

Equipping teams with necessary equipment, skills and supplies.



### Our youth

Developing our future leaders through education.



### Our emergency response

Enabling us to be prepared to respond to disasters and emergencies.



### Our free programs

Including first aid education for school students.



Volunteer providing treatment to a runner at Sydney Half Marathon.

# Message from our Chair & CEO

2023 was a year of change with several key initiatives delivered or enabled which will underpin both the future growth and improvement across our organisation.

Our key focus for the first half of 2023 was the delivery and roll out of our new Customer Relationship Management (CRM) system designed to deliver a single enterprise level solution to enhance our customer engagement and experience while improving our business processes and productivity for users.

The second half marked a reinvigoration of St John NSW's positioning as the Medical Reserve. This aligned with our global mission to lead in first aid and medical response to community healthcare needs, while recognising St John's significant role internationally in Emergency Response and COVID-19.

St John NSW through our position of being "Ready to Respond" continued to be ready to support and augment medical services and emergencies. This enabled an aligned and relevant message uniting us all in one purpose, providing a recognisable impact to reinforce why our services are so important to the community.

Being "Ready to Respond" in the community was delivered with impact through prevention, preparation, response, and recovery.

This included:

## Emergency Services Support

Our highly skilled first aid and medically trained workforce combined with our fit-for-purpose infrastructure such as emergency ready vehicles, enlivened our Medical Reserve role through deployments in support of the RFS at fire emergencies in Mudgee (Medical Services

at the RFS Basecamp); Nyngan (RFS First Aid Support); Evacuation Centres at Kempsey and Tenterfield and Glen Innes (Medical Services at the RFS Basecamp). Over 2,000 volunteers served 260,000 hours in 2023 to keep the NSW community safe.

**Safety at events** – from the sidelines at school sporting events to major events such as the Easter Show, City2Surf, Bathurst 500, marathons and music festivals, our specialist medical skills, risk management and incident management operations serviced over 3,000 community and 34 major events across NSW. Our dedicated team treated over 9,000 patients with 996 patient transports avoided because of the skill and proficiency of our medical teams.

**Prevention** – we continued to offer free first aid training in schools and saw a growing uptake in online learning for both children and adults, equipping them with the skills and confidence to act in an emergency. Our professional trainers, backed by a trusted brand, delivered first aid training to over 50,000 people. Our youth programs continued to grow and provide education and vocational pathways for young people. With over 850 cadets across 40 divisions St John NSW is proud to be giving young people the very best life skills possible to underpin both their and our future success.

**Partnering for Safety with our trusted life-saving AEDs** – in a cardiac arrest, quick access to an AED increases the chances of survival as high as 70%. Our life-saving AEDs have now been installed in over 140 statewide TrainLink coach routes, in every Ausgrid vehicle and in all Toyota car dealerships across the state. This is particularly crucial in regional or remote areas where help can be far away.

This year we celebrated the 140 year anniversary of St John Ambulance in Australia with the theme, Help Never Gets Old. Events around Australia were held to mark this important occasion and featured the lighting of over 23 landmarks including Old Parliament House in Canberra.

We were honoured to be recognised as Australia's most trusted *first aid charity* and we are ranked number four in Australia's most trusted charities overall. (Source: Reprtrak Charity Reputation Study 2023). Factors driving reputation point to the importance of continuing to provide proof points of the difference we make to Australian society, our purpose and how it benefits people in their lives. This includes our first aid training, event health services and responding to emergencies.

In the coming year our focus remains on delivering impact through leading in first aid and medical responses to the community. St John NSW is 'Ready to Respond' as the 'Medical Reserve'.

We offer our thanks to our Board, leadership teams, staff, and our volunteers, all of whom are dedicated to the St John mission. We would also like to recognise the efforts of our retiring Directors (Mr Scott McDonald and Ms Sue Campbell Loyd AM, CStJ) and executives Ms Sarah Lance OStJ (CEO) and Mr Damien Spence (CFO) for their sustained commitment and leadership over their respective tenures.

As a profit-for-purpose organisation, St John NSW is truly grateful to our donors, sponsors, individuals, and organisations who have supported and partnered with us. This ongoing support enables us to ensure the critical services we deliver to the communities of NSW.

We look forward to continuing our work in supporting the community of NSW.



**Sean McGuinness**

Chair



**Dominic Teakle**

Chief Executive Officer



**For each \$1 invested return is more than tripled in respect of the economic and social benefits to the NSW community.**

**Australia's most trusted *first aid* charity.**



St John Ambulance has been helping Australians for 140 years. Today, more than two thirds of Australians are familiar with our brand, and we are one of the top four most trusted charities overall in Australia.

# Numbers that Matter

## Events & Patients



**9000+**  
patients treated

**1,205**  
advanced care patients



**610**  
patient transports

**996**  
avoided ambulance transfers and emergency department presentations



**3,430**  
events



**260,000**  
hours volunteered



**120+**  
vehicle fleet

## Emergency



**5**  
emergency deployments across NSW



**708**  
hours of service at emergency deployments



**225**  
emergency patients treated

## First Aid Equipment & Products



**96,500+**  
first aid kits



**1,000+**  
Defibrillators added to the community

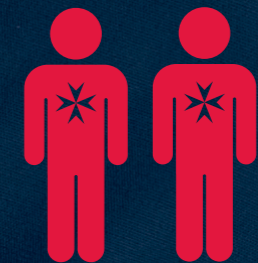


**929,600**  
first aid products or equipment sold in total including defibrillators, first aid kits, casualty care, antiseptics and more

## People



**2,066**  
adult volunteers



**865**  
youth volunteers

## First Aid



**50,000+**  
students trained in first aid

# Ready to Respond

## Key Numbers

 **5** emergency deployments across NSW

 **708** hours of service at emergency deployments

 **225** emergency patients treated

## The Medical Reserve

As one of the state's largest and most trusted first aid and medical care providers, St John NSW keeps communities safe at events and during emergencies right across NSW.

St John NSW's skilled workforce and infrastructure has created a medical reserve, ready to respond in a crisis to support health agencies, the emergency services and the wider community.

As a community-based volunteer organisation we train and equip volunteers to save lives and deploy integrated teams. Our first aid and medical services make communities safer every day.

In 2023 we deployed in support of the Rural Fire Service (RFS) at fire emergencies in Mudgee, Nyngan, and at evacuation centres in Kempsey, Tenterfield and Glen Innes.

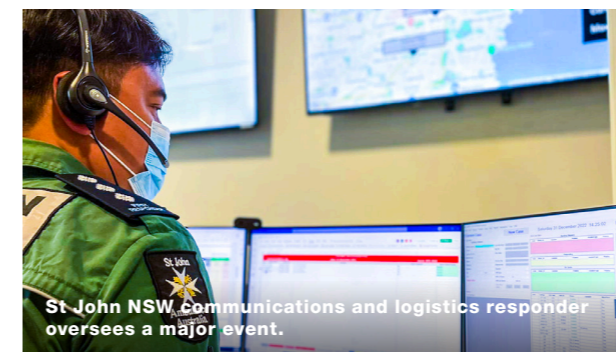


## Training simulations

Undertaking regular training is a key part of our preparedness. In 2023, our volunteers took part in simulated training exercises to keep skills updated.

Our training simulations saw teams face diverse scenarios to test their abilities and learn new clinical skills. Scenarios ranged from medical emergencies to mental health challenges and involved realistic make-up, props, and equipment.

Teams on the Northern Beaches of Sydney also collaborated with NSW State Emergency Services (SES), NSW Police, Fire + Rescue NSW and NSW Ambulance in a simulated mass casualty scenario. The exercise showcased our ability to conduct incident management during a complex emergency.



## A state-of-the-art radio and communication network

The St John NSW Radio and Communication Team provided coverage to all major events in 2023, in addition to aiding various emergency service initiatives including COVID-19 Health Share.

More than 25 new radio post kits were dispatched to bushfire-affected communities courtesy of funding provided by the Foundation for Rural Regional Renewal (FRRR), helping to ensure improved communications when needed most. We also upgraded our Computer Aided Dispatch system (CAD) and AV wall within our State Communications Centre.

During this period, over 30 new members joined the team to ensure increased coverage and capacity for surge events.

## Emergency deployments

St John NSW volunteers were deployed alongside NSW Rural Fire Service (RFS) throughout the bushfire season. Volunteers provided critical medical and mental health support to community members at several evacuation centres in the Northern Region of NSW including at Kempsey and Tenterfield Showgrounds. St John's presence provided reassurance to the Tenterfield community who were still recovering from the effects of the 2019/20 bushfires.

Our volunteers also supported over 100 NSW RFS personnel fighting fires in Tenterfield. Firefighters were able to access quick medical support when they were injured or unwell.



Newly funded ambulance fleet lined up at Sydney Olympic Park before deploying into NSW communities.



St John NSW responder and vehicle attending a flood emergency in Eugowra.

## New fleet for communities

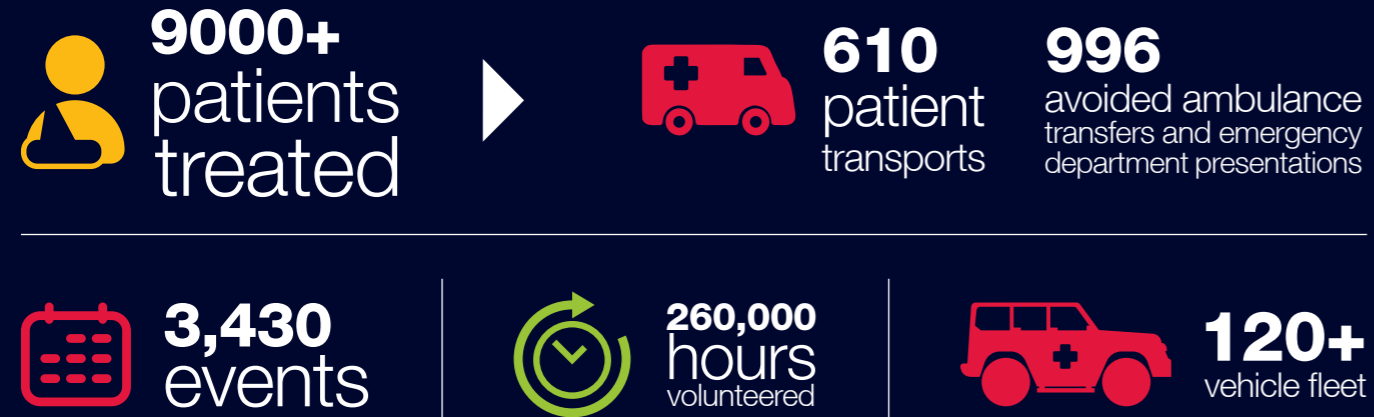
St John NSW unveiled a brand-new ambulance fleet. These vehicles were deployed to Hornsby, Blacktown, Mid North Coast, Moruya and Tamworth, allowing us to enhance our ability to provide care to those in need across the state.



A St John NSW vehicle being assembled.

# Greens on Scene

## Key Numbers



We keep people safe, mitigate event risk and provide peace of mind with our advanced first aid services. With thousands of experienced volunteers and healthcare professionals, we're one of the largest and most trusted providers of event health services in NSW.

## Events in 2023

In 2023, we covered over 3,000 events in NSW – providing medical, first aid, and mental health support to thousands of patrons. Some highlights included:

- Sydney Royal Easter Show
- Bathurst 500
- Yours&Owls
- New Year's Eve
- City2Surf
- Sydney Half Marathon



St John NSW volunteer attends to a patient at the Sydney Half Marathon event.

## Spotlight on Bathurst 500

More than 200,000 attendees enjoyed the 2023 Bathurst 500 - a pinnacle event in Australian motor sport. St John NSW deployed an onsite Medical Centre staffed with healthcare professionals including doctors, nurses and paramedics, and four first aid posts spread across 16 separate campgrounds. We treated over 169 patients and assisted with 14 critical hospital transports by NSW Ambulance.



Volunteers at Bathurst 500, ready to provide support to spectators.



Medicab onsite at Yours&Owls festivals ready to transport injured or unwell patients.

## Spotlight on Yours&Owls

Our team of 70 members staffed a fully operational Medical Centre equipped with triage, 20 sub-acute chairs, eight acute beds, and two resuscitation bays at the Yours&Owls music festival in Wollongong. Additionally, we had three operational first aid posts. We treated over 450 patients, supported by our MERT (Mobile Emergency Response Teams), Transport Team, BERT (Bicycle Emergency Response Teams), and Communications and Liaison Teams.

## Spotlight on Sydney Marathon

Over 130 St John NSW members supported the Sydney Marathon, which saw more than 17,000 runners take to the streets of Sydney. At the event, we had 15 First Aid Posts, six Medical Emergency Response Crews, two Transport Teams and seven Bicycle Emergency Teams situated around the course, all supported by our Command, Logistics, Incident Management, Communications and Liaison teams. With the participation of our highly-skilled professionals - doctors, nurse practitioners, nurses, paramedics, bicycle emergency and medical emergency response teams - our members were ready to respond, treating 260 patients throughout the event as temperatures soared above 30°C.



St John NSW volunteer attends to a patient at the Sydney Half Marathon event.

## What does a major event look like for St John NSW?

We are leaders in providing gold-standard clinical care at major events across our state. From medical centres modelled off emergency departments to a state-wide radio network, our event health services prove our capability in deploying rapidly when needed.

### ACMC



Our Advanced Care Medical Centre is modelled after NSW public hospital emergency departments and staffed by experienced healthcare professionals. It acts as a medical centre for high-level specialised care including airway management or used as a first aid post for less serious presentations.

### Bicycle Emergency Response Team (BERT)



Rapid response crews roam events where vehicle access is limited due to significant crowding, or to cover a large area. BERT deploys with two accredited responders or healthcare professionals - fully equipped with first aid kits, oxygen and a defibrillator.

### Event Responders



The largest, most qualified and skilled teams include first responders (Certificate II in Emergency Medical Service First Response or equivalent) and advanced responders (Certificate III in Basic Health Care or equivalent).

### Healthcare Professionals



Our accredited, registered and skilled healthcare professionals include registered nurses, paramedics, intensive care paramedics, doctors and specialists.

### Radio and Communications



St John NSW has its own internal radio network with state-wide coverage.

### First Aid Equipment



We deploy first aid response kits, defibrillators, oxygen resuscitation equipment, emergency pharmaceuticals (EpiPen, Ventolin, pain management), cervical collars for spinal immobilisation and splints for supporting limb fractures.

### Advanced Equipment



Advanced cardiac monitoring, advanced airway management and pharmacology, is provided for our paramedic level of coverage.

### Mental Health Staff



Peer support, mental health and chaplaincy teams provide support to patrons experiencing distress.

### Did you know?

At the start of each major event, we hold a simulation scenario in our medical centre for our members covering the centre that day. Simulations are a great way for the medical team to come together at the start of an event to ensure they work cohesively as a team, familiarise themselves with all the equipment, allocate roles for the day and ensure that patients receive the highest level of pre-hospital care throughout the event.

## A life saved....

A life was saved when the St John NSW team swiftly responded to a sudden cardiac arrest at a concert and subsequently saved the life of Oliver.

Oliver attended a live concert in 2023 with his two daughters, when he started to feel hot and unwell. He approached St John NSW volunteers before falling unconscious. More than seven responders initiated CPR and provided oxygen to Oliver, providing advanced care. The team supported Oliver's transport to hospital where he underwent an operation.

*"I would not have survived without those responders from St John NSW - I wouldn't have been here to celebrate my 54th birthday. The importance cannot be understated, having St John NSW at events like that."*

Oliver



St John NSW volunteers preparing to start their shift at a major Sydney running event.

# Creating Leaders of the Future

The St John NSW Youth Program develops confident, proficient, resilient young people who make our communities stronger through their first aid, teamwork, leadership, communications skills, and community service.

From our youngest Juniors to our student healthcare professionals and the breadth of our youth in-between, our youth members have a profound impact in the community. They are our future healthcare and emergency services leaders of tomorrow.



Youth leaders and cadets in a St John NSW vehicle prior to meeting His Royal Highness, The Duke of Edinburgh.

## Increase in youth members and learning opportunities

Youth engagement flourished in 2023, with membership increasing from 635 to 850 (739 Cadets and 114 Juniors). The State Youth Team held five Youth Leadership courses with all Zones represented, and over 150 Cadets and youth leaders in attendance.

New courses were introduced including the nationally-piloted Youth & Junior First Aid Learning Program, as well as eight new national Proficiency and Interest Courses - all part of the Commissioner's Badge & Grand Prior's Award Schemes.



Youth from Penrith Combined Division learning healthcare and nursing skills.

## Youth First Aid Championships

More than 40 youth competitors took part in our St John NSW Youth First Aid Championships in December. Learning objectives included – self-awareness and stress, triage and teamwork, prioritising casualties, communication, use of medication, and situational awareness. Over 80 skill sessions were run across the day, giving each team the opportunity to take part in various practical exercises to help hone their skills.



A St John NSW cadet participates in a training scenario exercise.

## Meeting the Duke of Edinburgh

Our Cadet and Youth Leaders had the honour of meeting His Royal Highness, The Duke of Edinburgh, as part of a roundtable event to discuss youth and emergency services volunteering. They represented over 850 Cadets who regularly train with St John NSW and volunteer in their communities. Thank you to Emergency Services Minister the Hon. Jihad Dib and SES Commissioner Carlene York APM who hosted the event. Many St John NSW members have participated in the Duke of Edinburgh Award program.



St John NSW youth line up to meet with His Royal Highness, The Duke of Edinburgh at a roundtable event.



St John NSW volunteers meet with His Royal Highness, The Duke of Edinburgh.

## Congratulations to our youth awardees

### Grand Prior Awards

Awarded to Cadets who achieve 12 proficiency badges. The Grand Prior's Award is to encourage to the fullest practicable extent the personal development of a member of St John under the age of 25 (a youth member) to enhance their potential to contribute effectively to the community and St John.

- Ms Sarah Coleman, Queanbeyan Combined Division
- Mr Daniel Ma, Fairfield Cadet Division
- Mr Corey Neilsen, Western Suburbs Cadet Division
- Ms Ebony Payne, Maitland City Cadet Division
- Mr Ibrahim Takkoush, Bankstown Cadet Division
- Mr Alan Wong, Bankstown Cadet Division
- Ms Ashley Xu, Paddington Combined Division

### Lady Galleghan Scholarship

St John NSW awards the Lady Galleghan Scholarship to provide financial assistance to young members of the Event Health Services group undertaking tertiary education in the health care field. The Lady Galleghan Scholarship was awarded to: Ms Rebecca Peisah, University of NSW Division.

### Edeline Jenkyn Trophy

Awarded to the most outstanding Cadets of the Year:

- Cadet Sergeant Jacob Dommersen, North Rocks Division
- Cadet Sergeant Trist Wang, Bankstown City Cadet Division



Trist Wang, Youth Leader, from Bankstown City Cadet Division.

### Trist Wang

In 2023, Trist Wang was awarded most outstanding Cadet of the Year. She also was previously a National Champion after competing in St John's Youth Competitions.

“(It) was one of the best things I've participated in, ever. Not only do you have the opportunity to extend yourself clinically, but there is so much to be gained from connecting and engaging with the best cadets around the country.”

## Our young heroes

### Isaac Kunde

An 11-year-old cadet, was honoured with the Young Citizen of the Year award in his local area of Queanbeyan. Isaac joined St John NSW at just 7 years old. Isaac passionately advocates for youth volunteering, sharing his wisdom:

“I think all kids should think about volunteering - you'll get more out of it than you even think. I say it's a no-brainer!”



Cadet, Isaac Kunde, pictured with his father - St John NSW volunteer, Dr Christian Kunde.



St John NSW cadets at a training night at Fairfield Cadets Division.

## Looking ahead...

In 2024 we will ambitiously aim to exceed 1,000 Cadets and Juniors. We will continue to grow our leadership teams by offering two Youth Leadership courses – aimed at regional youth, emerging leaders, and adult youth leaders.

We will roll-out Year two of the new National Youth & Junior First Aid Learning Program. Further Proficiency and Interest Courses will also be released nationally as part of the Commissioner's Badge & Grand Prior's Award Schemes. There will be a focus on youth development opportunities such as our Southern Cross Award and the Duke of Edinburgh Award Scheme.



# Lifesaving Skills & Equipment

## Key Numbers



**Over 929,600**

first aid kits, products and equipment sold into workplaces, homes and vehicles, helping to keep workers and families safe in 2023.



**50,000+**  
students trained  
in first aid



**1,000+**  
Defibrillators  
added to the community

St John NSW is a profit-for-purpose, charitable organisation. When you choose to train or purchase from us, you're actively investing into our communities. Every \$1 invested through St John NSW is more than tripled in terms of economic and social benefits for the NSW community.

In an emergency, every minute counts. When more people have the skills, equipment and confidence to help during a first aid incident or crisis, more lives can be saved.

St John NSW provides first aid training courses to thousands of students each year - from basic CPR to advanced first aid and mental health.

We also provide lifesaving first aid and medical equipment like defibrillators to communities, workplaces and homes across the state.

(Deloitte Access Economic, 2022).



St John NSW trainer demonstrates how to perform CPR on an infant.

## Building first aid confidence

We have over 140 years of experience in teaching first aid. It's why we're one of the leading first aid organisations in Australia.

In 2023, we taught more than 50,000 students.

Our survey program – designed to measure student experience and confidence - showed that 96% of our students 'felt empowered and confident in applying the skills they learnt in a first aid course.'

We expanded our program across all 39 St John NSW training venues, enabling all students to access standardised assessments,

online learning, interactive materials and highly practical scenarios. SJx is an immersive training experience that uses a combination of screen technology and expert trainers to deliver first aid courses.

**“** The course and learning provided was high quality and easy to understand. The physical aspects paired with the digital videos allowed for an informative experience allowing me to learn more about first aid despite having done the course previously. I further enjoyed seeing the developments in first aid.

**Student**



First aid training student completes a CPR practical assessment, overseen by a St John NSW trainer.

## 140 years of safety

St John Ambulance was established in Australia through the delivery of first aid to railway and early industry workers in 1883.

140 years ago, St John Ambulance stepped in when there was a need for safety and care. Today, through the tireless work of around 20,000 staff and volunteers across the country, the mission of keeping workers and workplaces safe continues.



### 'Know First Aid'

We believe first aid is a skill every Australian should know. A recent survey found that only one in five Australians are first aid trained. In response, we launched our 'Know First Aid' campaign to encourage the wider community to learn the skills to save a life.

The campaign kicked off on World First Day, Saturday 9 September, involving a series

of ads focusing on the first moments after a serious incident occurs - and how first aid training is the difference between knowing what to do next, or not.

Ads were rolled out across radio, digital and social reaching a combined potential audience of over three million Australians.

### Defibrillators in rural communities

55 lifesaving defibrillators were installed on over 140 TrainLink coach routes in remote areas of NSW, as part of a partnership between St John NSW and Transport for NSW. The defibrillators will be especially useful in areas where mobile blackspots are common and emergency response times can be up to 30 minutes away.

The supply of defibrillators and first aid kits in coaches servicing remote areas of NSW will improve safety for passengers and drivers, as well as other road users.

“About 30,000 people in Australia have a sudden cardiac arrest each year and only one in 10 survive. We know using a defibrillator can improve a person's chance of survival by up to 70 per cent

and having these devices on NSW TrainLink coaches means passengers experiencing a cardiac arrest on board can now be treated quickly.

Jenny Aitchison



Minister for Regional Transport and Roads, Jenny Aitchison, unveils new defibrillators places on TrainLink coaches.

### Partnering with Toyota to improve cardiac arrest survival rates

More than 150 defibrillators were distributed through Toyota dealerships in 50 NSW communities – with the goal of improving community awareness and responsiveness to cardiac arrests. Every Toyota dealership in NSW and ACT is now equipped with a defibrillator.

First aid and CPR training was provided to all dealerships, ensuring employees are prepared in case of cardiac arrest.

“We are thrilled to work with Toyota on such a meaningful initiative. By putting more defibrillators into communities across the state, there is a very real potential lives will be saved.

Rebecca Skeete, General Manager of Sales and Service at St John NSW



St John NSW defibrillator installed at a Toyota dealership in NSW.

### Community Education

#### Restart A Heart Day

Restart a Heart Day (16 October) is a global initiative of the European Resuscitation Council, coordinated in Australia and New Zealand by the Council of Ambulance Authorities to raise awareness and educate the community about

CPR and defibrillators. As part of the initiative in 2023, St John NSW volunteers joined NSW Ambulance and Fire & Rescue NSW at Bondi Beach teaching people how to use a defibrillator and perform CPR.



St John Ambulance NSW volunteer demonstrates CPR to a child at Bondi Beach as part of Restart a Heart Day.



Students at Bstreetsmart learning how to perform CPR at the St John NSW display.

### Bstreetsmart

As part of our mission to equip all learner drivers with first aid knowledge, St John NSW volunteers engaged with over 25,000 Year 10, 11 and 12 students, teaching them how to respond in the event of a car accident. Our interactive display and demonstrations at 'bstreetsmart', Australia's largest road safety event, enabled us to teach students how to administer CPR, stop major bleeding, and clear airways. St John NSW advocates for mandatory first aid training for all learner drivers.

We are committed to saving more lives on our roads. It's why we provide a free 30 minute online course first aid for learner driver course - available at [driverfirstaid.org.au](http://driverfirstaid.org.au)

### Helping community organisations keep people safe

Medical situations or emergencies can often be more common and serious for our most vulnerable community members. We work with community organisations to make sure their staff and volunteers can help provide physical and mental health support when needed.

Over **3,300 AusUnity** and **300 Anglican Community Services** home care staff who provide services like in-home nursing, personal care, respite and health services were trained in first aid giving staff and clients peace of mind in an emergency.

### Upskilling the future generation

More than 16,000 primary school students in NSW took part in our 'Little First Aiders' program. The free program launched in 2022 and enables children as young as six to access age-appropriate first aid training online – allowing schools in even rural and remote communities to take part. The program covers a range of skills including what to do in an emergency, and skills to deal with cuts, grazes and nose bleeds, burns, bites and stings, asthma, allergies and anaphylaxis.

“The kids really enjoyed learning about how they can help in different situations and they felt empowered to have the skills.”  
**School Principal**



Students learn how to bandage a wound as part of the Little First Aiders program at a school in Western Sydney.

### Keeping workplaces safe

We're proud to work collaboratively with our corporate partners to help make their workplaces safer. We offer workplace assessments and compliance checks, equipment restocking, and training to help ensure they meet Workplace Health & Safety requirements.

Our longstanding partnership with Optus saw us participate in their annual Optus Safety Day, providing first aid and CPR demonstrations to employees – giving them the skills to respond in an emergency. We also presented to the national Optus team on R U OK? Day, focusing on mental health first aid in the workplace.

We participated in Ausgrid's People Safe Day, providing on the spot servicing of defibrillators. Ausgrid field crews have over 1,000 St John NSW mobile defibrillators in vehicles deployed across their network – keeping their teams and the wider community safer when they're out on the road.

Our Field Sales and Service team worked closely with customers across the state every day to help them meet their first aid requirements. They worked relentlessly to ensure our customers had current first aid equipment available and were able to maintain their first aid compliance. In 2023, our team:

- Visited 6,200 customers
- Replenished 26,605 first aid kits
- Maintained readiness of 3,873 defibrillators



Volunteers with the NSW RFSA.



St John NSW trainer, Rod, presents to the national Optus team on R U OK? Day.

### Emergency Services

More than 300 Rural Fire Service Association (RFSA) members undertook training in our Mental Health and Crisis Support program – giving them the skills to support co-workers, friends, and family members experiencing anxiety and depression, or another form of mental health crisis. The program was first delivered to over 1,500 volunteer firefighters after the 2019-2020 Black Summer bushfires in NSW.

# Philanthropic Support

Our philanthropic program is about supporting community initiatives that enable us to achieve our mission, namely saving lives through first aid.

Our commercial activities support our administrative costs. Donations and grants provide vital financial support to ensure we can continue to deliver community programs for free.

In 2023, we received numerous donations and grants that have funded publicly accessible defibrillators, upgrades to community infrastructure, volunteer recruitment activities and community based vehicles.

We sincerely thank each donor who has supported the work of St John NSW. We also acknowledge the donors who wish to remain anonymous.

## Government & Community Grants

- The NSW Government
- The Australian Governments Department of Infrastructure, Transport, Regional Development, Communications, and the Arts
- The Australian Governments Department of Social Services
- Ashfield RSL
- Canterbury Hurlstone Park RSL Club
- Kiama Leagues Club
- Penrith City Council
- Mounties Group
- Ryde City Council
- Newcastle City Council
- Lismore Workers Club
- Bulli Workers Club

## Philanthropic Supporters

- Masonicare
- SJD Property Group
- 'Andy's Mates'
- The Bloomfield Group
- Lower Blue Mountains Rotary
- Singleton District Community Op Shop Inc
- Mr Christopher Grubb
- Mr Peter Gardner

## Gifts in Wills

- Estate of Charles Leslie Cameron
- Estate of Christopher Patrick Barron
- Estate of James Robert Pert
- Estate of Jeffery Collin Walker



St John NSW vehicle generously funded by SJD Property Group.

## Did you know?

It costs \$6,220 to equip each of our volunteers. Here's how we invest it:



**Radio \$1,060** which allows each volunteer to stay in touch with our command centre, for quick and effective emergency response.



**Oxygen response \$1,925** that provides oxygen to someone when they're struggling to breathe or their airway is blocked, preventing their brain from shutting down.



**Uniform \$195** to help each volunteer stand out and be easily recognised, especially from a distance by someone who needs help.



**First Aid Kit \$400** contains essentials a volunteer needs to treat everything from cuts and sprains to serious injuries.



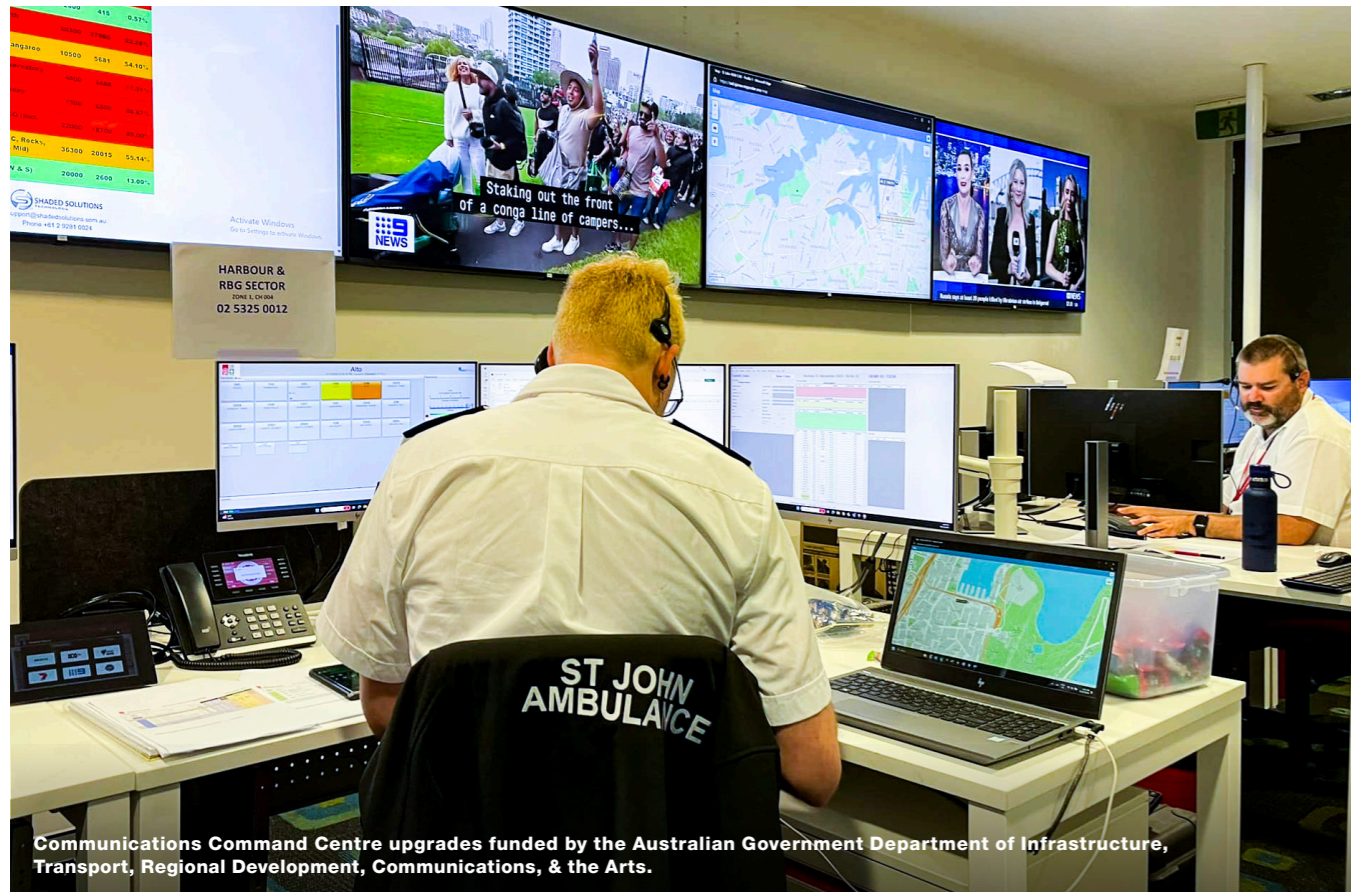
**Defibrillator \$2,400** for improving survival rates in the event of a sudden cardiac arrest.



St John NSW in the advanced care clinic at the Sydney Royal Easter Show.



St John NSW Board Member Larissa Cook, CEO Dominic Teakle, Commissioner Ilan Lowbeer, and Hornsby Divisional Superintendent, Lachlan Liao, at the launch of newly deployed vehicles funded by SJD Property Group.



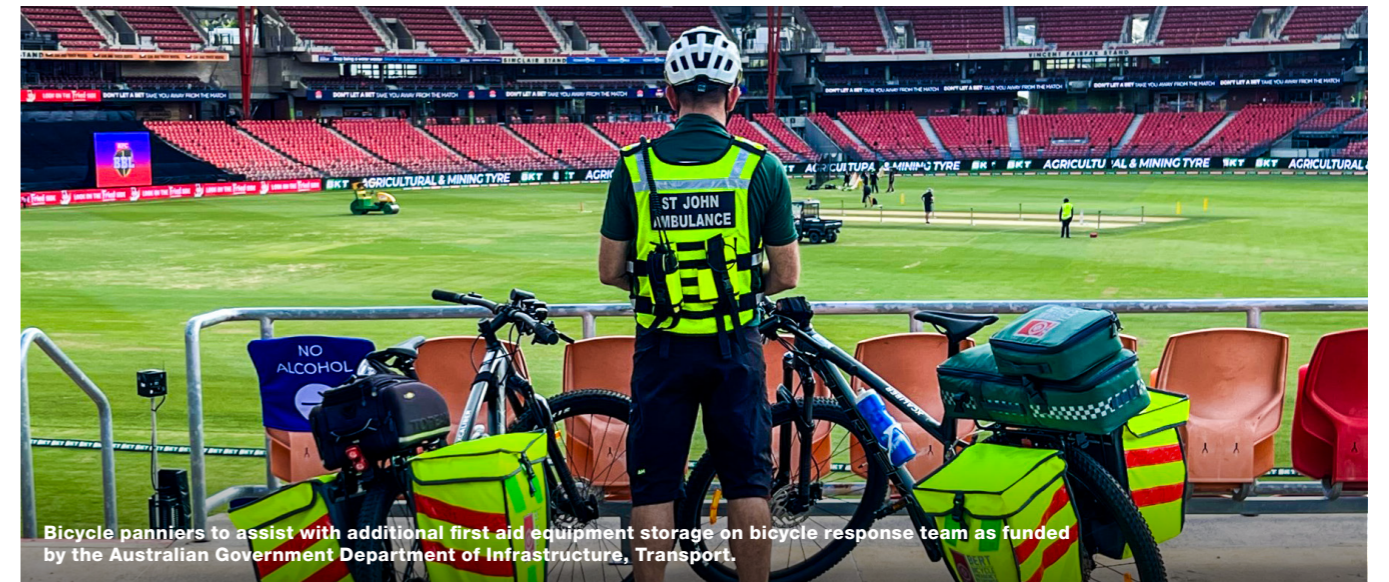
Communications Command Centre upgrades funded by the Australian Government Department of Infrastructure, Transport, Regional Development, Communications, & the Arts.



Northern Beaches Division trains with manikins funded by the Australian Government Department of Infrastructure, Transport, Regional Development, Communications, & the Arts.



St John NSW representatives gratefully accept a donation from Masonicare.



Bicycle panniers to assist with additional first aid equipment storage on bicycle response team as funded by the Australian Government Department of Infrastructure, Transport.



Radio Post Kits deployed to 25+ Divisions throughout NSW thanks to funding from FRFR and The Australian Government Department of Social Services

# Our People

## Our Board



**Sean McGuinness CStJ**  
Chair



**Mick Campbell**  
Deputy Chair



**Ilan Lowbeer CStJ**  
Commissioner



**Larissa Cook**  
Non-Executive Director



**Stephen Woodhill**  
Non-Executive Director



**Coretta Bessi**  
Non-Executive Director



**Peter Kaye AM ESM**  
Non-Executive Director



**Louise Portelli**  
Non-Executive Director



**Dr Evelyne Tadros**  
Non-Executive Director

## Our Executive



**Dominic Teakle**  
Chief Executive Officer



**Michael Churchman**  
Chief Finance Officer



**Vanessa Lorford-Mills**  
GM - People, Performance & Culture



**Damon Quinn**  
GM, Operations & Program Delivery



**Rebecca Skeete**  
GM, Sales & Service



**Anita Truninger**  
GM, Engagement



**Benjamin McClure MStJ**  
Deputy Commissioner - Youth



**Marian Casey MStJ**  
Deputy Commissioner - Volunteering



**Elliot Williams OStJ NP**  
Deputy Commissioner - Clinical Systems

# Financial Position

## Directors' Report

### Financial Results

In 2023 we continued our investment in IT systems while expanding our fleet to enhance both our capability and ability to be ready to respond in 2024 and beyond.

The 2023 financial result includes our expenditure for the implementation of a new Customer Relationship Management (CRM) system, new website and customer portal and functionality in these areas continues to be the focus of targeted investment. Many expenses associated with enhancing these investments have been recognised in 2023 however the systems will support our organisations continued growth in future years.

Our investment in capability in 2023 included \$1.4M for new vehicles, and \$0.5M for operational equipment to ensure our members are able to support their communities and respond to natural disasters.

We continue to be committed to investing in our people and upgrading our operational fleet, equipment, and systems to ensure St John NSW remains a capable and reliable partner supporting NSW communities and ready to respond when required.

A full copy of our Financial Report is available on the St John NSW website or the ACNC.



St John NSW Advanced Responder uniform.

## Consolidated Statement of Profit or Loss and Other Comprehensive Income For the year ended 31 December 2023

	2023 \$'000	2022 \$'000
<b>Revenue</b>		
Product sales revenue	11,134	10,923
Training course fees revenue	8,653	7,859
Medical support services	1,774	5,213
Event fees revenue	2,661	2,657
Donations and bequests	478	199
Government grants	7,080	3,574
Other revenue	1,185	1,646
<b>Gross profit</b>	<b>32,965</b>	<b>32,071</b>
<b>Other income</b>		
Gain on sale of property, plant & equipment	2	-
<b>Expenses</b>		
Administration expenses	(3,657)	(3,123)
Contribution to St John Ambulance Australia (National Office)	(414)	(428)
Depreciation and amortisation	(2,295)	(2,224)
Distribution expenses	(5,997)	(5,535)
Employee expenses	(17,826)	(15,782)
Finance expenses	(92)	(118)
Marketing expenses	(643)	(278)
Property expenses	(868)	(907)
Training expenses	(657)	(508)
Transport expenses	(1,008)	(1,170)
Volunteer service expenses	(834)	(810)
Other expenses	(2,278)	(1,514)
<b>Deficit from operations</b>	<b>(3,602)</b>	<b>(326)</b>
<b>Deficit for the financial year</b>	<b>(3,602)</b>	<b>(326)</b>
<b>Other comprehensive income</b>		
Changes in the fair value of equity instruments	1,639	(3,974)
<b>Total comprehensive income</b>	<b>(1,963)</b>	<b>(4,300)</b>

## Consolidated Statement of Financial Position

As at 31 December 2023

	2023 \$'000	2022 \$'000
<b>Assets</b>		
<b>Current assets</b>		
Cash and cash equivalents	5,055	17,414
Trade and other receivables	2,767	2,330
Financial assets	165	162
Inventories	1,799	2,609
Other assets	1,325	1,060
<b>Total current assets</b>	<b>11,111</b>	<b>23,575</b>
<b>Non-current assets</b>		
Financial assets	21,627	19,682
Property, plant and equipment	5,804	3,817
Intangibles	130	204
Right-of-use asset	1,483	2,453
<b>Total non-current assets</b>	<b>29,044</b>	<b>26,156</b>
<b>Total assets</b>	<b>40,155</b>	<b>49,731</b>
<b>Liabilities</b>		
<b>Current liabilities</b>		
Trade and other payables	3,342	3,533
Employee entitlements	928	882
Provisions	815	535
Lease liabilities	950	1,396
Other liabilities	1,620	8,198
<b>Total current liabilities</b>	<b>7,655</b>	<b>14,544</b>
<b>Non-current liabilities</b>		
Employee entitlements	286	305
Lease liabilities	760	1,463
Other liabilities	10	10
<b>Total non-current liabilities</b>	<b>1,056</b>	<b>1,778</b>
<b>Total liabilities</b>	<b>8,711</b>	<b>16,322</b>
<b>Net assets</b>	<b>31,444</b>	<b>33,409</b>
<b>Equity</b>		
Reserves	1,239	(400)
Accumulated funds	30,205	33,809
<b>Total equity</b>	<b>31,444</b>	<b>33,409</b>



# Thank You

To all of our stakeholders, we thank you for your continued support of St John NSW in 2023.

To our staff and volunteers whose dedication has continued to keep communities right across NSW safe throughout 2023, thank you. We are incredibly proud of the work that you do, your commitment and service to the communities of NSW.

To our donors and supporters, we are honoured by your generosity. Your donations, grants and bequests directly support our community programs and volunteers, saving lives in communities across the state.

To our corporate partners, your support enables us to fulfil our goal of saving lives and building community resilience. Every time you engage St John NSW to train your staff, for your workplace first aid kits or defibrillators, your corporate health services needs or your events - you're playing an active role in making our communities safer.

**Together, you've helped us make a real difference in communities across NSW.**



First aid student learns how to perform CPR compressions.



St John NSW volunteers at the Sydney Royal Easter Show.



Runner at Sydney Half Marathon receives help from St John Ambulance volunteer.



St John NSW volunteer on a medicab at the Sydney Royal Easter Show.



Volunteers attend a major event briefing session.



New advanced equipment being used at a major Sydney event.



Youth volunteers run CPR demonstrations at a community festival in Burwood.

# Donate

*Help save a life.*

Your donation will go to train and equip our volunteers, as well as help support youth programs, emergency response work and community education.



[stjohnnsw.com.au/donate](https://stjohnnsw.com.au/donate)

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# Volunteer

*Get involved and support your community.*

Join as an adult volunteer and support our event health services, emergency response, community education, or corporate operations. Use your skills in a variety of roles and ways with our flexible and virtual volunteering options.

Join as a youth member (8-18 years old) and learn first aid, leadership and communication skills. Volunteer at events and in the community.



[stjohnnsw.com.au/volunteer](https://stjohnnsw.com.au/volunteer)

