

St John Ambulance NSW

IMPACT REPORT 2025



St John

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The 2025 St John Ambulance Australia NSW Impact Report highlights our key achievements and ongoing impact on communities across the state.

St John Ambulance Australia NSW is a registered 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



Message From Our

CEO and Board Chair



It is our pleasure to present the Impact Report for 2025.

This year, St John Ambulance NSW (St John NSW) has continued to grow in strength, capability and impact. We remain inspired by the extraordinary dedication of our volunteers and staff who make our organisation a trusted and vital part of the state's emergency and community health response.

Throughout 2025, St John NSW provided essential care across thousands of events and emergencies, delivering hundreds of thousands of volunteer hours in service to the people of NSW. Our teams once again proved their readiness to respond – supporting communities during natural disasters and contributing to national emergency deployments, alongside other emergency services across Australia. As The Medical Reserve, our people continue to exemplify professionalism, compassion and reliability when it matters most.

This year we were proud to celebrate the 100th anniversary of our Youth Program – a century of young people learning and leading through dedicated service. The program's impact over generations has been profound, shaping future leaders and ensuring St John NSW's values continue to thrive. We mark this milestone with gratitude for the mentors, leaders and youth members who have made this program an irreplaceable part of who we are.

We have continued to invest in our people, systems and facilities to strengthen our operational capability. Community programs such as GoodSAM, First Aid in Schools and learner driver education continue to build resilience and confidence in the wider community. Meanwhile, our Macquarie Park headquarters, now fully established, has become a hub for coordination, training and innovation, ensuring we remain ready to respond across the state.

We are proud of what has been achieved this year and grateful to our 3,000+ volunteers, staff, donors, and partners who have contributed to its success. Your continued commitment enables St John NSW to deliver life-saving care and vital community services every day.

We also thank **Sean McGuinness CSTJ**, who has stepped down as Board Chair this year after 10 years of service. Sean's leadership, commitment and belief in the mission of St John NSW have been instrumental in guiding our organisation.

As we look to the year ahead, we do so with optimism and purpose. We remain steadfast in our mission to save lives, strengthen communities, and being always ready to respond.

Thank you for your trust and support.



Dominic Teakle,
Chief Executive Officer



Larissa Cook, Chair,
Board of Directors



We are Here to Help

The NSW Medical Reserve

St John Ambulance NSW improves medical outcomes for the injured, provides healthcare during emergencies and saves lives. St John NSW provides care and training that keeps communities safer, healthier and ready to respond in a healthcare crisis.

St John NSW is a trusted charity and accredited first aid training provider, supporting communities across NSW for over 140 years. Our volunteer workforce of 3,000+ members form the NSW Medical Reserve, providing medical care at community events and supporting emergency responses during disasters.

Through our programs such as St John Youth and First Aid in Schools, we empower young people with leadership and lifesaving skills. Guided by service, integrity, and compassion, St John strengthens community resilience now and into the future.



Profit for Purpose

Whether through booking a first aid course, purchasing kits and products, or using our event health services – your support goes back into your local community. Every \$1 invested through St John NSW is **more than tripled** in economic and social benefits for NSW.



Volunteers

Maintaining a volunteer workforce across NSW with necessary equipment, skills and supplies.



Youth

Investing in the next generation of leaders through life-saving skills and community.



Emergency Response

Enabling our deployment to disaster zones and national emergencies.



Community Education

Providing free first aid education in schools and local areas.

Sustaining Help to NSW

Our Strategic Imperatives are about creating a sustainable future as healthcare, community needs, and the commercial environment keep evolving. In 2025-2027 our priority is supporting our growing volunteer force, and our capability to serve NSW as the Medical Reserve. In 2025, we began strengthening our workforce capability and implementing new pathways and structures for deployment.

Strategic Imperatives

1. Market Connection and Differentiated Proposition

Create compelling, differentiated offerings for government, the community, and commercial customers. Make St John NSW the partner and provider of choice.

2. Aligned and Deployable Workforce

Build a unified, aligned, deployable St John NSW workforce. Have the right capabilities and scale to lead in training, event medical services and emergency response.

3. Collaborative, Adaptive, and Responsive

Create a culture of collaboration, proactive engagement, and accountability. Successfully adapt to evolving healthcare and market needs.



2025

The Medical Reserve in Action



3,500+

Medical Reserve
volunteers



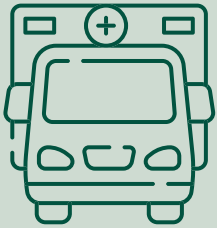
1,300+

Youth members



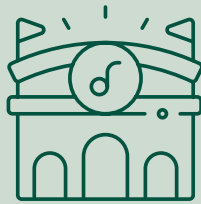
290,000+

volunteered hours



5

emergency
deployments



85

major events



3,045

community events
kept safe



616

patients treated
ahead of ambulance
transfer



9,645

patients treated



50,000+

people trained in
first aid

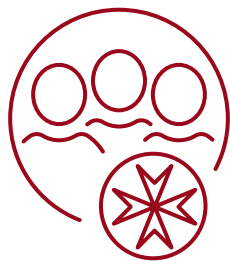


Help in Emergencies

The Medical Reserve, St John NSW helps alleviate pressure on the health system during times of crisis. We deliver frontline services in communities across NSW to reduce hospital presentations and allow ambulance and hospital resources to remain focused on critical care.

In 2025, St John NSW has supported our emergency services partners and the community in **five** major emergency response deployments:

- Tropical Cyclone Alfred
- NSW Floods
- Rural Fire Service Base Camp (Port Macquarie)
- Bushfires (Elong Elong)
- Rural Fire Service Base Camp (Denman)



110
volunteers
deployed



350
patients
treated

Enhancing Digital Connectivity in Emergencies

Disasters frequently disrupt mobile and internet networks at times when reliable communication is most critical for access to information and support.

In partnership with **NSW Telco Authority**, St John NSW is helping strengthen community safety and connectivity when it matters most. Through the trial of portable Community Connectivity Kits, our teams can rapidly establish secure, satellite-enabled wi-fi during emergencies and major operations when traditional networks are disrupted.

These portable kits have been designed for emergency operations and showcase how innovation can enhance community resilience. We are working with NSW Telco Authority to refine this capability, ensuring communities can stay connected, informed and supported during times of crisis.



Tropical Cyclone Alfred

In 2025, we supported communities affected by Tropical Cyclone Alfred as part of a multiagency response. St John NSW volunteers worked around the clock helping evacuees, providing medical care and assistance to vulnerable individuals.

Our volunteers were on the front lines at 5 evacuation centres, treating a total of 296 patients in Lismore, Evans Head, Kingscliff, Ballina and Mullumbimby. Evacuees presented with complex symptoms including chronic health issues and co-morbidities, drug and alcohol dependence, and complex mental health conditions. When the cyclone passed, St John NSW volunteers stayed for as long as the community needed.

“

St John's presence took a lot of pressure off the health system through the provision of first aid and mental health first aid in evacuation centres.

Emergency Response Leader at the State Emergency Operations Centre (SEOC, NSW Police).



NSW Floods

As flood waters devastated communities across the NSW Mid North Coast, Hunter, and Central Coast regions, St John NSW was ready to respond. Our volunteers were on the ground delivering first aid, medical care, and psychological support to the large number of residents displaced by ongoing severe rainfall and flooding.

St John NSW volunteers deployed rapidly, alongside the Incident Management Team (IMT) and Communications Centre that provided crucial support during this complex and dynamic disaster. The presence of St John NSW's medical and logistic capability was vital during some of the region's toughest days. Over 646 hours of service were provided across 7 locations, treating 92 patients and involving 8 hospital transports.

Another key service for communities affected by such events is psychological support in times of devastation. Our volunteers brought their training in mental health first aid and ensured people felt safe and heard. In Harrington, which was isolated by flood waters, our volunteers provided community outreach coordinated by a St John NSW Registered Nurse, conducting door-to-door welfare checks at the direction of NSW Health.

St John NSW volunteers worked tirelessly during these devastating floods, bringing compassion and safety to devastated communities when it was needed most.



Evacuation Centre Locations

Meet Katrina

A member of the Manning Great Lakes Combined Division for the past 10 years, Katrina was among the NSW first volunteers on the ground when severe flooding hit the Mid North Coast, Hunter and Central Coast regions. Working alongside emergency services, she provided first aid, health assessments, and compassionate support to evacuees displaced by the disaster.

As a Registered Nurse, Katrina brought exceptional clinical skills and calm leadership to challenging conditions, helping to ensure that community members received essential care during this time.

St John NSW volunteers play a vital role in emergencies, stepping forward when communities need them most. As the NSW Medical Reserve, the St John NSW volunteer workforce is always ready to support and alleviate pressure on the local health system.

Katrina was recognised at the 2025 St John Ambulance NSW Annual Awards Ceremony for her contribution during the devastating NSW floods. Her commitment, professionalism and compassion helped people facing some of the hardest moments of their lives.



“

The floods were a frightening time for so many, and I'm grateful I could be there to help. There were physical needs but also psychological ones. Even the smallest acts of care – checking someone's wellbeing, providing reassurance – can make a huge difference when a community is in crisis.

- Katrina, St John NSW volunteers

Our Youth, Our Future

The St John Youth program inspires, empowers, and connects young people across NSW. The statewide program gives kids 8-17 years old the opportunity to develop new skills and friendships, serve their community through first aid, and have fun along the way.

St John NSW is committed to providing a safe environment for youth to belong and grow alongside their peers in their local area.

94%
of current members reported that the program had a positive impact on their confidence and sense of leadership

97%
of alumni affirmed it had shaped their lives in lasting ways

69%
of parents and guardians stated that participation fosters increased confidence and self-esteem



“

St John has provided him a positive sense of identity and belonging, and that he is part of something bigger than himself. It has been very positive for his self-esteem, and we are deeply grateful.

- St John Youth parent

A 12-Year-Old Hero

During an interschool running competition, Charlie noticed a fellow participant showing signs of respiratory distress. Drawing on his St John first aid training, he immediately checked the student's vital signs and recognised the situation was serious. Understanding the urgency, Charlie calmly escalated care to the event nurse to ensure the student received prompt treatment.

Not stopping there, Charlie went to bring that student's parents to the medical station, offering reassurance and support to both the student and family throughout the situation. According to the student's father (a medical practitioner), Charlie's maturity, situational awareness, and understanding of first aid principles were remarkable, with his actions preventing a severe asthma attack from becoming life-threatening.

As a Junior Cadet, Charlie demonstrated the age-appropriate skills learnt from St John's youth program: recognising symptoms, monitoring vital signs, and escalating appropriately.

Through cadets like Charlie, St John NSW continues to build a culture where more young people are compassionate, skilled, and ready to help when emergencies arise.

The Governor of NSW, **Her Excellency the Honourable Margaret Beazley AC DStJ KC**, Deputy Prior of the Order of St John, presented Charlie with a Meritorious Care Award – one of the organisation's highest clinical honours. The 12-year-old demonstrated maturity, awareness, and compassion far beyond his years when his quick thinking and calm response helped prevent a life-threatening asthma emergency.



Celebrating a Centenary

In 2025, St John proudly celebrated 100 years of empowering young people through the St John Youth Program. For a century, the program has built leaders, nurtured life-saving skills, and encouraged community spirit.

The St John Youth Program began in 1925 in Glebe, in the heart of Sydney, and has since blossomed into a vibrant, nationwide initiative. Today, NSW has over a thousand cadets actively participating in St John Divisions, boasting the largest cohort of cadets in Australia.

Through our programs, we inspire and develop the next generation of community leaders by teaching young people confidence, compassion, and a commitment to service. Our youth members learn accredited first aid and participate in community events, contributing thousands of hours of volunteering each year. Even 100 years on, the Youth Program remains the place where children develop lifelong friendships and learn valuable skills together.

Across Australia, there are 2,235 Youth Members (8-17 years) and approximately 400 Youth Leaders who provide first aid in their communities. **1,300 of those Youth Members are members of St John NSW.**

The Lord Prior of the Order of St John, **Professor Mark Compton AM GCStJ**, is a famous alumni having started his 50+ years of service with St John as a Glebe Cadet.







▶ **1925**
Glebe Cadet Division formed (NSW – first in Australia)



▶ **1930**
North Sydney Nursing Cadet Division (NSW) and Richmond Ambulance Cadet Division (VIC) formed

▶ **1931**
Grand Prior Award is introduced to give incentive to Cadets to achieve excellence across a broad range of endeavours
Marrickville Nursing, Darlington Nursing, and Balmain Nursing Cadet Divisions formed (NSW)

1925

1930



▶ **1933**
Marion Higgins from the Marrickville Cadet Nursing Division was awarded the first ever Grand Prior Award (along with two Cadets from Slough, England)
Williamstown Ambulance Cadet Division formed (VIC)



1990

▶ **1985**
Combined Cadet Competitions commenced

▶ **1981**
Katherine, Sanderson, Howard Springs Cadet Divisions formed (NT)

▶ **1979**
Adelaide River Cadet Division formed (NT)

1980

▶ **1992**
The first Sovereign's Award was presented by the Prior, Governor-General Bill Hayden to Carol Crass from Perth in June

▶ **1978**
Kerry Anne Clarkson of the South Australian District was the first cadet to be awarded the Special Service Certificate for 1,000 hours of duty

▶ **1977**
First combined Cadet Camp (boys and girls) held in Swanleigh, WA

▶ **1998**
The first official Australian Youth Council meeting was held at Cadet Camp in Sydney

2000

▶ **2002**
International Cadet Camp takes place in New Zealand

▶ **2005**
International Cadet Camp takes place in Perth, Australia

2010

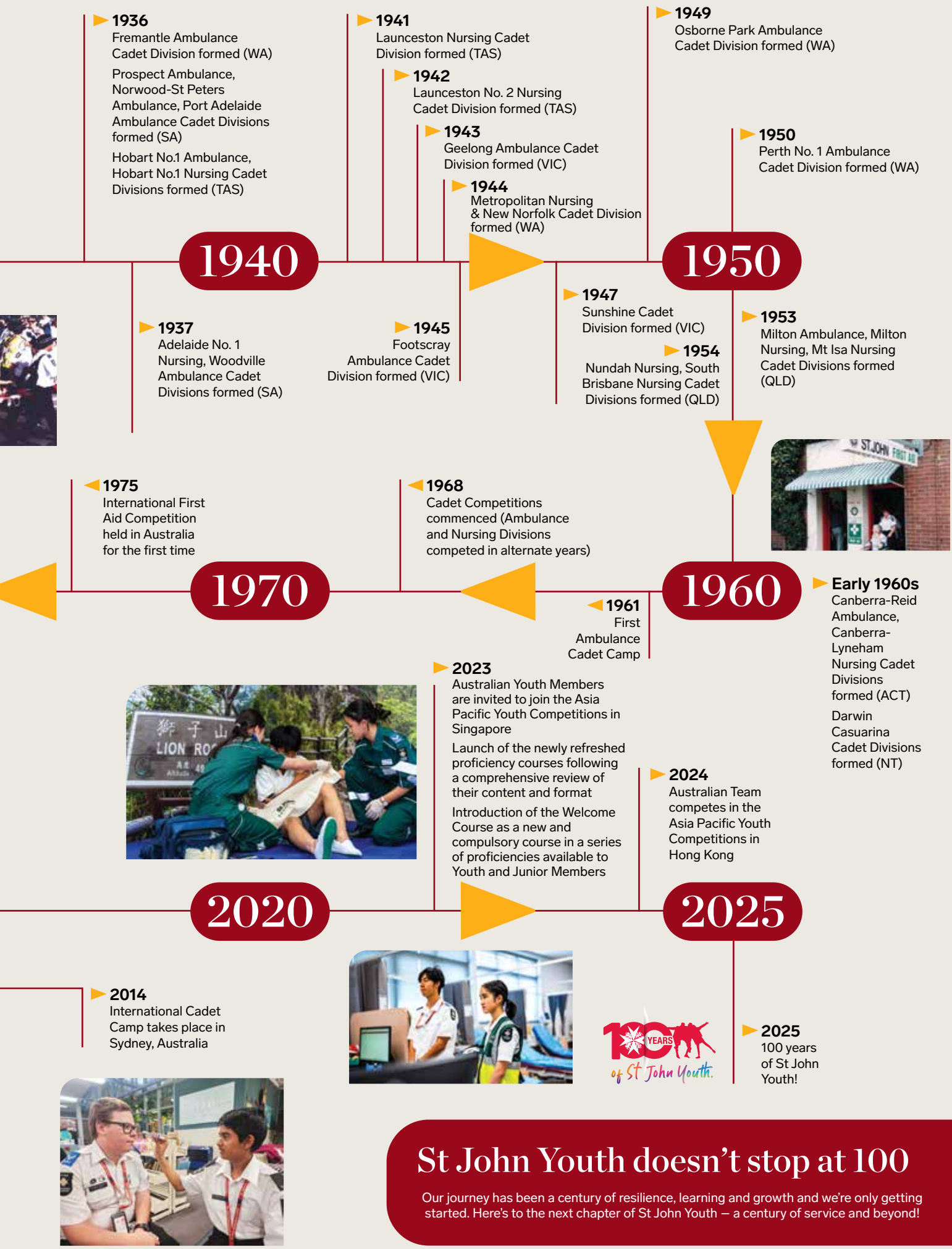
▶ **2010**
International Cadet Camp takes place in New Zealand

▶ **2012**
The Southern Cross Award was introduced in Australia to recognise outstanding achievement of young members aged 16-25

▶ **2013**
The first Norma Bell Youth Leadership Award was received. Due to the generous support of Norma Bell bequest, this award supports our young people aged 18-25 to pursue leadership and personal development opportunities
The first Southern Cross Award Gold Level was awarded to Nadine Banna from Victoria



St John Youth Timeline



St John Youth doesn't stop at 100

Our journey has been a century of resilience, learning and growth and we're only getting started. Here's to the next chapter of St John Youth – a century of service and beyond!

National Youth Camp 2025

To mark this historic milestone year, more than 100 youth members from across Australia gathered in Sydney for a special centenary edition of St John Ambulance's National Youth Camp (NatCamp), celebrating the spirit of teamwork, leadership, and lifesaving skills that define the organisation.

Throughout this multi-day camp, participants had the opportunity to explore some of the state's most iconic landmarks, connect with other cadets from across the country, and put their skills to the test in high-intensity first aid competitions.

On Sunday, 28 September 2025, St John NSW was honoured to welcome **Her Excellency the Honourable Sam Mostyn AC DStJ**, Governor-General of the Commonwealth of Australia and Prior of the Order of St John, and **Professor Mark Compton AM GCStJ**, the Lord Prior of the Order of St John, to the Fire and Rescue NSW Emergency Services Academy in Orchard Hills.

Her Excellency attended the National Youth First Aid Competition, where youth members demonstrated their skills in a series of high-pressure emergency simulations. Cadets worked collaboratively in state teams demonstrating exceptional leadership, communication, and strong teamwork.

The simulations required youth to use practical first aid abilities, resilience and problem-solving skills they've developed through the St John Youth Program. Faced with simulations that ranged from car accidents to building collapses, youth members were tasked to provide first aid in these high-stress situations.

The exceptional performance by cadets showcased not only their competence, but also confidence under pressure – a reflection of St John Youth Members' preparedness and commitment to community safety.

NSW is proud to have been the winning team, champions of the National Youth First Aid Competition 2026.

Thank you to the commissioner and staff of Fire and Rescue NSW for the use of the Fire and Rescue NSW Emergency Services Academy.

“

Training for a national level event pushed us far beyond our comfort zones. The benefit wasn't just in refining our clinical and technical skills, but in developing a deeper, more intuitive understanding of first aid to prioritise, communicate under stress, and to lead with empathy even when under time constraints. These skills have not only improved my volunteering within St John but are developments I hope to carry with me into a future health care career.

– *Natasha Hague, St John Youth Member*

Thank you to Ampol Foundation who helped 'fuel' NatCamp 2025.



A Community Hero

Bystander Turned Life-Saver



In May 2025, St John NSW volunteer Jim's professional intuition kicked in when he noticed a defibrillator being carried hurriedly through a busy concourse. Following, he discovered a man collapsed and unresponsive, with bystanders attempting CPR.

Without hesitation, Jim took charge of the scene. He began to deliver high-quality CPR, coordinating bystanders, and directing the use of the Automated External Defibrillator (AED).

His calm but decisive leadership ensured effective compressions were maintained and the AED was applied swiftly. Although there was no immediate return of a pulse, Jim's sustained medical aid preserved blood flow to the patient's heart and brain long enough for advanced paramedic and specialist medical teams to arrive and perform an on-scene ECMO (Extracorporeal Membrane Oxygenation) procedure – ultimately restoring the man's heartbeat.

Attending physicians later confirmed that Jim's intervention was crucial in giving the patient his best chance of survival.

“Jim is an example of how preparedness, training and compassion can turn bystanders into life-savers.”

- Dominic Teakle, CEO St John NSW

As more Australians receive first aid training through St John NSW, stories like Jim's remind us that emergencies can happen anytime, anywhere. Being ready to respond can make all the difference.

When quick thinking and first aid training meet in the moments that matter most, lives can be changed forever.



Always Around

Major Community Events

City2Surf

More than 200 St John NSW members proudly served at the 2025 City2Surf, providing vital medical support across one of Sydney's largest and most complex public events.

With 76,000 runners on the day, the scale of the event was immense. Behind the scenes and on the ground, 270 St John NSW volunteers worked tirelessly from the Sydney CBD to the iconic finish at Bondi Beach - spanning the 14-kilometre course.

The St John NSW volunteer force provided over 20 medical posts along the route and Bondi, supported by specialist teams including Communications, Logistics, BERT (Bicycle Emergency Response Team), MERT (Medical Emergency Response Team), and 'scoop' teams. Our volunteers were also present at the Government Control Centre in Surry Hills and the Ambulance Operations Centre at Homebush, ensuring seamless coordination with other emergency services.

Despite the heavy rain soaking volunteers and running through medical tents, the spirit of St John NSW volunteers shined. Our commitment remains in being always here to help whether in rain, hail, or shine.





Sydney Marathon 2025

From elite athletes to everyday runners, the 42.2-kilometre Sydney Marathon demands expert medical readiness. St John NSW provided comprehensive event health services across the course ensuring rapid response to fatigue, dehydration and injury so that every participant could focus on safely reaching the finish line.

190 St John NSW members were on duty, supported by multidisciplinary teams spanning Clinical, Command, Communications, Liaison, Logistics and Emergency Management functions. A total of 21 medical posts were positioned along the course. Multiple Medical Emergency Response Teams (MERT), mobile response units and 10 Bicycle Emergency Response Teams (BERT) operated throughout the route to ensure rapid response to medical needs of runners.

Carriageworks

As a dynamic cultural precinct hosting exhibitions, markets and major events, Carriageworks requires adaptable and discreet health coverage. Our volunteers supported patrons, artists and staff with on-site first aid services, helping maintain a safe and welcoming environment for all who attended.



Sydney Royal Easter Show

2025 marked over 40 consecutive years of St John NSW providing comprehensive Event Health Services at this iconic event. Since St John NSW's first involvement in the early 1980s, we've consistently ensured everyone at the show gets to enjoy their time with peace of mind that St John NSW is on scene.

Throughout the 12-day event, St John NSW clinical teams were stationed across key locations, including Giants Stadium, the Kids Carnival, the Carnival Area, and the Fresh Food Dome. Our Communications, Bicycle Emergency Response Team (BERT) and Medicab Transport Team were also onsite, ensuring rapid response capabilities across the grounds.



Good Things Festival

High-energy crowds, live music and long days make festival environments uniquely challenging. At the Good Things Festival, St John NSW teams were on hand to manage heat-related illness, crowd-related injuries and medical emergencies, playing a vital role in keeping festivalgoers safe while they enjoyed the music.



Why It Matters

First Aid, Mental Health and Wellbeing

In emergencies, early intervention can save lives, reduce the severity of injury, and support recovery before professional help arrives. The more people are equipped with the knowledge and confidence to help in a time of need, the stronger and safer our communities become.

Just as importantly, training in mental health and wellbeing equips people to recognise early signs of distress, respond with compassion, and connect others to appropriate support. This shared capability builds

safer, more resilient communities where individuals feel empowered to act and better prepared to look after one another in everyday life as well as in times of crisis.

Every training course completed with St John NSW empowers confident bystander response when it is needed most. As a profit-for-purpose organisation, all proceeds from our training are reinvested directly into community programs, volunteer support, and initiatives that help keep people safe across NSW.



A Net Promoter Score (NPS) is a key metric that measures customer loyalty and satisfaction based on survey feedback. NPS benchmarks show that scores above 70 are considered excellent, while scores of 80 or more are classified as world class and achieved by the best-performing organisations.

In 2025, St John NSW achieved the NPS of 83

This score has demonstrated a strong and consistent performance, having been maintained also from previous years. St John NSW strives to increase this score even further as we enhance booking processes and the customer journey through innovation and development.



60+
leading first aid trainers



47
training locations across
NSW



50,000+
people trained and
certified in first aid



27,841
calls supporting
customers

▶ Trusted Training

St John NSW is the largest provider of first aid training in NSW, offering a wide range of courses designed to give people life-saving skills. The knowledge, skills, and confidence gained in St John NSW's interactive courses enables people to assist at emergency incidents, which builds safer communities through bystander response.

St John NSW training provides real-world exercises, 1:1 feedback, and professional and passionate trainers. Through this commitment to quality training, combined with new equipment and ongoing advances in medical knowledge, 96% of students feel ready to apply first aid skills after completing a St John NSW course. By providing industry-tailored training, delivered by world-class trainers, St John NSW ensures everyone can receive training that meet their specific needs.

Behind every certificate issued, every standard implemented, and every course delivered is a team of passionate professionals committed to saving lives through empowering others.

“

The training was clear and comprehensive and easy to understand. I really like the new format - where the CPR is done in the morning and there is centralised training via video, plus the theory and practical during the day.

Nicole, attended Provide First Aid 1 Day Course in Penrith





First Aid in Schools (FAiS) is a program that provides primary school students with essential first aid knowledge and the confidence to respond in an emergency. The program focuses on practical, age-appropriate skills that students may need to use in the home or community.

In 2025, FAiS continued to be provided free of charge to schools, with delivery occurring through a combination of face-to-face sessions and an online delivery option to support access to all schools across NSW.

With the support of grant and philanthropic funding, St John NSW delivered face-to-face FAiS sessions to 15 schools (6000 students) during 2025. Delivered by experienced trainers, these sessions focused on hands-on learning and supported students to recognise emergencies and respond with confidence.

For schools unable to participate in face-to-face delivery, the FAiS program was delivered online. In 2025, this pathway reached 82 schools (7992 students), ensuring schools could still participate in the program.

Together, these delivery pathways supported equitable access to first aid education and strengthened the capability and confidence of primary students across NSW.

Organisations interested in supporting the continued delivery of FAiS are welcome to contact St John NSW to discuss future opportunities.



Safety for Businesses

St John NSW partners with organisations across NSW to deliver end-to-end workplace first aid solutions. From compliance management and training to equipment supply and expert advice, St John NSW supports businesses to meet their legislative obligations while creating safer workplaces.

Field Services & Compliance Management

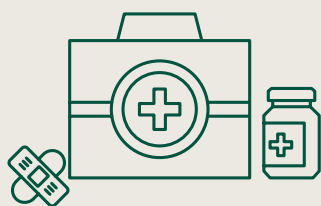
St John NSW manages first aid compliance in business sites and campuses across NSW. This includes the scheduled maintenance, servicing and replenishment of first aid kits, defibrillators and safety signage. All planned maintenance is coordinated with nominated site contacts and managed by St John NSW to ensure full compliance with SafeWork NSW legislation and guidelines.

Workplace Training

St John NSW delivers accredited first aid and Work Health and Safety (WHS) training for workplace first aiders and safety staff. Our training is made easily accessible through internal booking systems, supporting organisations to maintain compliance and workforce readiness.

Defibrillator Supply & Maintenance

St John NSW supplies and maintains automated external defibrillators (AEDs) across business locations. Ongoing servicing ensures all devices remain operational, compliant and ready for use in an emergency.



30,951

first aid kits serviced



7,358

AEDs kept rescue ready



2,715

vehicle kits checked



7,100

sites kept WHS safe

Specialised Medical Products

First aid kits are tailored to the specific risk profiles of each workplace environment, including laboratories, gyms, medical areas and other high-risk settings. St John NSW supplies specialised medical products to ensure each kit is fit for purpose.

Account & Relationship Management

Dedicated account management ensures strong working relationships with WHS leaders and site contacts. Regular engagement from St John NSW field representatives support proactive service delivery and responsive help with safety issues and needs.

Expert Advice & Support

St John NSW field representatives provide expert advice and practical guidance, acting as a trusted source of knowledge for businesses managing first aid compliance across complex environments.

“

Western Sydney University has partnered with St John Ambulance [NSW] for over a decade. They have provided us with all our defibrillators, any fieldwork special requirements that our researchers might need and special items with their field kits as well. They work closely together with us to implement Work Health and Safety guidelines as part of the legislature and requirements.

Tanya, Safety Support Officer, Western Sydney University



St John NSW

Helping Change

St John NSW is an active advocate in supporting changes that make everyone safer. We educate, engage and equip others with knowledge in first aid to prevent harm, save lives, and build more resilient communities across NSW.

bstreetsmart

We were proud to be part of bstreetsmart 2025, Australia's largest youth road safety education event. Across three days, thousands of high school students attended to learn about the realities of road trauma - and importantly, how they can make a difference in an emergency.

bstreetsmart uses crash re-enactments, survivor stories, and interactive displays to make the consequences of unsafe driving real for high schoolers. The presence of St John NSW complemented this with practical capability: showing students not just why road safety matters, but how they can respond if a road incident happens.

One of the most effective ways to mitigate the impact of vehicle crashes and lower the road death toll is through first aid training. Immediate first aid at the scene of a vehicle crash can increase chances of survival and reduce the severity of injuries.

This event helped thousands of students form a lifelong attitude toward safety and responsibility on NSW roads. Our volunteers empowered them with the skills and confidence to help in road incidents.

Don't be a bystander, be a life-saver.

Young people can start by doing St John NSW's free online Learner Driver First Aid resource. Share this course with a young person or driver in your life, to spread awareness and crucial road skills.



215
total schools
attended



27,303
total number of
students





St John NSW Parliamentary Friends

The 2025 St John NSW Parliamentary Friends event brought celebration to the NSW Parliament House with St John NSW volunteers, supporters and Parliamentary Friends.

We were proud to recognise our recent deployment as the NSW Medical Reserve in response to Tropical Cyclone Alfred in the Mid North Coast Region. A station showcased the practical capabilities St John NSW had brought to communities, while others provided stories from the frontline, and shared the crucial part we played in providing medical care amidst disaster.

During the event, Youth Members showcased medical skills through bandaging demonstrations, and enjoyed the chance to speak with members of Parliament about how the St John Youth Program has played a part in their personal growth and development. Many also loved exploring the historical St John NSW cadet pieces displayed on the night, including old photos, badges and hats from St John NSW archives.

Thank you to our Parliamentary Friends of St John NSW who were able to participate! In particular, our co-chairs **Dr Hugh McDermott MP** and the **Hon. Natasha Maclaren-Jones MLC** who made the night a great success.



Strengthening Rural Communities

When emergency strikes in a remote community, every second counts, along with having someone nearby with the skills to help. That's why in 2025-2026, St John NSW is proud to be partnering with the Rural Women's Network to bring free, nationally accredited first aid and mental health crisis support training to women across regional NSW.

For women living in rural and remote areas, accessing the same resources and training opportunities available in major cities can be a significant challenge.

The **Rural Women's Network**, a NSW Government initiative, partners with St John NSW to address this disparity. The network hosts events and initiatives across regional, rural and remote NSW, creating opportunities for women and girls to gain new skills, share experiences, and build lasting relationships that strengthen their communities.

First Aid training equips participants with invaluable skills to respond effectively in emergencies, recognise mental health issues and crisis situations, and provide appropriate interventions.

Building on the success of 2025, the Rural Women's Network will be offering free first aid and mental health training to women in eight new regional locations across NSW in 2026.





“

We're ensuring more rural women have access to critical first aid and mental health training that could save lives. This investment reflects our commitment to supporting regional women with practical skills that strengthen both individuals and their communities. These workshops build confidence and capability while creating resilience in our regional areas.

Dominic Teakle, CEO St John NSW

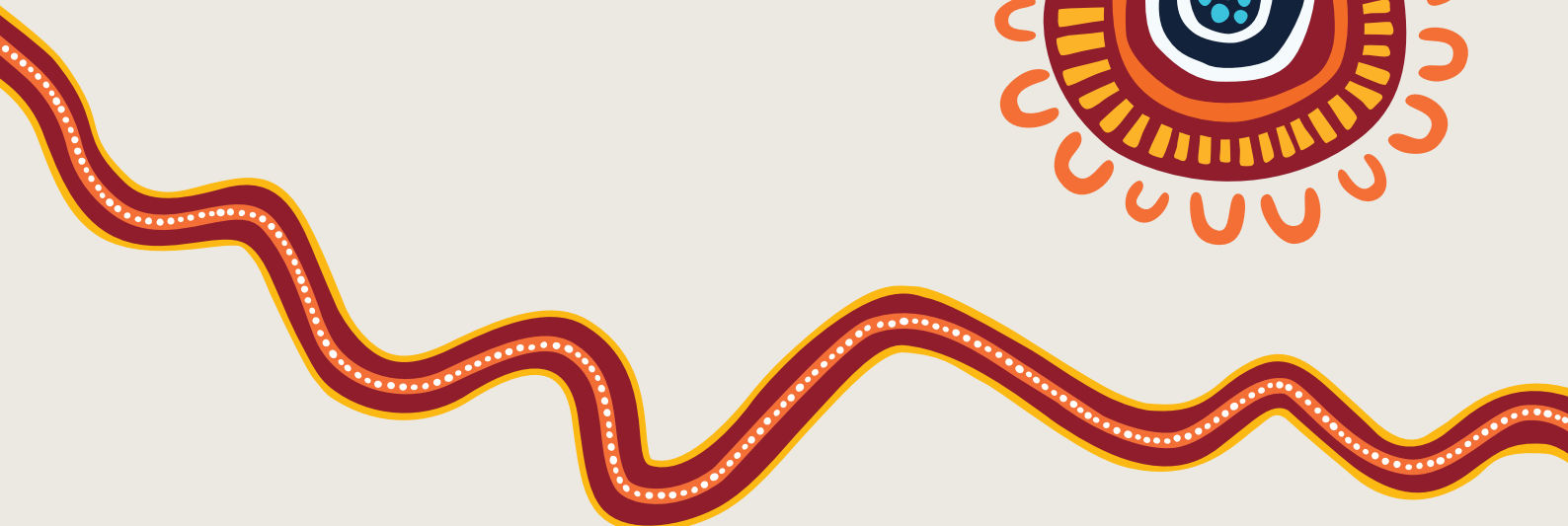


Active Reconciliation

St John NSW seeks to actively participate in the reconciliation process, taking a stand to lead in cultural inclusion, equity and reconciliation within the health and emergency services sector. This improves health outcomes for many more rural communities and reflects our commitment to caring for all.

The St John Ambulance NSW Reconciliation Action Plan (RAP) provides a clear framework for embedding reconciliation into everyday operations – through inclusive hiring practices, culturally safe service delivery, and respectful engagement with Indigenous communities during emergency responses and community programs. It encourages ongoing learning for staff and volunteers through cultural competency training and promotes the celebration of key events such as NAIDOC Week and National Reconciliation Week, helping to foster a deeper understanding of Indigenous cultures and history throughout our organisation.

In our commitment, we strive toward reconciliation through understanding, acknowledging Australia's history and recognising the past injustices against Aboriginal and Torres Strait Islander people. We will take actions that contribute to a more equitable and harmonious Australia.



Where Help Happens

Saving lives shouldn't begin only when emergency services arrive. At St John NSW, we believe stronger communities are built when life-saving tools like AEDs are within reach – and when everyday people feel confident to use them.

A Community Initiative

With funding from Community Bank Lindfield and the Community Enterprise Foundation, St John NSW will be installing 10 new public defibrillators in high impact areas across Hornsby and Ku-ring-gai. Together with Community Bank Lindfield, we're helping build a safer, more prepared neighbourhood, one AED at a time. Putting safety on the map in your community.

Equipping the Public

As The Medical Reserve, St John NSW equips people with life-saving skills boosting the GoodSAM network, empowering communities to act confidently before help arrives.

At the 2025 Greenwich Village Games, we worked alongside NSW Ambulance to deliver CPR training and help locals feel ready to respond. With an additional 675 people signed up as **GoodSAM** responders through this cross-agency partnership, St John NSW continues to expand the network of everyday responders across the state.



Forward, Together

St John Ambulance has a 140-year long heritage in Australia and an even longer international history. In 2025, a new national direction was launched: The St John Brand Unity Initiative.

The St John Brand Unity Initiative is a nationwide program to strengthen, unify and grow our brand identity together. This strategic priority for St John has undergone a rigorous process of audit, planning, co-design, and consensus building, with input from business analysts, brand strategists and designers. This new direction will be a subtle evolution that remains true to our history. The St John Brand Unity Initiative will:

- enable us to remain strong and competitive while contributing to our long-term sustainability
- assist with the way we position ourselves with various audiences, consumers, governments, funders, sector partners and community members
- enable greater efficiencies, asset sharing, improved collaboration across borders, increased competitiveness in our markets and stronger partnerships
- maintain our pride in our people, our work and our impact to be better and stronger together.

Our Supporters

In 2025, St John NSW was supported by a broad network of partners, funders, and communities whose contributions enabled the delivery of first aid training, community programs, and emergency response services across NSW. This support included grants, philanthropic funding, partnerships, and the generosity of individual donors.

Grant and philanthropic funding in 2025 supported the delivery of key community initiatives, including First Aid in Schools, the installation of publicly accessible defibrillators, and activities that strengthened the ability of St John NSW volunteers to respond when and where they were needed most. St John NSW gratefully acknowledges the Government bodies, Foundations, Trusts, and Partners listed below for their support during the year.

Community fundraising, regular givers, and individual supporters made a significant contribution to our work in 2025, providing essential ongoing support for service delivery across NSW.

Organisations and individuals interested in supporting St John NSW's work are invited to connect with us for more information.

Thank you

Supporters and Philanthropic Partners

- SJD Group Australia
- CSL Seqirus
- 1788 Charity Foundation
- Macquarie University

Government

- The NSW Government
- The Australian Government's Department of Social Services
- The Australian Government's Department of Infrastructure, Transport, Regional Development, Communications and the Arts
- NSW Health - South Eastern Sydney Local Health District
- NSW Telco Authority
- Fire and Rescue NSW

Grants

- Ampol
- Parramatta Leagues Club
- CommBank Staff Foundation
- Burwood RSL Club

- Mayfield Ex Services Club
- Transgrid
- Ashfield RSL Club
- St Marys Rugby League Club
- Dooley's Lidcomb Catholic Club
- Guildford Leagues Club
- Granville Diggers Club Limited
- Auburn Soccer Sports Club Ltd
- Croydon Park Club
- Community Bank Lindfield & Community Enterprise Foundation

Supporting our history and key milestones

St John NSW sincerely thanks the generous donors who supported the launch of The Premier Response book and the Glebe Cadet Division's Centenary Celebrations. Their contributions helped honour St John's rich history, celebrate 100 years of youth engagement, and recognise the lasting impact of volunteers and cadets within the community. This support played an important role in marking these milestones.



Thank You

Together, we build safer and more resilient NSW communities.





Our People

Executive Management Team



Dominic Teakle
Chief Executive Officer



Hoshang Parekh
Chief Financial Officer



Damon Quinn
Chief Operating Officer



Vanessa Lordford-Mills MSTJ
General Manager - People,
Performance and Culture



Anita Truninger
General Manager -
Engagement



Nicola Bailey MSTJ
Deputy Commissioner - Youth



Marian Casey MSTJ
Deputy Commissioner -
Strategy



Helen Chant OSTJ
Deputy Commissioner -
Volunteer (Regional)



Andrew Craig MSTJ
Deputy Commissioner -
Clinical Systems



Ben Tory OAM MSTJ
Deputy Commissioner -
Volunteer (Metro)

Board



Larissa Cook
Chair



Dr Andrew Wines AM
Deputy Chair



Ilan Lowbeer CSTJ
Commissioner



Coretta Bessi
Non-Executive Director



Helen Hu
Non-Executive Director



Peter Kaye AM LVO ESM
Non-Executive Director



Louise Portelli
Non-Executive Director



Stephen Woodhill
Non-Executive Director



St John

Get Trained

Build the confidence and skills to save a life with the largest provider of first aid training in NSW. Our range of interactive and accredited training courses has something for everyone.



stjohnnsw.com.au/first-aid-courses

Volunteer

Join members of your local community who are committed to helping others, serving the community and keeping people safe.



stjohnnsw.com.au/volunteer

Give Support

Your generosity helps us equip volunteers, deliver life-saving care, and remain here to help when it's needed most.



stjohnnsw.com.au/donate