

Services



St John

2018/19 **Annual Report**

ST JOHN AMBULANCE AUSTRALIA (NT) INC.

We're here
for you





Our **Mission, Goals & Values**

Our Mission

- ✓ To be the leading provider of first aid and ambulance services in the Northern Territory.

Our Goals

- ✓ Make first aid a part of every Territorian's life.
- ✓ Be the leading provider of first aid services, training and products.
- ✓ Provide first aid services which build community and individual resilience.
- ✓ Provide emergency and non-emergency road ambulance services under contract to the Northern Territory Government.

Our Values

- ✓ **Integrity**
acting honestly and reliably when delivering our services.
- ✓ **Respect**
treat our people with respect at all times: ourselves, our colleagues, our members and all the people we support.
- ✓ **Quality**
highest quality service delivery, training, development and clinical standards.
- ✓ **Dedication**
actions are undertaken with commitment, enthusiasm and loyalty protecting our people, our patients and the environment.
- ✓ **Compassion**
caring about all members of our diverse community.



About **St John NT**

St John Ambulance Australia (NT) Inc. (St John NT) is a not-for-profit organisation with charitable status, dedicated to helping people in sickness, distress, suffering or danger. We have been active in the Northern Territory for over 70 years, and internationally as part of a wider organisation with a long and honourable history.



Ambulance Services

Comprehensive emergency and non-emergency road ambulance and patient transport services, including two Triple Zero (000) communications centres, under contract to the Northern Territory Government.



First Aid Training

St John NT delivers nationally recognised training in partnership with St John Ambulance Australia (RTO 88041), specialising in accredited public, community and industry-specific first aid and mental health training.



First Aid Kits & Products

Retail outlets in Darwin and Alice Springs stock an extensive range of first-aid kits, consumables and AEDs (Automated External Defibrillators), as well as medical and rescue equipment. St John NT provides a re-stocking service for Northern Territory businesses and also provides online product sales via the national St John online shop.



Volunteers

Qualified first aid personnel and paramedics who give up their time to serve the community by providing health coverage at many social, sporting, cultural and major community events across the Northern Territory.



First Aid in Schools Program

A free program delivering age-appropriate first aid training to children from pre-school to Year 9.



Youth Cadet Program

St John NT cadets learn life-saving skills in a safe but challenging environment, participating in cadet competitions and working alongside adults. Cadets have the opportunity to take part in accredited courses to help with employment opportunities and provide quality first aid services to the Northern Territory's wide range of community, social, sporting and music events.



Contract Paramedical Services

Contract paramedics and 4WD ambulance hire, assist and support mining production, industry and major events.



Community Education

Providing first aid education to the public by way of structured activities, information sessions and specifically designed training sessions. We visit a range of child care centres, shopping centres, clubs, remote communities, support groups and public events.



Mechanical Workshop

Fully equipped mechanical and fleet service centres providing auto repairs, modifications and servicing to the entire St John NT fleet. Delivering custom design and fit out of emergency ambulance vehicles to any specifications. Workshops located in Darwin and Alice Springs also provide a wide range of mechanical services to members of the general public.



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Save a life award



Brendon Hatton was at his family home with his 10 year old sister when his mum suffered a convulsive fit.

Brendon Hatton & family

She had bitten her tongue, and when he saw blood coming from his mum's mouth, 12-year-old Brendon leapt into action.

The brave young man tried to wake his mum, who was unresponsive, while staying calm for his little sister.

Brendon dialled Triple Zero (000) and carefully listened to the St John NT Emergency Medical Dispatcher's instructions. He made sure his mum's airway was clear and that she was lying in the correct position, and he listened for her heartbeat.

Paramedics who rushed to the scene praised the young hero for his amazing efforts in saving his mum's life.

Brendon's mum has since been diagnosed with a medical condition. If it hadn't been for her brave son's quick action, she could have choked on her tongue and died.

Brendon is a hero to his mum, his family, friends and to all of us. He is such a remarkable, resilient, brave and confident young person. To be able to save the life of a loved one during a time of very high stress is testament to anyone's character, and to be able to do this at the age of 12 is worthy of everyone's admiration and respect.

Chairman's Report

PETER CAREW AM FAICD Chairman

“I am delighted to commend to you the 2018/19 Annual Report for St John NT detailing our significant contributions to the Northern Territory and its people.”



HOW WE ARE DELIVERING:

- Our ambulance service answered 52,718 Triple Zero (000) calls and responded to 44,233 incidents.
- Our First Aid in Schools program has continued to perform strongly, training 10,515 students this year and achieving the wonderful milestone of 70,000 students trained in First Aid skills across the Territory.
- Our First Aid trainers delivered training to 10,054 Territorians, building resilience in our community members should they be faced with a life threatening emergency.
- Our volunteers supported 887 community and public events through the provision of first aid services.
- Our newly launched Public Access Defib program, with the goal of 1,000 PAD units across the Territory by 2021, aims to reduce the death rate attributable to Sudden Cardiac Arrest.



Our organisation has been a trusted partner of the Northern Territory community for over 70 years and I am pleased to see our presence and contribution continue to grow and strengthen. As a part of the Order of St John in Australia, we strive to be the leading provider of first aid and ambulance services in the Northern Territory and St John Ambulance Australia (NT) Inc. (St John NT) throughout the last year has continued to fulfil this mission.

As you read this annual report, you will notice that the breadth of activities that we contribute to as a community partner continues to grow. Our paramedics and volunteers have long been active at large scale events such as the Finke Desert Race and Bass in the Grass, as well as supporting local community events. This year, we were proud to provide emergency and first aid services to the Arafura Games 2019 held in Darwin.

Continuing to support our community in times of need, we were there for Cyclone Trevor with a strong presence in Darwin and Katherine for evacuees.

We have focussed on strengthening our relationships with the Northern Territory Government and the Health Minister, as well as those with relationships with St John Australia executive. We believe that strong ties and close collaboration across all State and Territory St John member organisations will benefit all of us in the ongoing achievement of our mission across Australia.

I would like to thank my fellow Board Members for their ongoing support and commitment to purpose. This year, as a Board, we have strengthened our resolve for strong, responsible governance. I would also like to extend my thanks to members of the Executive Leadership Team for their valued contributions and informed input into the direction of our organisation.

Chief Executive Officer's Report

JUDITH BARKER Chief Executive Officer

In 2018-19, St John NT has continued to deliver on its mission to save lives in the Northern Territory by being the leading provider of first aid and ambulance services.



HOW WE ARE DELIVERING:

- This year saw the launch of our Public Access Defibrillator (PAD) program. The current survival rate from Sudden Cardiac Arrest (SCA) in Australia is only 10%. That means that 27,000 people die each year from a SCA. For every minute that passes without treatment, the chance of survival decreases by 10%. St John NT is passionate about increasing the survival rate of Territorians and is on a mission to have 1,000 PADs across the Territory by 2021.
- We have had a very deliberate focus on developing partnerships with key organisations for the benefit of the community. This has included the development of a partnership with the Central Australian Aboriginal Congress to provide alternate pathways to medical care in Alice Springs to ensure the right care is provided in the right timeframe.



‘In late May 2018, St John NT had the pleasure of welcoming Anthony Smith as CEO-for-a-day.

Anthony has been a much-loved and valued volunteer with St John in Katherine for 17 years.

As CEO-for-a-day, Anthony got to sign thank-you letters for two long-standing volunteers and he presented the Save-a-Life Award at the 2019 St John NT Investiture at Government House. He also was awarded his volunteer service medal at the prestigious event.

At St John NT, we are very proud of Anthony’s achievements and we are glad he is a member of the St John family. Thank you Anthony for everything you do for St John and the people in the Territory.’

Anthony as CEO-for-a-day
with Judith Barker, CEO

This year we set out not only repeat the successes of previous years, but to enhance our mission delivery through diversification of our services and through increasing our work with partners.

Working with other organisations

We have also extended ourselves beyond our borders to work with other St John organisations. We were proud to work alongside our colleagues at St John Papua New Guinea in providing medical support for APEC 2018 and we continue to support them through their transformational journey with the provision of staff expertise.

Investing in our people

We know that to continue to be successful in our mission, we need to invest in our people. In 2018, St John NT commenced a leadership development program in conjunction with Driftwood Leadership, to invest in our staff and volunteers at various stages in their leadership journey, thereby investing in our future.

Following on from the landmark Beyond Blue research into the mental health and wellbeing of emergency service personnel, we launched our Mental Health and Well-being Strategy 2019-22

focussing on the four key areas of:

- Identification of risks and mitigation of consequences
- Reducing barriers to support
- Provision of mental health wellbeing education & training
- Strength through partnerships

Celebrating our organisation

2018 was the inaugural year for St John NT coming together to celebrate our organisation as one through the St John NT Annual Awards. These awards brought us together and celebrated all of our amazing team members including volunteers, paramedics and all of our corporate staff.

As we continue on our course, we will remain focussed on developing a culture of St John NT as one organisation, coming together as a united team to successfully deliver on our mission of being the leading provider of first aid and ambulance services. We will continue to seek out valued partnerships and opportunities that will enhance the way in which we serve the community of the Northern Territory.

St John NT Highlights

2018

JULY

St John NT launches CPR van



In a bid to increase survival rates, St John NT's new CPR Van aims to provide free CPR training to the public. The hands-on CPR demonstrations will give Territorians of all age groups the skills and confidence to administer CPR and potentially save a life. Partnering with HPA (Helping People Achieve), St John NT launched the new CPR Van on July 14 at the Health and Wellness Festival at the Darwin Waterfront.

AUGUST

Towards Zero Campaign

St John NT supported the Towards Zero campaign at events across the NT. The



campaign aims to achieve ZERO deaths and ZERO serious injuries on our roads.

NT Training, Skills and Careers Expo Stall



Staff from St John NT held a stall at the NT Training, Skills and Careers Expo at the Darwin Convention Centre.

Delivering at the New Palmerston Regional Hospital



A St John NT patient transport crew delivered the first patient to the new Palmerston Regional Hospital less than two hours after the hospital officially opened.

SEPTEMBER

Participating in Cancer Council's Relay for Life



St John NT CEO Judith Barker, staff, volunteers & cadets participated in the Cancer Council's Relay for Life. Free CPR Demonstrations were held on the day for people attending the event.

2018 Resilient Australia Community Award



St John NT wins the 2018 Resilient Australia community award for the First Aid in Schools 'Remote Indigenous Access Project'.

Screening of 'Finke: There and Back'



St John NT celebrated the screening of 'Finke: There and Back' at Deckchair Cinema. The outstanding film showcases the amazing work St John NT paramedics and volunteers do at the Finke Desert Race, looking after competitors and spectators alike.

Opening Our New Volunteer and Training Centre



Our new volunteer and training centre opened in Alice Springs. Deputy Prime Minister and Minister for Infrastructure, Transport and Regional Development Michael McCormack MP was there to unveil the new, state of the

art training facilities that will play a pivotal role in educating volunteers in the Red Centre for years to come.

OCTOBER

St John NT Cadet Competition



20 young Territorians aged between 11 and 26 gathered at Berrimah Fire Station to put their first aid skills to the test in the annual St John NT Cadet Competition.

Our Annual 'Restart a Heart Day'

The Community Education team led the way as St John NT held their annual 'Restart a Heart Day' at Coolalinga Central. This free event allows members of the public to learn the vital skill of administering CPR. The team also educated people in the use of defibrillators on the day.

NOVEMBER

Volunteer of the Year Awards

The Northern Territory Volunteer of the Year



Awards were held in Darwin and Alice Springs. Frank Dunstan MStJ was awarded both the Ichthys LNG Projects Life Time Contribution and the 2018 Volunteer of the Year.

St John NT Annual Awards Celebrations



Our Annual Awards celebrate the outstanding work of St John NT's Paramedics, staff and volunteers. Darwin's very own paramedic Karen Welsh was named 'NT Paramedic of the Year' for 2018. Congratulations Karen.

Launching our Mental Health & Wellbeing Strategy

St John NT was proud to launch its very own Mental Health and Wellbeing Strategy. This strategy will work with staff and volunteers to

St John NT Highlights

break down barriers and protect and support frontline workers and volunteers exposed to the often confronting and traumatic work in the emergency service environment.

Our Christmas Elf 'Siren'



With thanks to the public, St John NT named our Christmas elf, 'Siren'. In the lead up to Christmas, Siren got up to some mischief before going back to Santa in the North Pole.

DECEMBER

Thank you to Palmerston Regional Business Assoc.

We would like to say a big thank you to the Palmerston Regional Business Association Inc for their very kind \$1000 donation to our St John NT volunteers.

Thank you to INPEX Ichthys LNG Project

Thanks to the INPEX project for your support of the St John NT Public Access Defibrillator



program (PAD). Through the PAD program, St John NT aims to place 1000 public facing defibrillators into the Northern Territory by 2021, increasing the rates of survival after a sudden cardiac arrest. **Every heart beat matters.**

Joining forces in the 'No More Violence' Campaign



St John NT linked arms with Northern Territory Police, Fire and Emergency Services, Australian Army defence force personnel and over 100 others at Casuarina Square to support the "no more violence" campaign. Driven by Charlie King the "no more violence" campaign is focussed on putting a stop to domestic and family violence.

Joining up with Hector the Cat

St John NT were proud to join with Hector the road safety cat and AFL Northern Territory to support the Towards Zero campaign to help achieve ZERO deaths and ZERO serious injuries on our roads.

JANUARY

National Cadet Competitions in Melbourne



The new year kicked off with a huge congratulations to our St John NT Cadets, who took out first place overall at the National Cadet Competitions held in Melbourne.

FEBRUARY

70,000th Student in our FAIS Program

Our First Aid in Schools program celebrated training their 70,000th Student. The lucky student was at Dripstone Middle School. This program was established in 2010 and is going stronger than ever, equipping young students with the vital First Aid skills they need.



37 Donated Defibs to Remote Communities



With the support of the NT Government and the Community Benefit Fund, St John NT shipped out 37 donated defibrillators to remote Territory communities under the PAD Program. The program aims to place 1,000 defibrillators across the NT by 2021, helping to increase the survival rate of sudden cardiac arrest.

APRIL

St John NT Charity Golf Day

The inaugural St John NT Charity Golf Day was held in Alice Springs. This event raised over \$10,000 for Volunteer Services to continue their vital work across the Territory.



Celebrating 40 Years of Service in Alice Springs



St John NT and the Alice Springs Volunteer office held a family fun day to mark the 40th year of service in Alice Springs.

MAY

'Doing it for Dolly' Day



St John NT proudly donned blue in support of the 'Doing it for Dolly' campaign right across the NT.

Volunteer Book Launch



St John NT celebrated volunteers with the launch of our long standing volunteer Frank Dunstan's second book, 'Order of the Territory'. The book launch was attended by the Patron of St John NT, Mr Craig O'Halloran.

Dog Therapy Program



The Dog Therapy Program launched at the Emergency Communication Centre. Therapy dogs in the workplace have been found to reduce stress, build resilience and increase overall mental well-being.

St John NT Highlights

2019

JUNE

CEO For the Day



St John NT's CEO, Judith Barker, welcomed much loved and valued volunteer Anthony Smith as CEO for a day recognising his continued service with St John NT over the past 17 years.

Investiture Awards



The Administrator of the Northern Territory, Her Honour, the Honourable Vicki O'Halloran, hosted St John NT's annual Investiture

Awards at Government House. This event celebrates those who have made a remarkable contribution to Territory communities through their work with St John NT.



St John Day - celebrating our charitable work

ANNUAL ST JOHN DAY CELEBRATES CHARITABLE WORK

To celebrate the service that St John volunteers provide to their communities all over the world, St John NT took part in the international St John Day celebrations on June 24. A church service was held the day prior at The Christ Church Cathedral in Darwin.

"It is both reassuring and admirable to find that there are still people who are prepared to volunteer their time and effort to continue the tradition of caring for others that was established so many centuries ago by the Hospitallers of the Order of St John of Jerusalem," Dame of the Order of St John, Lesley King, said.

St John volunteers play an integral part in the community. The dedicated service of more than 500 St John NT volunteers began with the formation of the St John Ambulance Brigade in Darwin in the 1950s.

Since then, St John NT has grown into one of the Northern Territory's most-valued not-for-profit organisations, providing frontline ambulance services and offering community education and first aid services across the Territory.

"But for us, St John Day isn't just about our volunteers," Director of Volunteer Services, Annette Plowman, said.

"St John Day celebrates every part of our charitable organisation highlighting and reminding us of our values – integrity, respect, quality, dedication and compassion – that are the pillars on which we base our day-to-day work as volunteers, paramedics, patient transport officers and Emergency Medical Dispatchers at the Triple Zero (000) call centres."

St John NT Family Fun & Open Day

Alice Springs. Sunday, 14th April, 2019



The sun was shining and the fun was just beginning. The wider community of Alice Springs were invited to come on down and tour our fabulous new centre whilst enjoying some family fun with popcorn, jumping castle, face painting, music, and best of all... they could check out our ambulances.

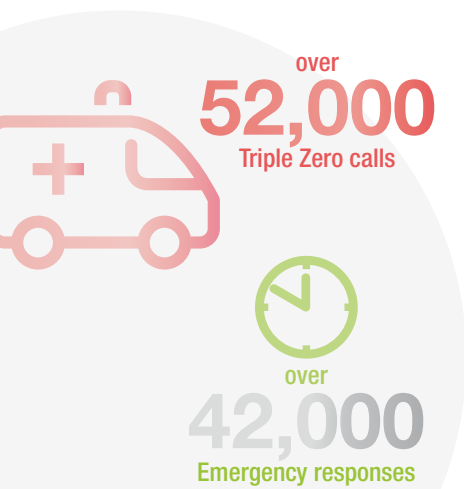
St John NT celebrated 40 years of mentoring young Centralians through their cadet program, which teaches social, physical, emotional and cultural skills by combining first aid and youth oriented skills.



Director of Ambulance Services Report

MATTHEW EASTHAM Director of Ambulance Services

Ambulance Services across the world are operating with an increasing speed and intensity as we grow and expand our service delivery models and seek out new ways to meet the needs of our communities. St John NT is no exception.



HOW WE ARE DELIVERING:

We have undertaken significant reform over the past two years. Community expectations relating to service provision remain high and we are well placed to deliver a very high standard of emergency, non-emergency and support services to the people of the Northern Territory.

The St John NT staffed Emergency Communications Centre answered over 52,000 Triple Zero (000) calls for ambulance assistance. This represents around 32% of all Triple Zero calls for emergency services across the Territory. It is an outstanding contribution by our highly qualified Emergency Medical Dispatchers, who have undoubtedly saved many lives in those first few crucial minutes.

Our paramedics and patient transport officers have responded over 42,000 times. Our responsiveness continues to improve Territory wide and we are becoming far more dynamic in our deployment of resources. As a small ambulance service looking after dispersed populations, it is essential that frontline service delivery continues to be one of our strategic focus areas.



Building stronger relationships

Building stronger relationships has been a cornerstone strategy of the Ambulance Services leadership group. This has seen consolidation of our partnerships, including with key groups such as the Central Australian Aboriginal Congress to improve access to culturally appropriate health care in Alice Springs, and the Aurora project supporting aboriginal paramedic student placements in Alice Springs. Our inaugural Intensive Care Paramedic Internship was supported by Edith Cowan University and they will continue to partner with us in the future provision of education services. We continue to collaborate with ambulance services across Australia, including Ambulance Victoria, who we are engaged with in the development of our nationally aligned and accredited driving standards program. Internationally, a supportive relationship with St John Papua New Guinea is evolving and we continue to be involved in supporting paramedic student study tours in Bali.

Implementing our reform program

We will continue with our reform program, which will see St John NT continue to evolve. This has at times been challenging, yet highly rewarding. This year, we have consolidated the Critical Response Unit into our deployment model and it has proved to be highly successful in the provision of 'in field' critical patient care and support to our people. The newly commissioned role of Duty Managers in our Emergency Communications Centre has commenced and this is providing enhanced support to our people, our patients and complex critical incidents. The Siren Electronic Patient Care Record project has seen significant upgrades in application software and configuration, as well as new in-vehicle hardware. A combined total of 11 new first line response vehicles have been rolled out across the Territory during the reporting period.

Partnering with:



Sophie & Bridie at the entrance to the Gallery at Garma Festival

Our commitment to Territory business and local purchasing by our St John NT workshop is commendable with the majority of manufacturing and all vehicle fit-out's now being completed locally. It has been a truly amazing effort by the entire St John NT team in progressing these initiatives and I sincerely congratulate everyone.

'Hands Off' Initiative

On July 19, St John NT launched its 'Hands Off' initiative. This initiative is aimed at promoting the right of every paramedic to come to work and feel safe. Every year, on average, one in six Territorians uses an ambulance and our paramedics attend more than 52,000 cases across the NT. To be able to care for those in need and help our community, our paramedics need to be able to do their job uninterrupted and in a safe environment. Unfortunately, this does not always happen.

Supporting our community

Ambulance Services have supported an increased number of community, sporting and motor sport events across the Northern Territory. An increased focus on logistics, equipment, risk assessments and medical plans has seen our involvement grow. We are truly grateful for the increasing opportunities we now have to work together as one team with our volunteers in the provision of first aid services and advanced medical care at events. Our people have supported us and the hours of event coverage by ambulance services has been the highest ever. Our involvement in the events such as the 2019 Finke Desert Race, Darwin Triple Crown V8 Supercars, Garma Festival of Aboriginal Culture and Red CentreNATS again proved to be challenging, yet highly enjoyable for all involved.

I have absolute confidence in every staff member and their commitment and dedication to delivering the very best ambulance service we can. As the Director of Ambulance Services, I remain honoured to lead such a wonderful team.



“I have absolute confidence in every staff member and their commitment and dedication to delivering the very best ambulance service we can... I remain honoured to lead such a wonderful team.”





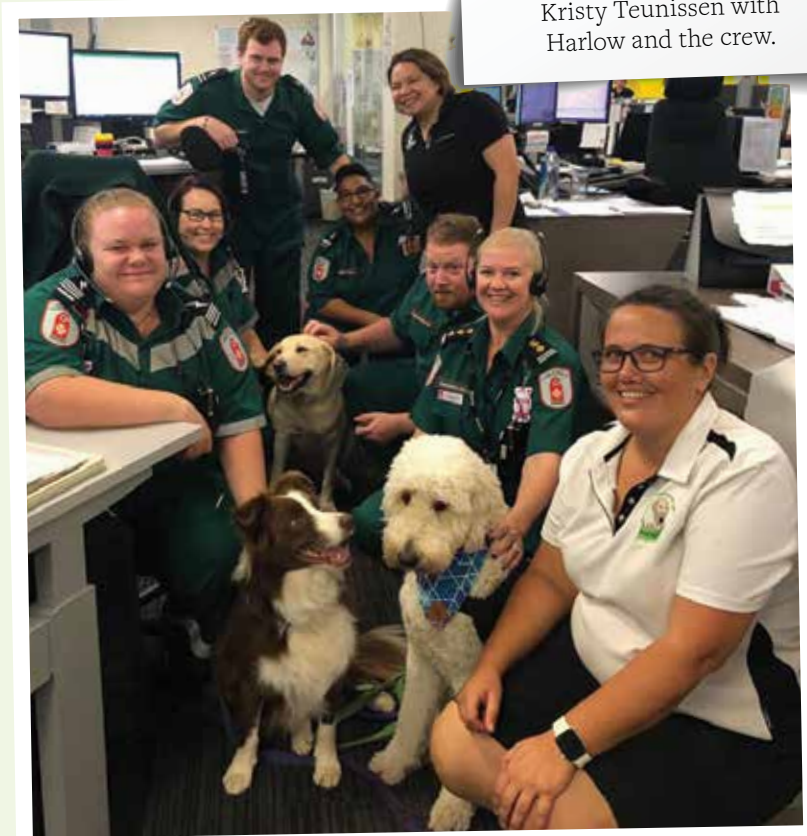
DOG THERAPY PROGRAM

In May 2019 St John NT and NT Police, Fire & Emergency Services (NTPFES) staff at the joint Emergency Communications Centre at Berrimah were all smiles when they got to spend time with therapy dog Harlow.

Therapy dogs in the workplace have been found to have many benefits for employees, including reducing stress, building resilience, encouraging positive interactions and increasing overall mental well-being.

Kristy Teunissen, a professional dog trainer from local Darwin company, Mind Your Paws, provides therapy dogs to a variety of workplaces and schools throughout Darwin, including Royal Darwin Hospital.

Harlow, a 4.5-year-old Groodle (Golden Retriever x Poodle) and certified therapy dog brought lots of smiles to the communications centre staff who often deal with extremely stressful situations - and the tail-wagger will be back for more cuddles with our Triple-Zero call-takers and dispatchers throughout coming weeks and months.



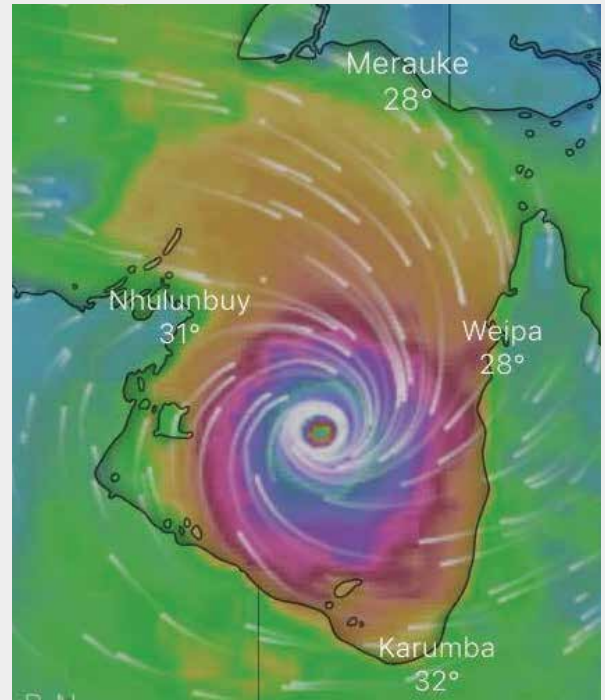
Kristy Teunissen with Harlow and the crew.

...LAUNCHES
AT EMERGENCY
COMMUNICATIONS
CENTRE

CYCLONE TREVOR

Search and rescue operations throughout the Territory

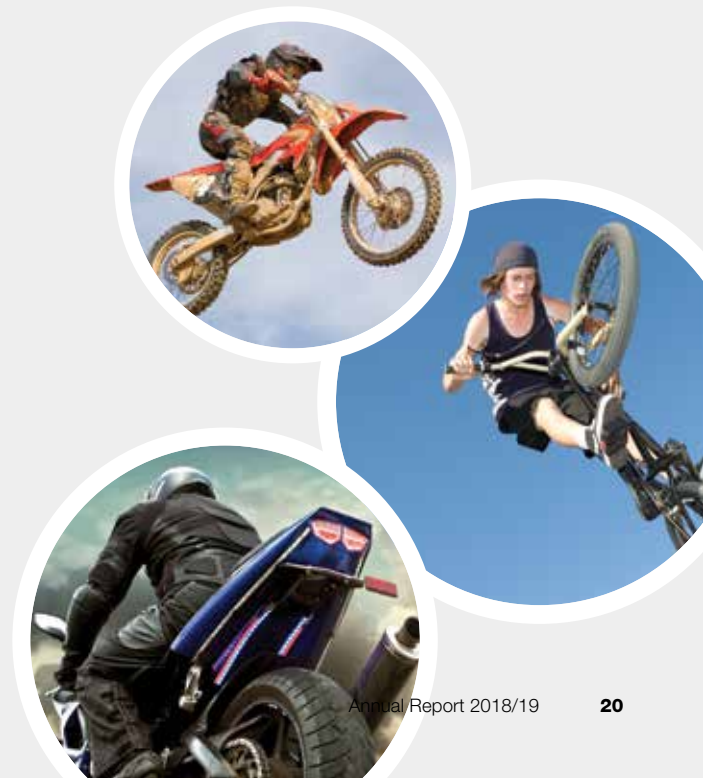
March was cyclone month with Tropical Cyclone Trevor first making landfall on the Cape York Peninsula. As Trevor moved over the Gulf of Carpentaria, a State of Emergency was declared for 72 hours from Friday 22 March. Trevor made a second landfall east of Borroloola as a Category 4 system on Saturday 23 March. Gales were recorded at Borroloola of up to 139 km/h. The size of Trevor was said to be the same size as New South Wales. It required the evacuation of Groote Eylandt and Borroloola residents to displaced persons centres in Katherine and Darwin, which have a capacity to take 5000 people at each location. Further evacuees presented at Nhulunbuy and Tennant Creek. St John NT provided volunteer and paramedic support to displaced persons and to search and rescue operations throughout the Territory. This was a significant event for our operational areas and together we provided an exceptional level of medical and support services.



ULTIMATE FESTIVAL OF WHEELS

All roads lead to Alice

All roads led to Alice over the Father's Day weekend when the Ultimate Festival of Wheels returned to the Red Centre. Celebrating everything on 4 wheels over 3 action packed days, the event showcased the very best in street machines, elite show cars, hot rods, classics & exotics. St John NT has been providing the event medical coverage since its inception in 2015 and, as the event has grown, so has our response. A major incident in 2017 has only strengthened the event medical planning, preparation and response effort. A large contingent of St John NT staff and volunteers attended the 3 day event and successfully executed the event mission brief.





AURORA PROJECT

Supporting job internships
for equitable participation

This year, St John NT entered into a partnership with The Aurora Project's Internship program. The program focuses on supporting Aboriginal and Torres Strait Islander students and graduates via funded internships as pathways to jobs through practical placement opportunities. The purpose is to facilitate professional development by building career experiences and opportunities in an individual's area of study. The Aurora Project vision is a future where there is no education gap and where the next generation of Aboriginal and Torres Strait Islander Australians achieve equitable participation at the highest level – in the professions, in boardrooms and across government. We are delighted to partner with the Aurora Project as a host organisation in support of this vision. To date we have successfully hosted two Aurora students and we look forward to additional placements in the coming months.

ARAFURA GAMES SUPPORT

Enabling a safe environment

This year, the Northern Territory Government hosted the Arafura Games, the first time since 2011. The games originally started as a sporting event for those nations touching the Arafura Sea. They now stretch well beyond to include countries such as the USA. The games bring together able bodied and disabled athletes to compete in a unified program. St John NT proudly participated in the Arafura Games, providing first aid and ambulance services through our volunteers and ambulance staff. We provided services that covered areas including Darwin Sailing Club, Waterfront Precinct and the Marrara Sporting Precinct.

St John NT leadership staff were also an integral partner in planning the event with organisers to ensure the games could be enjoyed by all participants and spectators in a safe environment. A clear command structure was put in place prior to the event, including an event plan which established a clear St John NT command structure for the Games, allowing Operational Duty Managers to focus on day to day operations

The Arafura Games was a successful event that demonstrated the strength of our volunteers and staff as a team.





CONGRESS PARTNERSHIP

Providing culturally appropriate and beneficial healthcare

In April this year, St John NT and the Central Australian Aboriginal Congress (Congress) commenced a partnership to allow the transfer of low acuity Aboriginal patients by St John NT to Congress Northside Clinic in Alice Springs. The aim is to provide culturally appropriate primary healthcare services to Aboriginal patients. Plans are in place to expand this alternative care pathway to all four Congress clinics within the Alice Springs Township.



+
2019
**FINKE
STATS**

Enduro motorcycle racing World Champion, Toby Price, with two of our NT crew.

53 competitors
(50 bikes & 2 buggies)
were treated

18 of those competitors
were transported
to Alice Springs Hospital

2 spectators
received treatment and were
transported to hospital



FINKE DESERT RACE

What an event! We had it covered.

Over the Queen's birthday long weekend, one of the Territory's biggest and most iconic events takes place in Alice Springs.

The Tatts Finke Desert Race is an off road, multi terrain two-day race for bikes, cars, buggies and quads through desert country from Alice Springs to the small Aputula (Finke) community. This year saw the largest ever field of competitors tackle the gruelling 452km of unforgiving track. With 950 car and bike competitors registered, St John NT assembled our largest medical response in the history of the event. Consisting of sixty plus staff and volunteers, we

manned 3 medical helicopters, 20 emergency vehicles and 6 dedicated medical checkpoints to provide a successful medical response. We provided support 24 hours a day and over 3 days to not only the competitors, but to over 15,000 spectators who lined the 226km race track from Alice Springs through Finke. Despite the huge field of competitors and record spectator numbers, patient presentation rates were, thankfully, low compared to previous years. A massive thank you to all our people for their dedication and professionalism over the event.

SUPERCARS DARWIN TRIPLE CROWN

A collaborative effort

The Supercars Darwin Triple Crown saw a great collaborative effort from the St John NT team with Paramedics, Volunteers, Patient Transport Officers and Emergency Medical Dispatchers all working together to provide excellent care to patrons and competitors. The team spirit was on show with our team working closely with our friends at the NT Major Events Corporation and the National Critical Care Trauma Response Centre across the 3 day event.



GARMA FESTIVAL 2019

Providing remote area medical support for the community

St John NT volunteers and staff provided medical support to the Garma Festival of Traditional Culture. Each year, an estimated 2500 visitors gather and camp at Gulkula, a traditional ceremonial meeting ground that is historically significant to the Yolngu people of the north east Arnhem Land. Its location is remote, 40kms on a dusty unsealed road from the township of Nhulunbuy. The provision of medical support to Garma provides St John NT with a unique opportunity to demonstrate its agility in the provision of medical support in remote areas with a collaborative response between our paramedics and volunteers. This year's event strengthened our relationship with the Yothu Yindi Foundation and we are proud to be supporting Garma into the future.



Working with St John Papua New Guinea



On the 10th November 2018, over 60 paramedics from Australia and New Zealand arrived in Port Moresby, Papua New Guinea to support the local St John Ambulance with the APEC event. They were welcomed by traditional dancers from the Southern Highlands and the Huli Wigmen from Hela Province.

The Australian High Commissioner to Papua New Guinea, Bruce Davis, welcomed all the paramedics to the country with a gathering held at his home and thanked them all for their support for the upcoming APEC event.

Intensive Care Paramedic Mark Ferguson, Paramedic Elenka Egan and Emergency Medical Dispatcher (EMD) Emma Trenerry from St John NT were among the group who volunteered their time to attend.

This was a great experience getting to see how an ambulance service is run in another country not far from our own.

St John is the statutory ambulance service for PNG and operates the 111 service. A private hospital operates an ambulance for its clients when needed.

There are 4 ambulances servicing a population of approximately 1 million people in Port Moresby. Traffic crashes, snake bites and child birth makes up the majority of cases attended to by St John Ambulance PNG.

Port Moresby General Hospital (POMGEN) is the major referral hospital for the country and its major specialty's include:

- Emergency Department
- Surgery
- Orthopedics
- Cardiology
- Obstetrics and Gynaecology
- Maternity
- CT and X-ray facilities

The city is supported by a smaller hospital at Gerehu.

There are two main private hospitals. Paradise Private Hospital and Pacific International Hospital (PIH)

St John Ambulance PNG employed an extra 100 staff and trained them in first aid to assist with the APEC event and driving of the Australian and New Zealand paramedics.

Leading up to the three day event, there was plenty to do - stocking trauma kits and ambulances, cleaning of vehicles and paramedics familiarising themselves with the local area and locations of the hospitals. Australian and New Zealand paramedics were paired up with a local St John Ambulance Health Extension Officers (HEO) to drive them around while on shift and assist with any translating as required. Some of the paramedics did ride alongs with the business as usual crews prior to APEC starting and reported it as a very eye opening experience. On arrival at POM GEN (Port Moresby General Hospital) with a patient, the paramedics reported that at that time there was approximately 100 women in the hospital in various stages of labour. The maternity ward was full and many of them were sitting in the Emergency Department on chairs or if they were lucky enough to be on a bed it was in a hallway. This was not an uncommon occurrence.

New Zealand Government provided funding to St John PNG to build a new communications center which was completed just 2 weeks prior to the start of the APEC event. Funding was also provided to St John PNG for a new Computer Aided Dispatch system (CAD) which all of their EMD's required training in prior to go live

for the APEC event. Preparation in the communications center for the APEC Event was well underway and all PNG EMD's who had been trained in the CAD system were navigating their way around the system, taking Triple One (111) calls, entering the job into the CAD so that the dispatcher could then dispatch the ambulance crew. Considering some of the EMD's had never used a computer before they had picked up the new learned skills quickly. Prior to the funding and the upgrade the St John PNG communications center was in a tiny room with a few telephones and some radio equipment.

Once APEC was in full swing there were approx 30 vehicles on the move that the Communications center had to keep up with their locations. As dignitaries from each country arrived they were collected from Jacksons Airport in a Maserati and their motorcade then followed them where ever they wished to go. This was quite a challenge for the St John PNG EMD's as they are used to only having 4 ambulances to dispatch. With the support of the EMD's from Australia and New Zealand they did well. The connections with the new CAD and the internet at times were challenging but the team was well prepared and as a redundancy measure they also tracked the ambulance crews on a whiteboard using magnets. On the whole the CAD stood up well and operated as designed.

After a very exhausting few days the APEC event was finished and it was time clean up, pack up, say goodbyes and go our separate ways. Many of us having met and made new friends, gained knowledge and experience from others and a new found respect for our working conditions back home.



Volunteering in the PNG



In 2019, Stephanie Pilat was fortunate enough to spend nine weeks with St John Ambulance PNG in a volunteering capacity and through a secondment supported by St John NT. During this time, Stephanie worked closely with the Ambulance Emergency Co-Ordination Centre staff in a mentoring capacity and also developing procedures to meet the needs of their patients in the best possible way. Stephanie has received high praise from St John Ambulance PNG for building a triage system into their Computer Aided Dispatch program. The triage system assists the emergency coordination staff in asking Triple One (111) callers the right

questions to determine the emergency and being able to provide the callers with first-aid instructions. For us at St John NT and ambulance services across the world such a triage tool has been in place for many years, but for St John Ambulance PNG this was an entirely new concept to them that achieved instant lifesaving results. The huge amounts of trauma and complex cases, along with the language and cultural barriers were a major challenge for Stephanie, but the respect and gratitude she was shown for providing her time and effort made the experience entirely worthwhile.

Mechanical Workshop Report



AMBULANCE FLEET IMPROVEMENTS

- In 2018/19, the workshop was able to complete 11 new Ambulance Service vehicles including 3 Critical Response Unit vehicles for Darwin and Alice Springs and 2 new design Toyota Land Cruisers. These were trialed and tested at Finke 2019 with great feedback and are now located in the regional stations of Nhulunbuy and Katherine. The workshop also added 2 new ambulance command vehicles to the Toyota Fortuna fleet and 3 new Mercedes ambulances.
- The Patient Transport Service vehicles replacement program commenced with the first new design vehicles being rolled out. There will be a total of four vehicles built under this program.
- A number of the Mercedes ambulances have undergone a power supply upgrade with the use of a 150 Amp dry cell AGM battery in the rear cab paired with a large 1500 watt inverter and supporting hardware to cope with the large electrical loads created from vehicle systems. This upgrade will ensure that all systems will operate seamlessly for years to come.



Retail

The retail department has continued to offer a great quality of service to the community through its high end service and repair workshop. The retail workshop has the expertise to carry out all repairs and maintenance on all types of motor vehicles with all profits then supporting our volunteers and their community service.

St John NT's workshop continues to work with Australian Federal Police, Border Force, NT Bush Fires and NT Fleet in building contracted commercial vehicles.

Buils

The builds facility continued to grow over the year, completing a number of projects with more underway. These projects include 4x4 Toyota HiAce ambulances for Miwatj Health Aboriginal Corporation in Nhulunbuy and a bespoke 4x4 Mercedes Sprinter ambulance for Central Aboriginal Congress due for completion in the third quarter of 2019.

The workshop has also completed a number of remote 4x4 Land cruiser builds for Katherine West, Sunrise Health, Nganampa Health and NT Fleet throughout the financial year.

During this financial year, St John NT has undertaken improvements and increased capacity in the vehicle design and build facility. All projects undertaken by the St John NT Fleet Workshop, whether it's a fleet build or for retail, have been designed and fabricated using only local Darwin businesses. St John NT Workshop aims to use local businesses wherever possible with all projects.

Farewell

After 40 years of dedicated service with St John NT, we sadly said goodbye to Workshop Manager Mark O'Shaughnessy. Mark has been invaluable in growing the Fleet Workshop services to support both Ambulance Services, through vehicle builds and servicing, and to our Volunteers, by increasing the funds that support them by growing the business. Mark will be greatly missed. We hope you enjoy retirement.

Volunteer Services Report

ANNETTE PLOWMAN Director Volunteer Services



THE YEAR IN REVIEW

As an organisation, we are continually reviewing our services and evolving to meet the needs of the communities we serve. Volunteering is at the heart of our operation, and the financial sustainability of our volunteer service is paramount. This year saw the introduction of Event Health Services (EHS) as a 12-month trial to generate additional funds for the sole purpose of supporting volunteering.

This strategic initiative saw many hours of ground work undertaken with event organisers, whom we have provided volunteer services to for many years, and with new clients to review their needs.

This initiative has provided us with many insights and lessons on how we should proceed into the future to ensure we meet the needs of communities and customers, and have the right people with the right skill level to continue to provide first aid coverage at events across the Territory.



Volunteer of the Year

On the 1st of November 2018, St John NT held its combined Annual Awards Ceremony. We were pleased to award Christine Turner 'Adult of the Year – Northern Region' and Benjamin Rowley 'Adult of the Year – Southern Region'. The award for Cadet of the Year was presented to Ms Elisabeth Boyle of Alice Springs Division.

The overall Division of the Year was presented to Alice Springs Adult Division.



Volunteer award recipients at the 2018 St John NT Annual Awards.

National Cadet Competitions

We are very proud to share the results of this year's Annual National Cadet Competitions, where we were awarded first overall State/ Territory champion. This was an accomplishment not achieved since 1986. Luke McLaughlin also was awarded second in the category of 'Cadet Leader.'

A team of five travelled to Melbourne to participate and did an exemplary job of representing St John NT. The team consisted of Luke McLaughlin (Cadet Leader), Elisabeth Boyle, Indianna Bramley, Sarah Brown and Stephanie McMillan and was supported by adult members Melanie Bramley (Superintendent of Palmerston Cadet Division) and Julie Murray (Territory Officer for Youth).

Order in the Territory

Frank Dunstan published his second book titled, 'Order in the Territory'. This is a wonderful publication providing an important introduction to The Most Venerable Order of the Hospital of St John of Jerusalem, and to St John Ambulance in the Northern Territory. It has been described as a gift of recognition for those who serve the St John Ambulance cause and a tribute to the dedicated volunteer groups whose commitment to service in the early days led to its respected and established presence in the Northern Territory. The book was launched by Mr Craig O'Halloran, Patron of St John NT on the 22nd of May, in conjunction with National Volunteer Week.

St John Ambulance Member Convention

The Richard Morris Award, which recognises volunteers who have given the most number of volunteer hours to their communities in the Southern and Northern Region, was expanded this year to include another category of 'Outstanding Community Contribution'. I was honoured to attend the St John Ambulance Member Convention in May with the 2019 winners; Regina Sellar, Lachlan Ross, and Shayne Pomeroy.

The theme for this year's conference was 'Mission Possible' and it certainly inspired all of us to think about what is possible.

"This was a wonderful opportunity for all in attendance to network with other St John members from interstate and internationally," said volunteer and St John NT employee, Regina Sellar.

As we look up and toward the future it provides me with great joy to have joined St John NT this year as the Director of Volunteer Services and to work with so many people who are genuinely interested and committed to honouring our history and being a part of the change we need to see.



Lachlan Ross, Regina Sellar, Annette Plowman, and Shayne Pomeroy.



NEW TRAINING CENTRE OPENS FOR ST JOHN

More people across Central Australia will learn important life-saving first aid skills thanks to the official opening of the new St John Volunteer and Training Centre in Alice Springs, which can now provide better services to its large volunteer network.

In September 2018, Deputy Prime Minister and Minister for Infrastructure, Transport and Regional Development Michael McCormack, said the new centre's state-of-the-art training facilities would play a pivotal role in educating volunteers.

"The new centre will expand St John's first aid training division, providing more courses to government employees, private businesses and the wider Central Australian community," Mr McCormack said.

"The community will really notice the benefits in times of natural disaster, when the centre will support emergency responses, disaster management and relief."

Country Liberals Senator for the Northern Territory, Nigel Scullion, said the new facility would serve the people of Alice Springs and Central Australia well into the future.

"The centre has three training halls and a conference room, along with kitchenette facilities on both levels and a staff kitchen on the first floor. It also has offices, storerooms, a reception area, and car spaces for 12 vehicles," Senator Scullion said.

"The project has had a direct economic impact with 60 construction jobs and 10 ongoing jobs. We are delivering more jobs for Centralians and better community infrastructure to continue to make the Territory a great place to live.

"St John Ambulance has been part of the Alice Springs community for 50 years and this new centre will not only allow them to continue, but expand to train more volunteers and provide more health care services across Central Australia."

St John NT CEO, Judith Barker, said the new Alice Springs St John Volunteer and Training Centre would make a crucial difference to the lives of people across Central Australia.

"Thanks to the generosity of the Federal Government, we are now able to provide an open, welcoming environment conducive to learning, interaction and involvement. This new, centrally located facility will provide state of the art training facilities for St John and an ability to increase the provision of first aid training that will benefit the entire community," Ms Barker said.

"The new centre is a flagship for St John

and its construction will allow us to develop and grow with the local environment and needs."

"St John volunteers are a fantastic team of people servicing the community and keeping people safe at public events. Continuing over 50 years of volunteer service to Central Australia and providing more than 2600 volunteer hours to the Alice Springs community every year, the new centre will enable us to expand our training package delivery while allowing our volunteers to continue their admirable work in professionally servicing over 900 public events a year, including local football and netball games and iconic events such as the Red Centre Nats, Tatt's Finke Desert Race, the Camel Cup and the Henley on Todd Regatta."

The project was jointly funded with the Federal Government investing \$2,365,173 and St John Ambulance Australia (NT) Inc. \$788,392.



Community Education Report



Our Community Education team work directly with the Northern Territory community teaching free first aid sessions. These sessions are individually tailored to meet the needs of groups to help push aside obstacles that would normally stand in the way of people acquiring first aid skills. Barriers such as age, funding, language, culture and many more are broken down through Community Education sessions and through our First Aid in Schools program. The aim is to create an awareness of first aid as a lifesaving skill as well as developing these important skills in the community.

Early in 2019, we celebrated a milestone of delivering vital First Aid skills to 70,000 school aged children across the Territory through our First Aid in Schools program. We believe that there is no better place to start than in our schools. Every child in the Territory should have access to vital first aid knowledge and with the First Aid in Schools program this is possible.

Aimed at school aged students (Preschool – Year 9), each lesson is presented in short sessions of around an hour. Students learn all the basics including calling Triple Zero (000), about our St John NT paramedics, what an emergency is along with varying injury and

emergency based management skills such as snakebites, wound care, recovery position, CPR and more.

Community Education also provide free sessions for the children and adults at early childcare centres, early learning centres, community groups, sporting groups, parents groups just to name a few. We are privileged to continue our strong relationship with the Michael Long Leadership and Learning Centre (MLLLC) and to teach first aid to students from various communities across the NT.

Working with other organisations

We work regularly with Territory Parenting Support, Cowdy Ward, Scouts, Girl Guides, School of the Air, Home Schooling, travelling families in caravan parks, CAAPS, FORWARD, STEPS Education and Training and more.





BARUNGA TRIP

SEPTEMBER 22ND 2018

In September 2018, a local community elder in Barunga stepped forward to request our training.

Heartbreakingly, the community were unable to help a young man who drowned in a nearby waterhole as they did not have the skills to do so. After hearing the tragic news our Community Education team conducted many first aid skills sessions at the school as well as at other schools in the area to help to ensure that such an event could be prevented in the future.

This tragic event triggered a push within the community and the neighbouring community Beswick to provide the lifesaving skills to make communities stronger and more resilient to such events.

St John NT Community Education team were able to train over 100 primary and senior students as well as the adults in the school. The members of the community were eternally grateful for the support of St John NT and for taking the time to deliver these potentially lifesaving skills.



First Aid Training in Barunga

MULTI ORGANISATION COMMUNITY ENGAGEMENT

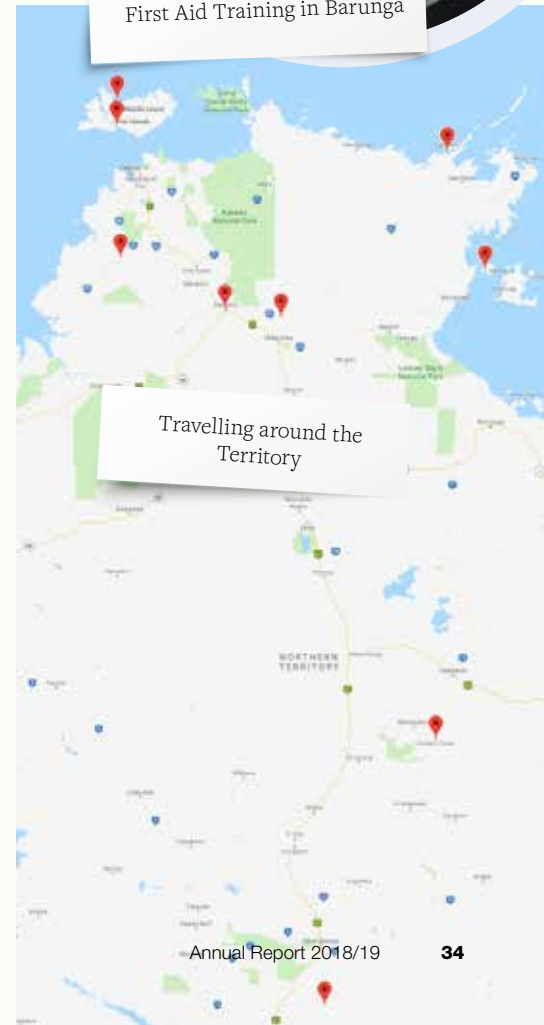
OCTOBER –DECEMBER 2018

Our Community Education team were invited to participate in Community Engagement Days that are run by Northern Territory Emergency Services (NTES) and Red Cross. The idea behind these days in the community is to help to engage the community members and spread our emergency messaging before the cyclone season.

With valuable funding coming from NTES and Red Cross we were able to reach many rural communities and not only teach all students through the school but conduct sessions with the adults within the communities.

The communities we travelled to from October to December were Wurrumiyanga, Beswick, Daly River, Galiwinku, Kalano, Milikapiti, Milyakburra, Canteen Creek and Titjikala Community.

Not only were these trips a success and well received by members of the communities, we have also built solid foundations and relationships for the future and future events with the communities and other organisations.



Travelling around the Territory

MILESTONE ACHIEVEMENTS FOR COMMUNITY EDUCATION

On 11th September, our Community Education team took out the '2018 Resilient Australia Community Award' for the Northern Territory as part of the Remote Indigenous Access Project.

The Remote Indigenous Access Project is a health education initiative that increases the resilience of remote children and young people. With extra training and support in these remote communities, we are giving young Territorians the ability to help themselves and their families, as well as their communities, in times of need or in an emergency.

With this project, our Community Education team were also shortlisted for the '2018 Resilient Australia National Award' held in Brisbane on the 8th November 2018. Although we did not take this one out, our Community Education Team were honoured to be scored so highly and were proud to walk away with 'Highly Commended'.



70,000 STUDENTS TRAINED FOR FREE!



With 70,000 school students having now received free, life-saving first aid training through the award-winning St John NT First Aid in Schools Program, we celebrated in a small ceremony at Dropstone Middle School.

Established in 2010, FAIS is a health education initiative of St John NT designed to make first aid a part of every Territorian's life – starting with the youngest Territorians. The program is tailored to children in primary and high school who learn first aid skills ranging from checking for danger and calling an ambulance, through to resuscitation, bleeding control, managing fractures and other medical emergencies such as stroke or heart attack.

Ms Barker said St John NT first trialled the program in 2010 with pilot sessions in Nhulunbuy and Yirrkala in East Arnhem Land. The innovative program quickly gained national interest and now, more than 1 million children have been trained in life-saving first aid skills by St John Ambulance across Australia.

"Last year alone, our Community Education teams in the Northern Territory taught more than 13,300 school students crucial first aid skills," Ms Barker

said. "That means there are 13,300 empowered and resilient young people all over the NT – including in some of the most remote communities – who now have greater confidence in responding to accidents, illness or emergencies."

"At St John NT, we work closely with the NT Government, local schools, health services providers, Elders and Traditional Owners and other relevant stakeholders to deliver our tailored programs for young people."

"The training has significant outcomes in terms of injuries being quickly self or community treated, rather than relying on external emergency services. Skills gained through the St John NT First Aid in Schools program can prevent deaths and save lives."

St John NT Community Education Officer, Hayley Edge, said the skills taught in the program were "just as important as reading and writing".

Funding for the program is provided by grants and donations St John NT receives from generous Territorians and businesses, and from the proceeds of commercial activities such as St John NT first aid training, first aid kit sales and restocking, and mechanical workshop services.



The Order of St John

IN THE NORTHERN TERRITORY

Deputy Prior

Her Honour the Honourable
Vicki O'Halloran AO DStJ

Patron

Mr Craig O'Halloran

Dames of Grace

Mrs Tessa Pauling DStJ
Ms Nerys Evans DStJ
Dr Valerie Asche DStJ
Mrs Jeanette Anictomatis DStJ
Mrs Lesley Iris King DStJ
Mrs Angela Butler DStJ
The Hon. Sally Thomas AC DStJ

Knights of Grace

Mr KJA (Austin) Asche, AC, QC, KStJ
Mr John Anictomatis AO KStJ
Mr Ted Egan AO KStJ
Mr Tom Pauling AO QC KStJ
Mr Stephen Richard Peers OAM, JP KStJ
Mr Peter James Poole KStJ
The Honourable Justice
Trevor John Riley, KStJ
Mr Duncan McNeill KStJ
Mr John Hardy AO KStJ

Commanders

Mr Stephen Baddeley CStJ
Mrs Dawn Bat CStJ
Mr Ross Coburn CStJ
Mr Craig Garraway CStJ
Mr Roland Chin CStJ
Mr Michael McKay AM CStJ

Officers

Mr Glen Auricht OStJ
Mr Paul Berry OStJ
Miss Susan Joy Cooper OStJ
Mr Mark Ferguson OStJ
Ms Debbie Garraway OStJ
Mrs Marie Hardy OStJ
Mr Frank Haydock OStJ
Mrs Roslyn May Jones OStJ
The Very Reverend Dr Keith
Joseph PhD OStJ
Mrs Lenaire Keatch OStJ
Mr Grant Keetley OStJ
Ms Frances Kilgariff OStJ
Mrs Patricia Frances King OStJ
Mr Phillip Langdon OStJ
Mrs Mandy Langdon OStJ
Mrs Kimberlee McKay OStJ
Mr Patrick Murray OStJ
Ms Mandy Paradise OStJ

Mr Greg Payne OStJ
Mr Warren Purse OStJ
Mrs Kelly Raven OStJ
Ms Christine Turner OStJ

Chaplain

Currently vacant

Members

Ms Sonya Arnold MStJ
Mr Aaron Brooks MStJ
Ms Nerissa Brumby MStJ
Mr Andy Bruyn MStJ
Mr Brett Butler MStJ
Mr Brian Ch'ng MStJ
Mrs Marcel Clark MStJ
Miss Lucy Freda Cooper MStJ
Ms Sarena Crossing MStJ
Mr Mark Cullenane MStJ
Mr Mark Devitt MStJ
Mr Jeffrey Doggett MStJ
Mr Rhys Dowell MStJ
Mr Frank Dunstan MStJ
Mrs Kay Gargett MStJ
Mr Bruce Garnett MStJ
Ms Sue Gullary MStJ
Mr Justin Hankinson MStJ
Mr Rodney Hocking MStJ

Mr Geoffrey Kain MStJ
Ms Krystal-Rose Kent MStJ
Mrs Doreen Thelma Kerr MStJ
Mrs Sylvia Klonaris MStJ
Mrs Vicki MacMillan MStJ
Dr Arun Mahajani MStJ
Mr Paul Maybank MStJ
Mrs Leanne McGill MStJ
Mrs Rosemary Mooney MStJ
Ms Julie Murray MStJ
Mr Mark O'Shaughnessy MStJ
Ms Romaine Oorloff MStJ
Mr Ronald Owen MStJ
Ms Kate Owen MStJ
Mrs Lee Payne MStJ
Mrs Donna Marie Peters MStJ
Mrs Ellen Theresa Pitts MStJ
Mrs Makaylia Ravlich MStJ
Mr Steve Rudder MStJ
Mr Martin Scaife MStJ
Dr Janice Schmitzer MStJ
Ms Regina Seller MStJ
Mr Richard Skinner MStJ
Mrs Sue-Ellen Skinner MStJ
Mr Simon Spillett MStJ
Ms Donna Stone MStJ
Mr Christopher Trotter MStJ
Mrs Tracy Watts MStJ

Director of Commercial Operations Report

PETER SARGEANT Director of Commercial Operations



All of the revenue raised from St John NT commercial activities, be that first aid training, kit sales or our restocking services, goes back into supporting the activities undertaken by our wonderful St John NT volunteers. It enables us to support our ongoing programs such as our vitally important First Aid In School program, which provides free First Aid training for school-aged children across the Territory.

The Commercial Division are proud to contribute in this way to the resilience of Northern Territory.

Training and Sales

Our training department again recorded an increase in student numbers for the financial year with a commensurate revenue increase. We have also expanded on the courses that we will be delivering including offering a suite of Mental Health and Occupational Health courses in 2019/2020.



We're here
for you 

Highlights

194



Automatic External Defibrillators (AED's) sold

10,054



First aid training certificates issued

\$630k



in medical stocks distributed to ambulances across the NT

1,590



businesses had their first aid kits serviced

January 2019 saw the commencement of our new First Aid Training Manager Ms Sara Zietsman, who has been concentrating heavily on workforce development and RTO compliance. Our Trainers negotiated a new 3 year First Aid Trainers Enterprise Agreement which was approved in February 2019.

Our First Aid sales team have also been busy, adding new restocking trips out of Darwin to our calendar in response to customer requests and the continuation of remote community trips by our Alice Springs team.

Delivering the Public Access Defib Program

November saw the introduction of the St John NT Public Access Defibrillator Program, aiming to get 1,000 publically accessible defibrillators across the Territory over the next three years. Our team has already been busy delivering defibrillators and providing familiarisation training to a number of remote sites including the Tiwi Islands and communities located in the

Katherine region as well as more tourism focussed areas such as the Howard Springs Nature Park.

Providing for our Alice Springs volunteers

The St John NT Charity Golf Day was held in Alice Springs and thanks to the generous support of local business, in particular Red Centre Technology Partners, was a great success raising funds for our Alice Springs volunteers. A family open day was also held at the new Peers Talbot Volunteer and Training centre to allow Alice Springs families an opportunity to see this great new facility.

The new financial year will also see new vehicles for our restocking and training team in Alice Springs, complete with new livery as we launch our new campaign "We're here for you".

- ✓ WWW.STJOHNNT.ORG.AU
- ✓ [ST JOHN NT PRODUCT CATALOGUE](#)
- ✓ [ST JOHN NT ONLINE SHOP](#)

ST JOHN NT LAUNCHES PROGRAM TO INCREASE CARDIAC ARREST SURVIVAL RATES

In March 2019, St John NT officially launched its Public Access Defibrillator (PAD) program, which will see the charitable organisation place 1000 defibrillators in public spaces across the Northern Territory.



St John NT had the pleasure of presenting our friends at [Northern Territory Parks and Wildlife](#) with four new defibrillators for installation at Howard Springs Nature Park, Berry Springs Nature Reserve, as well as Florence Falls and Buley Rockhole in Litchfield National Park.

“In Australia, only one in ten people survive a sudden cardiac arrest,” St John NT CEO Judith Barker said.

“International programs similar to ours have proven that if a defibrillator is applied within the first few minutes, survival rates can be as high as 70 per cent.”

“Cardiac arrest can happen to anyone, any time,” Ms Barker said. “Sudden cardiac arrest is the abrupt loss of heart function which usually results from an electrical disturbance in the heart that disrupts its pumping action, stopping blood flow to a person’s body.”




ONLY 1 IN 10 PEOPLE SURVIVE
 SUDDEN CARDIAC ARREST

heartbeat
Every  **Matters**

“Unfortunately, if treatment isn’t initiated immediately, chances of survival are incredibly low.”

“That is why we want defibrillators within reach of all people in the Northern Territory - it is the only way to give people a chance of survival.”

The defibrillator program is close to Ms Barker’s heart, especially since losing her Aunt to sudden cardiac arrest in 2015.

“She died at a shopping centre on the way to see her GP because she was feeling unwell,” Ms Barker said. “Unfortunately, there was no defibrillator nearby when

her heart stopped. Like so many families all over Australia, we lost a loved one who could have been saved if a defibrillator had been available.”

As part of the St John NT PAD program, nearly 40 defibrillators have already been placed in communities on the Tiwi Islands, across the Katherine region, remote communities including Yarralin and Timber Creek, and tourist hotspots in Litchfield National Park and Howard Springs Nature Park.

To find out more about the program, or to register your existing defibrillator, visit www.stjohnnt.org.au/pad.

People & Culture

Recognising that our people, staff and volunteers, are our most important asset, we have continued to invest in their development and wellbeing throughout 2018/19.

After the success of the Driftwood Leadership program, we extended the range of leadership courses to include the Aspire and Professional Development Programs and opened up places to all staff and volunteers. The programs have been designed to support and develop our current and future leaders.

St John NT worked alongside communication experts Coach Communication to develop our Communications Commitments. As an organisation we then took this one step further with the creation of a Leadership Commitment Statement that all of the Executive Leadership Team have signed up to. This piece of work was undertaken as a result of our 2017 Staff Survey. As an organisation we recognise that what our staff tell us matters and in 2019/2020 we will be repeating the survey.

Recognising Excellence

The organisation continues to recognise the excellence of its employees through the St John NT Annual Awards. Awards were

given across the organisation to our ambulance service staff, volunteers and corporate staff. Our congratulations go out to all of our finalists and award winners. We also congratulate those who were inducted or advanced through the Order of St John.

Reconciliation Action Plan

A Reconciliation Action (RAP) plan committee was established, with a cross section of the organisation represented. We have now submitted our Reflect RAP with Reconciliation Australia for approval. In the meantime we are progressing with a number of actions from the plan.

Paramedic Registration

Paramedics became registered health professionals under National Law and from 1 December 2018 all persons wishing to practice under the title of paramedic were required to be registered with the Paramedicine Board of Australia. This is great recognition of how far paramedicine has progressed as a profession and an acknowledgement of its importance.

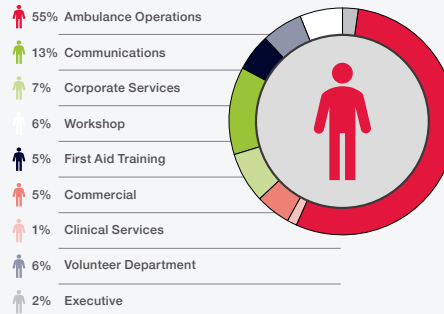


STAFF MEMBERS

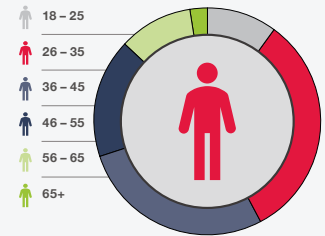
MALE 185

FEMALE 165

TOTAL 350



DEPARTMENTS



AGE GROUPS

Work Health and Safety

2018/19 saw a number of initiatives including the development and endorsement by the Executive Leadership Team of the Work Health & Safety Standards which forms the basis of our Safety Management System (SMS). The SMS comprises 17 standards to manage safety and will ensure that we are doing the right thing by our staff and volunteers in terms of their safety.

Other initiatives introduced this year include:

- Development of the Contractor Management system to ensure compliance by contractors working for or on St John NT premises.
- Management of workplace injuries and return to work placements for injured workers. This program will support our staff and their needs, enabling them to return to work as soon as possible.

Mental Health and Wellbeing

The Mental Health and Wellbeing Strategy 2019-22 was launched on 27 November 2018 by the Minister for Health (NT) Hon Natasha Fyles MLA and St John NT CEO Judith Barker. To date a significant

amount of work has been undertaken in delivering on the strategy's initiatives including:

- The introduction of the Significant Events Register. The register tracks significant events that our ambulance services staff and volunteers have been involved in to ensure that they are receiving appropriate support.
- Our managers and supervisors have undergone Trauma and Resilience Training to enable them to recognise when their staff may require additional support and assistance and the most effective ways for them to offer this support.
- All of our new paramedics, patient transport officers and emergency medical dispatchers are undergoing a new self-care program that will assist them in building resilience to manage stressors in both their work and personal life.
- Introduction of Bystander Assistance Cards. These cards are designed to provide information for where and how community members who have been involved in a significant event may seek assistance for their own mental health wellbeing. The cards are designed to be handed out by our paramedics and patient transport officers at the scene.

Mental Health & Wellbeing

STRATEGY LAUNCH

NOVEMBER 27, 2018



On November 27, with the assistance of Minister for Health, the Honourable Natasha Fyles, we launched our Mental Health and Wellbeing 2019-2022. It is essential that all St John NT staff and volunteers work together on breaking down barriers around mental health issues. The new mental

health and wellbeing strategic framework will enable staff and volunteers to build their own psychological wellbeing plan tailored for their individual needs and based on their individual circumstances.

The strategy also aims to identify and create better pathways to help and support staff and volunteers through work related and personal stress and crisis situations.

Opening up the conversation around mental health issues and offering better access to early support systems can assist in times of crisis and helps to build strength and resilience within the St John NT team.

This strategy has complete support from both the Board and the Executive Leadership Team of St John NT as we recognise the need to invest in our most valuable asset, our people.

To bring the strategy to life we will be engaging with our people, unions and our partners in emergency services to create and deliver on the action plans. Together we all have a shared responsibility to create a psychologically healthy and safe workplace.



What we did

IN THE NORTHERN TERRITORY



Total volunteer hours **36,276**



Provided first aid cover at **887** events



Volunteers attended to **1,642** people



First Aid in Schools issued **10,515** certificates



Community education reached **8,895** people



52,718 Triple Zero (000) calls answered



Ambulance responded to **42,911** incidents



Ambulance Services treated **44,233** patients



Training issued **10,054** first aid certificates



First aid sales and restocking serviced **1,590** clients



8,895

in Community Education

Celebrating the Outstanding Work of Our Paramedics, Staff & Volunteers

St John NT Annual Awards

In their day-to-day work, St John NT paramedics, staff and volunteers regularly go above and beyond the call of duty and act as role models within their profession.

Recognising the valuable contribution St John NT staff, paramedics and volunteers make to their community, St John NT, together with the Rotary Club of Darwin Sunrise, celebrated the organisation's annual awards at Parliament House in November 2018.

"St John NT staff are here for the Territory," St John NT CEO Judith Barker said. "The Annual Awards are a chance for Territorians to recognise, praise and honour the hard and tireless work of staff and volunteers across the NT and to say thank you to those who demonstrate exceptional levels of St John values in integrity, respect, quality, dedication and compassion."

Taking out the win in the 'Paramedic of the Year' category, 34-year-old Karen Walsh said she was "overwhelmed" and "honoured".

"Working as a paramedic here in the NT is very rewarding," she said. "Every day is different and we have a great team of people here at St John who go above and beyond to help their community."

A paramedic of three years, Ms Walsh moved from Melbourne to the Territory in 2015 to pursue her career goals with St John NT.

"It's a small service here in the NT, which is a great advantage as it means we get to see such a broad variety of jobs and incidents on a daily basis and we're able to get involved in many different projects," she said.

Darwin St John NT paramedic **Karen Walsh** has been named 'NT Paramedic of the Year' in the 2018 St John Annual Awards



2018 ST JOHN NT ANNUAL AWARDS WINNERS

NT Paramedic of the Year

Karen Walsh

Paramedic Southern Region

Emily Mangione

Paramedic Northern Region

Karen Walsh

New Practitioner

Olivia Engeler

Patient Transport Officer

Nathan Muller

Emergency Medical Dispatcher

Lucy McLennan

Excellence in Service

Belinda Novak

Adult Volunteer

Christine Turner and Benjamin Rowley

Adult Volunteer Division

Alice Springs Division

Cadet Division of the Year

Palmerston Cadet Division

Cadet of the Year

Elisabeth Boyle

Peter Falkland Youth Leader

Brad Pitt

Commissioner's Badge

Kael Lawler

Junior Volunteer

Hannah Howland

Operational Support Member

Frank Dunstan

Certificate of Appreciation

for Excellence in Service

Regina Sellar and Matthew Hull

National Service Medals

Ms Mary-Anne Browell
 Mr Stuart Anderson
 Mr Simon Hales
 Mrs Annette Kwiatkowski
 Ms Samantha Cooper
 Mr Mark Ferguson
 Mr Michael McKay
 Mr Nick Bigwood
 Mr Craig Garraway
 Mr Patrick Murray
 Mr Reece Ravlich
 Mr Martin Scaife

St John Years of Service Staff Bars

5 YEARS' SERVICE BAR

Ms Simone McInerney
 Mr Peter Sargeant
 Mr Philip Johnson
 Mr Mark Grahame
 Mr Alan Clarke
 Mr Zebadiah Cooper
 Mrs Leah Armstrong
 Mr Michael Harrison
 Mr Matthew Craig
 Mrs Kim Szymanski

Mr Troy Jones
 Mr Maxwell Mace
 Mrs Leah McCann
 Mr John Rushton
 Mr Paul Pulleine
 Mr David Lemon
 Mr Ivan Kitney

10 YEARS' SERVICE BAR

Ms Alice Crooman
 Ms Nicole Bouma
 Mrs Sue-Ellen Skinner
 Mr John Payne
 Mrs Leetasha McIlwain
 Mr Michael Hatfield
 Mr Steven Rudder
 Ms Samantha Cooper
 Ms Donna Winkworth
 Ms Mandy Paradise
 Mr Adrian Cousins

15 YEARS' SERVICE BAR

Ms Natalie Higgins
 Mr Rory O'Connor
 Mr Nick Bigwood
 Mr Mark Ferguson

20 YEAR SERVICE BAR

Mr Martin Scaife





Investiture 2019

The Annual Investiture and Awards Ceremony was held at Government House on the 29th May 2019. Several members were invested and promoted into the Most Venerable Order of the Hospital of St John of Jerusalem.

Congratulations to everyone who received promotions within and admissions to the Order of St John and to those who received their National Service Medals.

Commendations

Promoted to Officer:

Ms Mandy Paradise
Mr Warren Purse

Admission to the Order:

The Very Reverend Dr Keith Joseph
Mr Andy Bruyn
Mr Brett Devitt
Ms Krystal-Rose Kent

Priory Vote of Thanks

For Services rendered to the Order:

Mrs Melanie Ferguson
Mrs Patricia Robinson

Volunteer Service Medals and Bars

5th Bar (37 years)

Mrs Dawn Bat

4th Bar (32 years)

Mr Rodney Hocking
Mr Desmond Thornton

2nd Bar (22 years)

Mr Justin Hankinson

1st Bar (17 years)

Ms Kelly Raven
Mr Steve Rudder
Mr Aaron Brooks
Mr Michael McKay
Mr Bruce Garnett

Service Medal (12 years)

Mr Anthony Smith
Ms Barbara Klessa
Mr Rhys Dowell
Mr Brett Butler
Mr Christopher Kupke

National Service Medals

Simon Spillett MStJ
Dr. Felix Ho
Natasha Schuman
Alice Crooman
Bridie Morley
Matthew Cowie

Save a Life Awards 2019

Master Brendon Hatton



NT Cadet Competitions

The Northern Territory Cadet Competition was held in Darwin at the fire station in Berrimah. The scores were very close but here are the winners from the NT Cadet Competitions:

Palmerston Division team:

Stephanie McMillan
 Indianna Bramley
 Sarah Brown

Individual was won by Alice Springs Division:

Elisabeth Boyle

Cadet Leader was won by the Alice Springs Division:

Emma Gaskon

The winners went on to represent NT at the National Cadet Competitions held in Victoria on the 5th January 2019. Emma Gaskon was unable to attend so Luke McLaughlin replaced her as cadet leader. The NT did very well in Melbourne, winning overall and coming 2nd in the Cadet Leader category. We are very proud of our cadet representatives: Luke McLaughlin Elisabeth Boyle, Indianna Bramley, Sarah Brown, Stephanie McMillan and Melanie Bramley supported by Julie Murray. The last time the NT won the championships was in 1986.



NT Volunteer of the Year Awards

The NT Volunteer of the Year Awards highlight exemplary volunteer work, recognising the outstanding contribution of NT volunteers, volunteer involved organisations, corporate volunteering programs and volunteer managers who make an invaluable contribution to our communities. The awards are an initiative of Volunteering SA and NT. St John NT Volunteers featured highly in the awards and we extend our congratulations to all of the recipients for their outstanding efforts – they have certainly made us proud.

Chief Minister's Youth Volunteer of the Year Top End

Maddison Carrier, St John NT (Farrar Cadet Division)

Chief Minister's Youth Volunteer of the Year Central Australia

Emma Gaskon, St John NT (Alice Springs Cadet Division)

Volunteer of the Year

Frank Dunstan, St John NT

Excellence in Volunteer Management

Brian Ch'ng St John NT

NT Corporate Volunteer Team of the Year

St John NT Palmerston Cadet Division

INPEX operated Ichthys LNG Project Lifetime Contribution to Volunteering

Frank Dunstan, St John NT

Thank You to Our Supporters



We sincerely thank each donor who has supported the work of St John NT through financial and in-kind donations. We acknowledge those who wish to remain anonymous and those not listed here. It is with your help that we can continue to provide quality first aid services to Territorians.

COMPANIES, ORGANISATIONS & INDIVIDUALS

- RED CENTRE TECHNOLOGY PARTNERS
- ABORIGINAL BROADCASTING ASSOC.
- AREA 9 PTY LTD
- CELCIUS AIRCONDITIONING
- KR BLACKER & ASSOC.
- GRICE FAMILY TRUST
- MERIT PARTNERS
- DCM PROJECTS
- CHOICES FLOORING
- AJ GALLAGHER
- HUMPTY DOO & LITCHFIELD DIVISION
- PERSONA INDONESIA
- RODNEY WEST
- THE COSTELLO YARD CAMPDRAFT ASSOC.
- CENTRAL AUST SHOW SOCIETY
- BITS 4 BUBS CPR DEMO MORNING
- JOHN BAMBACK
- EAST ARNHAM BLUES SOCIETY - NHULUNBUY ADULTS
- TOP END ROAD RACING ASSOC.
- A MCCOMISH & F ANGUS
- PALMERSTON REGIONAL BUSINESS ASSOC.
- CHRISTMAS IN DARWIN ASSOC.
- PALMERSTON ADULT DIVISION
- CHRIS TROTTER
- TRISH MAGEE
- GOOD SHEPHERD COLLEGE
- JACQUELINE MOYA O'BRIEN
- BOHDAN PETER BODNARUK
- H & K EARTHMOVING
- MARGARET THOMSON



GRANTS AWARDED

- ✓ City of Darwin, Community Grants – City of Darwin PAD Project
- ✓ Alice Springs Town Council, Community Grants – Alice Springs PAD Project
- ✓ Department of Infrastructure, Regional Development and Cities, Building Our Future, Building Better Regions Fund – Thriving Culture Staff and Volunteer Leadership Project
- ✓ NT Gov Dept of Attorney-General and Justice, Community Benefit Fund – Remote NT PAD Project
- ✓ Foundation for Rural and Regional Renewal, Small Grants for Rural Communities – Lajamanu PAD Project
- ✓ NT Gov Office for Youth, Youth Vibe Holiday Grants – Alice Springs students Provide First Aid course
- ✓ INPEX, Community Sponsorship and Investment Program – Tiwi Islands PAD Project
- ✓ NT Gov, Office of Gender Equity and Diversity, General Grants for Women – Women's First Aid Training Project (Alice and Palmerston)



THANK YOU TO OUR GOLF DAY SPONSORS:

- Red Centre Technology Partners
- Alice Springs Golf Club Pro Shop
- Outback Financial Services
- Kittle Toyota
- TWE
- Delaware North Catering
- Alice Springs Auto Parts
- Voyages Resort Yulara
- Gem Cave
- Lasseters Casino
- Treasury Wine Estates
- Office National Alice Springs
- Framptons First National

ST JOHN NT GOLF DAY



The inaugural St John NT Alice Springs Golf Day was held at the Alice Springs Golf Club on April 12. Twenty two teams from local businesses took part to make the day a complete success.

We would like to thank all of our generous sponsors who donated prizes for the day and in particular our major sponsors for the day, **Red Centre Technology Partners** and the **Alice Springs Golf Club Pro Shop**. A huge thanks also to **Stryker Australia**, whose support enabled a Public Access Defibrillator to be donated to the Gillen Club. Also on offer was a Toyota Hilux for the hole-in-one competition – unfortunately no winners here so the prize went unclaimed.

The highlight of the day was the putting competition back at the clubhouse where a 3 metre putt round robin competition was held

to win a 55” Smart TV donated by Red Centre Technology Partners. Just to add an element of fun and to even up the field, players had to take their putt wearing goggles that simulated a blood alcohol content of 0.15 and then 0.24. Although a lot of fun, wearing the goggles is certainly a sobering reminder of the effect that alcohol can have on your abilities.

The day finished up with presentations at the clubhouse and most players stayed around to enjoy the amenities and the atmosphere at a great little golf club in the heart of Australia.

Board Members



**Peter Carew AM FAICD
Chairperson**

Peter has a long association with St John NT from his work in the late 80's as a supporting contractor in the electronics and communications fields.

With a background in business development and management Peter ran a successful NT business for 25 years before moving to resource sector asset management and then senior Northern Territory Government positions in business and related areas.

His community involvement includes board positions with Chamber of Commerce and various industry training organisations to NGO's including Employment and Training Authority, Northern Territory University, Menzies School of Health Research, Group Training NT, Australian Technical College Darwin and Australian Institute of Company Directors amongst others.

Peter is a Fellow of the Australian Institute of Company Directors and has graduated their well-known Company Directors Course and Advanced Directors Course. Peter was appointed Member of the Order of Australia in 2003 for services to the community through development of trade links and vocational training in the Northern Territory.



**Trevor Riley QC KStJ
Vice Chairperson**

Trevor Riley was appointed Chief Justice of the Supreme Court of the Northern Territory in September 2010. At the time of his appointment, he had been a Justice of the Supreme Court since 1999. He retired as Chief Justice in July 2016.

Mr Riley was a member of the Northern Territory Bar Association, having signed the Roll of Counsel in 1985. Prior to this, he was a Northern Territory solicitor from 1974 to 1985.

He was appointed a Queen's Counsel in 1989 and was President of the Northern Territory Bar Association from 1993 to 1997, having been Vice President from 1989 to 1993. He was Junior Vice-President of the Australian Bar Association from 1993 to 1994.

Mr Riley is a former Vice-President and Councillor of the Northern Territory Law Society. He is a former member of the Legal Practitioners Complaints Committee, the Law Reform Committee, the Public Purposes Trust and the Legal Practitioners Admission Board. He is a former part-time lecturer at the Faculty of Law at the Northern Territory University and is an occasional lecturer in Advocacy.

He is a Director of the Menzies School of Health Research and Co-Chair of the Bilata Legal Pathways Reference Group.



**Roland Chin FCA FCPA CStJ
Treasurer**

Mr Roland Chin joined the board of St John NT as the Treasurer in 2002 and between 2015 and 2018 and was the NT Chair until he returned to the position as treasurer at the 2018 AGM. He has proven to be an exemplary Board Member. He is an integral member of the Board as he has played a pivotal role in the financial success of the organisation. Being a long term Territorian and recently retired Partner of KPMG, Mr Chin's vast knowledge and corporate experience has been of enormous assistance to our organisation.

In addition to his Board duties and active participation as an NT representative on the National St John Sub Committees, Roland has continued to support the volunteers of the NT by attending and involving himself in as many of their activities as he can.

Mr. Chin has made a significant contribution to St John NT over the past seventeen years and his dedication, knowledge and experience that he provides is exceptional and worthy of recognition. Since his commencement on the Board, Roland has provided valuable insights and stability for management and his Board peers. In planning for the sustainable future of St John NT, Roland is a valuable asset, using his local knowledge and highly regarded corporate status in the Territory for the benefit of the organisation.



**Fran Kilgariff AM FAICD OStJ
Secretary**

Fran has had a long history of community involvement in the Northern Territory. She was born in Alice Springs and educated both there and in Adelaide, and has a comprehensive understanding of the opportunities and difficulties of operating in the NT.

Her community involvement has included being Mayor of Alice Springs for 8 years and she is currently the Chair of the Olive Pink Botanical Gardens in Alice Springs. She is also a Commissioner of the Northern Territory Planning Commission and a Director of the Board of Venture Housing. She has been a Director on the Board of St John Ambulance NT since 2004.

Fran has qualifications in Radiography, Prehistoric Archaeology and Teaching and has worked in many different areas and positions in the Territory.

Fran was awarded the Order of Australia medal (AM) for her services to local Government and contributions to the social and economic development of Alice Springs. She is also a Fellow of the Australian Institute of Company Directors (FAICD).



**Robert Kendrick GAICD
Ordinary Board Member**

Rob joined the Northern Territory (NT) Police Force in 1982 and worked across the NT in rural remote and urban locations. In 2002, he served in East Timor with the United Nations Police and was Commander for Darwin Region between 2008 and 2011, also serving as the Regional Disaster Controller during this time.

Between 2011 and 2014, Rob was in the NT Public Service where he became Chief Executive Officer for departments that focussed on regional development and indigenous advancement. Rob's qualifications include a Master of Public Policy and Administration.

As well as St John Ambulance Australia (NT) Inc., Rob is a Director of the Larrakia Nation Aboriginal Corporation and is and on two committees for the Australasian College of Emergency Medicine as well as a member of a number of NT Government boards and committees.



**Terri-Ann Maney GAICD
Ordinary Board Member**

Terri-Ann is currently Members and Directors Manager for the AICD NT. Terri-Ann has had extensive experience in business-related fields with a career largely centred on adult education and organisational development. It's the dynamic business environment and sense of community that has kept Terri-Ann living in the Territory since 1999.

Her role with AICD is focussed on making a positive impact through governance education, director development and advocacy. She is an active NFP Director and does so as a meaningful way of giving back to the Community.

In 2016, she was recognised as a finalist in the For Purpose and Social Enterprise Award Category in the NT Telstra Business Women's Award.

Treasurer's Report

ROLAND CHIN FCA FCPA CStJ Treasurer



Discussion and Analysis of Financial Report

Information on St John Ambulance Australia (NT) Inc. and its Controlled Entities for the Concise Financial Report

The concise financial report is an extract from the financial report for the year ended 30 June 2019. The financial report and disclosures in the concise financial report have been derived from the 2019 Financial Report of St John Ambulance Australia (NT) Inc. (St John NT) and its controlled entities. The concise financial report cannot be expected to provide as detailed an understanding of the financial performance, financial position and financing and investing activities of St John NT as the full financial report. A copy of the full financial report and auditor's report will be sent to any member, free of charge, upon request.

The discussion and analysis is provided to assist members in understanding the concise financial report. The discussion and analysis is based on the St John NT financial report and the

information contained in the concise report has been derived from the full 2019 Financial Report of St John NT.

In accordance with Australian Accounting Standards, AASB 10: *Consolidated Financial Statements*, the Association's Executive Committee has determined that the Association is the Parent entity of St John Ambulance Australia NT Holdings Pty Limited and The St John Ambulance (NT) Endowment Trust as it has control over these entities. As such, the Financial Statements have been prepared to depict consolidated financials in addition to the Association's financials.

Dollar values in all financial schedules are reported to the nearest \$000's as indicated. Dollar values reported in commentary and text notes are reported to the nearest dollar.



Statement of Profit or Loss and Other Comprehensive Income - St John NT

Revenue and Cost of Sales

Ambulance

Northern Territory Government (NTG) Funding

Funds received from the NTG for the provision of road transport ambulance services in designated Northern Territory regions during the 2018/19 financial year totalled \$32,301,200.

Transport Revenue

Transport revenues have decreased by 7% over the last financial year with an increasing number of patients being covered by concession schemes.

Volunteer First Aid Services and Commercial Operations

The Volunteer operating deficit totalled \$142k. This includes the last instalment of federal grant funding totalling \$590k. These funds were applied to the new Volunteer and Training centre in Alice Springs which officially opened in September 2018.

First Aid Training revenue increased by 6% with just over 500

additional students trained year on year. Students continue to highly rate the quality of training they receive.

First Aid Product Sales net profit decreased by 24%, totalling \$468k in 2018/19. Revenue decreased by 14% year on year and is the first time in many years the growth in sales has taken a downward trend. The current economic climate has contributed to this and marketing strategies are being worked on to bring in more customers.

Workshop net profit totalled \$255k, a decrease of 34% from 2018. Revenue reduced by \$79k resulting from the wind up of the remote health build contract. St John NT has made a submission for the new contract tender early in 2019 and we await the outcome.

With only one vehicle being leased, contract department activity has been minimal with net profit totalling \$17k for the year. It's anticipated the contract department will maintain a minimal level of activity into the future but continue to monitor and tender for new business as it arises.



Expenditure

Personnel costs increased by 6% primarily relating to Enterprise Agreement increments and a considerable rise in workers compensation premium due to the increased level of risk insurers have placed on our workforce. Short term contract employment during the year totalled \$154k (nil in 2018) due to requirements of short term coverage and staff turnover.

A reduction in the 2018/19 depreciation expense is largely due to an aging fleet with a reducing written down value and a later than anticipated roll out of the new ePCR Panasonic tablets.

Operational costs increased slightly by 2% year on year. Primarily we saw an increase in motor vehicle expenses as result of major repairs carried out on older vehicles.

Occupancy costs increased by 3% resultant upon recognising a full years' worth of rent on the workshop extension which commenced in March 2018. The Group has commenced solar system projects for each property held and should see a continued decline in electricity charges over the coming years.

Administration costs have increased by 16% resulting from increased legal fees due to the management of employment matters and the on-going Enterprise Agreement negotiations. Through the investment in our people and organisation, we experienced a \$149k increase in consultancy costs for various training and development programs.

Statement of Financial Position and Cash Flows

The decrease in net cash during the year is due to a combination of increased expenditure and reduced transport revenue.

Additional capital expenditure resulted from the role out of the critical response unit vehicles, completion of the new Volunteer and Training centre in Alice Springs and the role out of 50 new ePCR Panasonic tablets for Ambulance operations.

Trade Creditor & Other Payables at the end of 2018/19 have increased due to additional accruals and large June invoices.

Leave provision increases reflect a growing and stable workforce achieving entitlement triggers for long service

leave. Also applicable is an incremental application to the prior year balances to reflect wage growth.

Statement of Changes in Equity

Changes in equity are attributable to the Total Comprehensive Income for the financial year.

Statement by the Executive Committee 30 June 2019

In our opinion –

- a. the accompanying concise financial report as set out on the previous pages are drawn up so as to present fairly the state of affairs of the Association as at 30 June 2019 and the results of the Association for the year ended on that date;
- b. the concise financial report is an abridged form of the Group's general purpose financial report that has been made out in accordance with the Australian Accounting Standards and other professional reporting requirements; and
- c. there are reasonable grounds to believe that the Association will be able to pay its debts as and when they fall due.

Signed for and on behalf of the Executive Committee of the Council of St John Ambulance Australia (NT) Inc. at 50 Dripstone Road Casuarina NT.



.....
Mr Peter Carew AM FAICD
Chairman

Darwin
4/11/2019



.....
Mr Roland Chin CStJ
Treasurer

Darwin
4/11/2019

Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2019

	St John NT		St John NT Group	
	2019 \$000's	2018 \$000's	2019 \$000's	2018 \$000's
Revenue				
Ambulance Transport Fees	18,683	20,019	18,683	20,019
Fee for Service Funds	17,045	13,562	17,045	13,562
Sales	6,086	6,312	6,086	6,312
Other	1,748	2,529	1,699	2,680
Total Revenue	43,562	42,422	43,513	42,573
Cost Of Sales	2,471	2,459	2,471	2,459
Gross Profit	41,091	39,963	41,042	40,114
Expenditure				
Personnel	33,025	31,144	33,026	31,144
Depreciation on Non Current Assets	1,787	1,876	1,986	2,116
Operational	2,447	2,396	2,447	2,396
Occupancy	1,899	1,843	1,497	1,307
Marketing	208	210	223	221
Administration	2,829	2,447	2,894	2,503
Finance	62	97	62	97
Total Cost & Expenditure	42,257	40,013	42,135	39,784
Net Surplus / (Deficit) for the Year Attributable to Members of the Association	(1,166)	(50)	(1,093)	330
Other Comprehensive Income	-	-	-	-
Total Comprehensive Income / (Loss) Attributable to Members of the Association	(1,166)	(50)	(1,093)	330

The *Statement of Profit or Loss and Other Comprehensive Income* should be read in conjunction with the accompanying notes.

Statement of Financial Position

As at 30 June 2019

	St John NT		St John NT Group	
	2019	2018	2019	2018
	\$000's	\$000's	\$000's	\$000's
ASSETS				
Current Assets				
Cash	4,549	5,309	8,724	7,897
Trade & Other Receivables	3,525	4,208	3,563	4,259
Inventories	746	809	747	809
<i>Total Current Assets</i>	<u>8,820</u>	<u>10,326</u>	<u>13,034</u>	<u>12,965</u>
Non Current Assets				
Property, Plant and Equipment	8,175	7,304	10,081	9,291
<i>Total Non Current Assets</i>	<u>8,175</u>	<u>7,304</u>	<u>10,081</u>	<u>9,291</u>
Total Assets	<u>16,995</u>	<u>17,630</u>	<u>23,115</u>	<u>22,256</u>
LIABILITIES				
Current Liabilities				
Trade & Other Payables	3,288	3,005	3,062	1,358
Provisions	6,995	6,584	6,995	6,584
Other	1,386	1,522	1,386	1,522
<i>Total Current Liabilities</i>	<u>11,669</u>	<u>11,111</u>	<u>11,443</u>	<u>9,464</u>
Non Current Liabilities				
Provisions	685	712	685	712
<i>Total Non Current Liabilities</i>	<u>685</u>	<u>712</u>	<u>685</u>	<u>712</u>
Total Liabilities	<u>12,354</u>	<u>11,823</u>	<u>12,128</u>	<u>10,176</u>
NET ASSETS	<u>4,641</u>	<u>5,807</u>	<u>10,987</u>	<u>12,080</u>
EQUITY				
Accumulated Funds	3,756	4,922	8,383	9,476
Capital Reserves	885	885	2,604	2,604
Total Equity	<u>4,641</u>	<u>5,807</u>	<u>10,987</u>	<u>12,080</u>

The Statement of Financial Position should be read in conjunction with the accompanying notes.

Statement of Changes in Equity

For the Year Ended 30 June 2019

	St John NT		St John NT Group	
	2019 \$000's	2018 \$000's	2019 \$000's	2018 \$000's
Accumulated Surplus				
Balance at Beginning of the Reporting Period	4,922	4,972	9,476	9,146
Total Comprehensive Income / (Loss) Attributable to Members of the Association	(1,166)	(50)	(1,093)	330
Balance at End of the Reporting Period	3,756	4,922	8,383	9,476
Capital Reserve				
Balance at Beginning of the Reporting Period	885	885	2,604	2,604
Movement	-	-	-	-
Balance at End of the Reporting Period	885	885	2,604	2,604
Total Equity	4,641	5,807	10,987	12,080

The *Statement of Changes in Equity* should be read in conjunction with the accompanying notes.

NOTES TO THE FINANCIAL STATEMENTS

For the Year Ended 30 June 2019

Note 1: Basis of Preparation of the Concise Financial Report

The concise financial report relates to St John Ambulance Australia (NT) Inc. and the entities that it controlled during, and at the end of, the year ended 30 June 2019.

The concise financial report is an extract from the full financial report for the year ended 30 June 2019. The concise financial report has been prepared in accordance with Accounting Standard AASB 1039: Concise Financial Reports.

The financial report, specific disclosures and other information included in the concise

financial report are derived from, and are consistent with, the full financial report of St John Ambulance Australia (NT) Inc. and its controlled entities (the Group). The concise financial report cannot be expected to provide as detailed an understanding of the financial performance, financial position and financing and investing activities of the Group as the full financial report. A copy of the full financial report and auditor's report will be sent to any member, free of charge, upon request.

The presentation currency used in this concise financial report is Australian dollars.

Basis of Consolidation

The consolidated financial statements comprise the financial statements of the parent entity, St John Ambulance Australia (NT) Inc. and its subsidiaries St John Ambulance

Statement of Cash Flows

For the Year Ended 30 June 2019

	St John NT		St John NT Group	
	2019 \$000's	2018 \$000's	2019 \$000's	2018 \$000's
Cash Flows from Operating Activities				
Payments to Suppliers & Employees	(40,767)	(41,176)	(40,578)	(40,862)
Transport Fee Receipts	18,725	19,824	18,725	19,824
Interest Received	154	172	201	223
Fee For Service Income Receipts	17,045	13,562	17,045	13,562
Other Receipts from Customers	8,097	7,931	8,132	8,028
Net Cash Flows provided by Operating Activities	3,254	313	3,525	775
Cash Flows from Investing Activities				
Payments from Purchase of Plant & Equipment	(2,718)	(5,296)	(2,836)	(5,569)
Proceeds from Sale of Plant & Equipment	138	214	138	214
Net Cash Flows used in Investing Activities	(2,580)	(5,082)	(2,698)	(5,355)
Cash Flows from Financing Activities				
Loan From (repayment to) Related Parties	(1,434)	1,644	-	-
Net Cash Flows from (used in) Financing Activities	(1,434)	1,644	-	-
Net Increase / (Decrease) in Cash Held	(760)	(3,125)	827	(4,580)
Cash at Beginning of Reporting Period	5,309	8,434	7,897	12,477
Cash at End of Reporting Period	4,549	5,309	8,724	7,897

The *Statement of Cash Flows* should be read in conjunction with the accompanying notes.

Australia NT Holdings Pty Limited and The St John Ambulance (NT) Endowment Trust as at the reporting date. The balances and effects of intragroup transactions are eliminated from the consolidation. Subsidiaries are those entities controlled by the parent. An investor controls an investee if and only if the investor has power over the investee; exposure, or rights, to variable returns from its involvement with the investee; and the ability to use its power over the investee to affect the amount of the investor's returns. Where an entity either began or ceased to be controlled during a financial reporting year, the results are included only from the date control commenced or up to the date control ceased.

The financial information of all subsidiaries is prepared for consolidation for the same reporting year as the Parent and where necessary amounts have been adjusted to maintain consistency with accounting policies adopted by the Group.

Going Concern

A five year contract, with a provision for the extension of a further five years, commenced on 01 February 2016 between the Northern Territory Government and St John Ambulance Australia (NT) Inc. for the provision of road transport ambulance services in designated Northern Territory regions. These financial statements have been prepared on a going concern basis on the assumption that sufficient government funding will be provided to St John Ambulance Australia (NT) Inc. in the future.



Independent Auditor's Report to the members of St John Ambulance Australia (NT) Inc.

Report on the Concise Financial Report

Opinion

We have audited the Concise Financial Report of St John Ambulance Australia (NT) Inc. ("the Association") and its controlled entities, which comprises the statement of financial position as at 30 June 2019, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, derived from the audited full financial report of St John Ambulance Australia (NT) Inc. and its controlled entities for the year ended 30 June 2019 and the discussion and analysis.

In our opinion, the accompanying Concise Financial Report, including the discussion and analysis of St John Ambulance (NT) Inc. complies with Accounting Standard AASB 1039 *Concise Financial Reports*.

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* section of our report. We are independent of the Association in accordance with the independence requirements of the Australian professional accounting bodies that are relevant to our audit of the Concise Financial Report in Australia. We have also fulfilled our other ethical responsibilities in accordance with these requirements.

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

Concise Financial Report

The Concise Financial Report does not contain all the disclosures required by Australian Accounting Standards in the preparation of the full financial report. Reading the Concise Financial Report and the auditor's report thereon, therefore, is not a substitute for reading the full financial report and the auditor's report thereon.

The Full Financial Report and Our Report Thereon

We expressed an unmodified audit opinion on the audited full financial report in our report dated 4 November 2019.

Responsibility of the Executive Committee for the Concise Financial Report

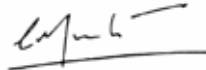
The Association's Executive Committee is responsible for the preparation of the Concise Financial Report in accordance with Accounting Standard AASB 1039 *Concise Financial Reports* and the *Associations Act (NT)* and for such internal controls as the Executive Committee determine are necessary to enable the preparation of the Concise Financial Report.

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

Our responsibility is to express an opinion on whether the Concise Financial Report, in all material respects, complies with AASB 1039 *Concise Financial Reports* and whether the discussion and analysis complies with AASB 1039 *Concise Financial Reports* based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*.

Merit Partners

Merit Partners



MunLi Chee
Director

Darwin

4 November 2019



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