



2022-23 Annual Report

St John Ambulance Australia NT Inc.

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St John NT acknowledges the Traditional Custodians of the lands and seas on which we live and work and pay our respect to Elders past, present and emerging. We pay respect to their continuing connection to land, and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples.

Front cover image: Emergency Medical Dispatcher Oresti Rakkas.



St John NT paramedics and volunteers care for a patient at the Tatts Finke Desert Race 2023.

Chair's Report

I am pleased to present the St John Ambulance Australia (NT) Inc. Annual Report for the financial year ended 30 June 2023.

This past year has seen significant changes in the leadership of our organisation and I acknowledge and thank the Board, all staff and volunteers for working through the transition of the change in leadership with our Chief Executive Officer. Thank you to former Chief Executive Judith Barker who resigned from St John NT in September 2022.

We were pleased to welcome Andrew Tombs into the role of Chief Executive in January 2023 and thank Peter Ali for providing transitional support in the role.

As leadership transitioned the Board also took the opportunity to reflect on overall governance, particularly in reference to attracting and securing a broader mix of diversity and skill to the Board, and ensuring the right focus was being applied across the business through a suite of revised Board Committees which will replace our existing committees during the 2023-24 financial year.

The new committees include:

- People and Culture Remuneration Committee
- Risk, Audit and Compliance Committee
- Governance Committee
- Finance and Infrastructure (Budget) Committee
- Medical Advisory Committee

Opportunities to leverage off the national reach of St John Ambulance covering all states and territories continued with several collaborative initiatives in train, such as a national Trade Licence Agreement, on-line approach to training courses, joint use of a customer relationship platform, and ensuring gratitude and support is extended to our amazing volunteers.

This year also saw the change in our Deputy Prior and Patron with the change of the Northern Territory Administrator. In February this year we welcomed His Honour Professor the Honourable Hugh Heggie PSM to the Order of St John and the role of Deputy Prior. His partner, Ms Ruth Jones also graciously accepted the role of our Patron.

May I take this opportunity to acknowledge the generous support and encouragement we received from the former Administrator, Her Honour Vicki O'Halloran AO CVO DStJ as Deputy Prior and Mr Craig O'Halloran OStJ as our Patron.

Their dedication and commitment to our organisation was exceptional, providing leadership and support to our members through a range of activities including Investiture, St John Day, significant anniversaries and the official opening of the Alice Springs Volunteer and Training facility.

Hamish Baddeley retired from the Board in October 2022 and Robert Kendrick has indicated that he will step down at the 2023 Annual General Meeting. My sincere gratitude to both Hamish and Robert for the contributions they have made and the generous commitment of their time and expertise to our organisation. As a for-purpose organisation, it cannot be overstated the valuable role Board members play in providing strategic advice and governance to support the Chief Executive Officer and Executive Leadership Team, something which all of our Board has willingly volunteered to St John NT. Recruitment for new Board members has already commenced, I am looking forward to the fresh ideas and insights these members will bring to the organisation as it meets future challenges and success.

As the Chair of St John NT it is a privilege to follow the achievements and commitment of our staff and volunteers. Thank you for doing what you do and caring for our community.



Peter Carew AM, MStJ, FAICD
Chair



CEO's Report

It is an honour to present my first annual report as the Chief Executive Officer for St John NT.

Since joining the organisation in January 2023, I can honestly say that the smile has not left my face, it has been an extraordinary journey familiarising myself with our operations and meeting our amazing staff and volunteers who often go above and beyond the call of duty.

So far, I have had the opportunity to visit most of our operations, attend volunteer divisional meetings and observer shifts with our paramedic crews. A highlight of my first months was the opportunity to attend the Finke Desert Race and experience firsthand the width and breadth of our support for this event, which is truly one of a kind. For the whole event, a gruelling couple of days, I was in awe of the role our staff and volunteers played in ensuring the safety and care of participants and spectators at this event.

As a chapter of the Order of St John, and a member of the Council of Ambulance Authorities, St John NT enjoys being able to work with both organisations in the advancement of our services, the healthcare industry and the care of our patients. As a newcomer to this field, I have to admit there

has been a lot of information to take on board, but I am inspired by what we have achieved and the potential for what we can achieve in the future.

At the essence of everything we do we need to listen to the voice of our customers, the communities we serve and the patients we care for.

As CEO I aim to provide leadership in ensuring that we remain committed to this and that we do so through the skills and knowledge of our people, the processes we put in place, fiscal management and sound governance. I am working with the Board and the Executive Leadership Team in developing a new strategic plan based on clear objectives and ambitious but achievable key results.

As outlined in this report, the past year has provided opportunities for us to improve on our service delivery through a new retail and training centre in Winnellie, we have provided first aid training and equipment to community groups and contributed to a new online site to assist learner drivers be better prepared to act as first responders at the scene of an accident. We have also acknowledged and celebrated members of our community who

have been willing to jump in and support people in need, and in three cases provided critical care before our paramedic crews arrived on scene.

I would like to thank and acknowledge the many staff and volunteers who have achieved major milestones over that past twelve months and for those who have continued to lead and support the organisation during the period of change. Thank you to the Chair and the Board for the guidance you have provided and our new Patron and Deputy Prior who, like me, have taken on the mantle of St John with conviction and enthusiasm.



Andrew Tombs
Chief Executive Officer



Our Organisation

St John NT is the Territory's leading provider in emergency medical response and preparedness.

We have a mission to save lives and build resilience for positive healthcare outcomes for all Territorians.

Our services include:

- a comprehensive Emergency Ambulance Service, under contract with the Northern Territory Government
- a non-emergency Ambulance Patient Transport Service
- a 24-hour Triple Zero (000) Communications Centre
- a dedicated team of qualified first aid volunteer personnel to attend social, sporting, cultural and other well attended community events
- a nationally accredited public and industry specific first aid training provider
- providing clinical governance, education and professional development for our ambulance staff
- youth support and training through a cadet movement
- a sales department that supplies an extensive range of first aid kits, medical consumables and pre-hospital medical equipment
- a fully equipped vehicle services workshop delivering custom vehicles, ambulance modifications and general servicing to members of the public

000 Ambulance Services



80 445 Triple Zero (000) calls answered



55,668 total patients



43,097 total patients transported to hospital



First Aid Training



1,275 nationally accredited training courses delivered



9,646 accredited training course certificates issued



22 non-accredited courses delivered



Our Fleet



1,620,533 kms travelled



2 operational support vehicle



10 critical response vehicles



37 emergency ambulances



10 4x4 ambulances



6 patient transport vehicles



15 support, training & sales vehicles



17 volunteer vehicles



Volunteers



13 divisions



13 nationally recognised training courses



104 attendees at these courses



16,026 total volunteer duty hours



First Aid in Schools



71 schools participated in the First Aid in Schools program



7,944 school certificates issues



Commercial Sales



10,209 first aid kits sold



313 defibrillators sold



12 public access defibrillators donated to the community



1,600 vehicles serviced



280 fleet vehicle services conducted



29 new builds of emergency services vehicles



Environmental Actions



1,451 kg of textiles diverted from landfill



5,078.50 kg of greenhouse gases prevented



Event Health Services



649 events attended



73 patients treated and transported from an event by an ambulance



1,090 people given pre-hospital care

The new St John NT paramedics uniform has been designed to consider all work conditions.



Highlights

Recycling old uniforms to help fight textile waste

International Paramedics Day marks the day to celebrate paramedics and first responders around the globe for the vital role they play in our communities. For St John NT it also marked the launch of a new uniform for paramedic staff on 8 July 2022.

Over \$300k was invested into the new uniforms with expected benefits of improved staff satisfaction and morale due to increased comfort, wearability and a wider range of options that are available. The uniform, designed for the unique Territory conditions,

was the culmination of 18 months' work from a dedicated uniform committee of frontline workers.

The process of designing the new uniforms began in 2020 with St John NT establishing a staff led uniform review committee and engaging Workwear Group as a new supplier working closely together on the development to ensure that the design was fit for operational purposes. Workwear have also been able to provide an online system to make ordering uniforms easier for staff.

St John NT made the commitment to being environmentally friendly with the uniform changeover and researched several options for recycling or disposal of the old uniforms. It was determined that

the best option was to engage with textile recycling company UPPAREL.

Collection containers were made available on station across all locations for crews to return old uniforms.

The partnership with UPPAREL resulted in the achievement of 1,451kg of textile material being diverted from landfill and 5,078.5kg in greenhouse gasses being prevented, minimising the environmental impact of disposal.

St John NT is proud to participate in the overarching mission to eradicate textile waste from landfills and play our part in achieving the greatest possible positive impact on the environment.



Old uniforms ready for recycling.



The new retail space allows for improved warehousing and product display.

St John NT invests big in building community resilience

St John NT officially opened its new retail store at 412 Stuart Highway, Winnellie in August 2022.

The \$400,000 refurbishment of the property represents a significant investment into its commercial first aid training, sales and equipment business as well as clinical training facilities for the ambulance service.

After 10 years at 416 Stuart Highway, the new store provides

improved sales and warehousing facilities, easy access and additional parking, and while the move was only two doors from the old premises, former CEO Judith Barker said that St John NT had taken major steps in improving its service to the community.

“The new premises represents a commitment to providing members of our community with the skills and equipment to be able to save lives in an emergency,” she said.

Further additions and refurbishment to the building allowed for a new dedicated

training facility designed around the needs of the ambulance team, with the first group of new recruits enjoying the new facilities at the end of June 2023. The space enables staff to do hands-on training in medical procedures, patient assessment, administering medications, and handling medical equipment.

Induction and training for corporate staff, paramedic interns, qualified paramedics and patient transport officers is designed to ensure that all new and existing staff are thoroughly prepared for the responsibilities and demands of their roles.

Community resilience - the first step in emergency response for all Territorians

St John NT launched a Community Resilience Package to assist community groups and sporting clubs who organise low risk events and community activities to be prepared in the instance of a medical emergency in April 2023.

As an organisation, St John NT is committed to caring for all Territorians and advocates for

all members of our community to understand what to do in an emergency.

The Community Resilience Package, valued at approximately \$500, caters to events that fall into the lowest risk category, however St John NT encourages all Territory organisations to ensure their members have the first aid skills and knowledge to act as a first responder in an emergency.

The package aims to provide vital first aid knowledge and skills to event organisers, by providing free first aid training and equipment to low-risk events and includes:

- a risk assessment of the event and presentation to organising committee on how to be prepared for a medical emergency.
- two “Provide First Aid” fully accredited training courses
- 10% off any additional courses
- a first aid kit

Knowing that the immediate actions of a first responder can have a significant impact on the health outcome for the patient, is the first step we all have in taking responsibility for the wellbeing of those attending community events.



St John NT volunteers.

New e-learning tool for learner drivers to help save lives

St John NT supported the nationwide launch of a new Learner Driver First Aid program in November 2022. The online learning tool offers new drivers a free 30 minute basic first aid course as part of the process for obtaining their license and is based on the “First@Scene” online program originally developed in the NT more than 10 years ago.

Designed with young people in mind the Learner Driver First Aid tool aims to provide learner drivers with skills that could save or prolong a life until paramedic care arrives.

St John NT Director Ambulance Services Andrew Thomas said the program aims to encourage basic first aid skills as a pre-requisite for obtaining a driver’s license across Australia.

“Over one third of these crashes involved people under the age of 25, this is over three times higher than last year. On top of this there has been a significant number of car crashes involving serious injury.”

“These statistics are frightening,” Mr Thomas said.

“We know that receiving bystander first-aid in the time it takes emergency services to arrive at the scene reduces pre-hospital deaths and severe injury. If this learning system helps save another life it is well worth the investment of time in doing the courses,” he said.

The program is available free of charge to all learner drivers and has been promoted in the NT Government Drive Safe campaign.

The course takes approximately 30 – 45 minutes and covers an introduction to first aid, basic life support following the DRSABCD action plan and how to deal with wounds and bleeding.

Participants will be issued with a certificate once they have completed the course.

“Completing the course aims to improve basic first aid knowledge and provide learner drivers with the confidence to assist until professional medical help arrives.

“The last thing our paramedics want is to arrive on the scene of an accident where another family has lost a loved one,” Mr Thomas said.



Caption XXX



Intensive care paramedics, Dan Robertson (left) and Toby Bugter with Harrison Grey.

Caption XXX

Lifesaving procedure reduces crash victim trauma

When eight-year-old Harrison Grey was hit by a car in December 2022, it was a stroke of luck that two of the paramedics who responded to the call were trained in a procedure that ultimately meant the difference between life and death.

St John NT paramedics Toby Bugter and Dan Robertson were two of four intensive care paramedics who, at the time, were trained in rapid sequence intubation (RSI) in the Territory.

Being trained in the life saving procedure means they were able

to reduce the impact of Harrison's head injury by placing him in an induced coma under general anaesthetic on the way to hospital.

Mr Robertson said it was "purely luck of the draw" that both paramedics were trained in the procedure.

"Essentially it's where we put this critically ill injured patient under general anaesthetic and we do that to try and prevent any further injury to the brain and in Harrison's case try to give him the very best outcome we possibly can," he said.

"And it just so happens that day that Toby and I were both working and we were able to offer that new skill to Harrison."

The eight-year-old and his mother Paula Apostoles met with the paramedics who worked on him for more than an hour on the side of the road, following months in an Adelaide hospital.

"I'm very happy that I got to come and see the people that saved his life," Ms Apostoles said.

Harrison's case was the first example of a child receiving the treatment but RSI has since been used on many similar incidents across the Top End.

St John NT continues to provide training and upskilling of intensive care paramedics to extend accessibility to these skills and procedures.



NT Emergency Services, Park Ranges and St John NT recovering the patient out of Ormiston Gorge on a stretcher.

Our Community

With more than 70 years' experience in the Northern Territory, St John NT understands the challenges of delivering services across vast distances in tropical and arid environments. We understand the needs and conditions of our communities and remain committed to helping people build resilience, to be prepared and know how to respond in an emergency.

Tour guide acknowledged with Save a Life Award

When central Australian 100% Adventure tour guide, James De Angelis, sprang into action to care for a member of his tour who was suffering from a cardiac arrest while trekking in Ormiston Gorge, he did so without hesitation. A critical response which meant the difference between life and death.

James was acknowledged for his actions with a Save a Life Award presented to him by former CEO Judith Barker and Director Ambulance Services, Andrew Thomas in Alice Springs in July 2022.

For those who attended the scene, the incident was described as a textbook response.

"The 72-year-old patient survived a life-threatening situation due to the quick actions of James who was carrying an AED, a doctor who was also on the tour, and a well-coordinated emergency medical retrieval process from a team of services," Director Ambulance Services Andrew Thomas said.

"The role of the first responder can often mean the difference between life or death with only 1 in 10 typically surviving a sudden cardiac arrest. James' quick thinking and levelheaded response resulted in the patient being resuscitated successfully."

"Park Rangers had access to the site and were able to assist the patient across a deep-water crossing while NTES were activated and went in with a stretcher to convey the patient out. The patient was then transferred via ambulance to Alice Springs Hospital for further treatment," Mr Thomas added.

The patient subsequently made a full recovery and returned to his family in Western Australia. He expressed his gratitude to all involved.

St John Save a Life Awards may be awarded to a person who contributes, through the application of first aid, to saving the life of another person. St John NT extends their heartfelt thanks and congratulations to James on receiving the Award and saving the life of the tour participant.

RepTrak

St John is once again ranked as one of the most trusted, admired and respected charities in Australia.

The 2022 results revealed that St John nationally ranked at number 5 out of the top 40 Australian charities in the Annual Charity/ Not for Profit reputation study by RepTrak, up from 6 in 2022. Overall St John’s reputation in Australia is excellent (92.6). This year it has increased awareness “first aid training” (+4%), “medical services at events” (+3%), and “community social services” (+4%). St John NT has the highest

level of awareness out of all of the states and territories of St John.

St John NT’s reputation score is excellent, sitting slightly above the national average. Interaction with St John NT is also very high with more than 80% of the public familiar with our services. Almost 4 in 5 have interacted with at least one touchpoint – this is significantly more than the national benchmark.

Awareness of programs - first aid, ambulance, first aid kit and defibrillator sales, medical services at events - is stable year on year and remains well above 50%.

Top 10 charities in Australia

Charity	Score
1. Royal Flying Doctor Service of Australia	97.5
2. Guide Dogs	94.4
3. Leukaemia Foundation of Australia	93.1
4. The Fred Hollows Foundation	92.8
5. St John Ambulance Australia	92.6
6. Surf Life Saving Australia	92.5
7. CanTeen	92.0
8. CareFlight	92.0
9. National Breast Cancer Foundation	91.8
10. Cancer Council	91.3

St John NT Reputation Indicators

92.8
Excellent

81%
Familiarity



Online engagement

1 July 2022 – 30 June 2023

 **Facebook**

 10.2K likes

 **Instagram**

 2.2K likes

 **LinkedIn**

 1.3K followers

Delivering first aid training across the Territory

Adelaide River	Haast Bluff	Ngauwudu – Mitchell Plateau	Tiwi
Arlparra	Hermansburg	Ntaria	Timber Creek
Alice Springs	Imanpa	Palmerston	Titjikala
Batchelor	Jabiru	Papunya	Wadeye
Casuarina	Jingili	Parap	Winnellie
Crocker Island	Kakadu	Ramingining	Watarrka
Garrthalala	Katherine	Santa Teresa	
Goulburn Island	Kings Canyon	Stuart Park	
Gove	Maningrida	Tennant Creek	
Finke	Nhulunbuy	Tindal	



Assisting new Territorians

Triple Zero (000) 

271 calls to Triple Zero (000) where the parent has gone into labour



7 babies delivered before an ambulance arrived with the assistance of our Emergency Medical Dispatchers (4 girls/3 boys)



11 Babies delivered in an ambulance

Patient Experience Survey

The annual Patient Experience Survey conducted and released by the Council of Ambulance Authorities (CAA) shows that patient satisfaction rates among Territorians sits at 99% with most patients surveyed finding their experience dealing with St John NT to be positive overall – the highest proportion out of any other Australian ambulance service.

NT respondents to the 2023 survey indicated:



Found the assistance provided by the Emergency Medical Dispatcher (EMD) when they called Triple Zero (000) was helpful



regarded the provision of care they received as “very good”, 8% regarded the provision of care as “good”



trusted and were confident in the level of care provided by paramedics and Patient Transport Officers, 74% of respondents had a very high level of confidence, 19% rated it as “high”



felt that the explanation they received from the paramedic they were treated by was clear, 77% found it a very clear and thorough explanation.





St John NT paramedics in a real life scenario at Street Smart High.



Street Smart High

St John NT was proud to once again support the annual Street Smart High event conducted by AANT in May. The event hosted more than 1,300 senior school students at the Darwin Convention Centre, with the aim of developing positive road safety knowledge, skills and attitudes amongst the next generation of drivers and riders.

Road crashes are one of the leading causes of death for young people under the age of 25, the day a young driver gains their provisional license their crash rate increases 20 to 30 times.

St John NT provided paramedics and an ambulance for the very life like road crash scenario, bringing to life the true impact of road trauma. First aid trainers and community education staff were also on hand to provide information and demonstrations on how to do CPR and respond at the scene of a crash.



Restart a Heart Day – 16 October

On world Restart a Heart Day, Sunday 16 October, St John NT joined forces with other Ambulance Services across Australia and New Zealand to raise awareness about out-of-hospital cardiac arrest, the importance of CPR and having access to an AED within local communities.

The role of the first responder can often mean the difference between life or death with only 1 in 10 typically surviving a sudden

cardiac arrest. Often the first responder is not a health care professional but a family member or civilian who is nearby when the event takes place.

St John NT first aid trainers, volunteers and paramedics were at out across the Territory in Alice Springs, Darwin and Palmerston on October 14 providing CPR demonstrations and encouraging community members to participate and sign up for CPR courses.

St John NT also ran free and discounted CPR courses in October in Darwin, Palmerston, Katherine and Alice Springs.



Commissioner Melissa Johnston helping to spread the word on Restart a Heart Day.

Larrakia elder, Dr Richard Fejo, artist Sarrita King and her family at the unveiling of her artwork.



Reflect Reconciliation Action Plan

St John NT officially launched its Reflect Reconciliation Action Plan (RAP) document during NAIDOC week in July 2022.

The document represents a formal commitment to advance reconciliation through St John NT's business objectives.

In a combined statement St John NT Chair, Peter Carew AM and former CEO, Judith Barker said "It is an honour to present our Reflect Reconciliation Action Plan as the first steps in St John NT's reconciliation journey. We trust that this plan, along with a new strategic direction and our guiding principles for our ambulance service entitled "Caring for All Territorians" will help contribute towards bridging the gap in health care for Aboriginal and Torres Strait Islander peoples."

"We would like to specifically thank Darwin artist, Sarrita King, for creating our RAP artwork which illustrates how St John NT contributes to the health and healing of our community through the work that we do."

While more work is yet to be achieved in the RAP, progress has been made in the following areas:

- Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.
- Build relationships through celebrating National Reconciliation Week (NRW).
- Promote reconciliation through our sphere of influence.
- Promote positive race relations through antidiscrimination strategies.
- Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.

- Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.
- Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.

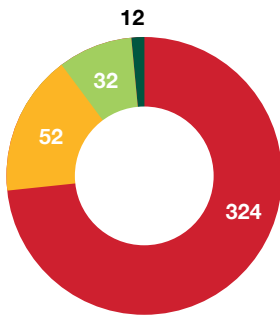
A copy of the RAP is available on the St John NT website. St John NT staff and volunteers remain dedicated and compassionate about the health and wellbeing of the people they serve and as an organisation aim to build and strengthen relationships with Aboriginal and Torres Strait Islander stakeholders and organisations to create better opportunities and understanding for improved social and economic outcomes for all.

Our People

St John NT comprises of a workforce of close to 800 staff and volunteers committed to serving the community.

Workforce Details

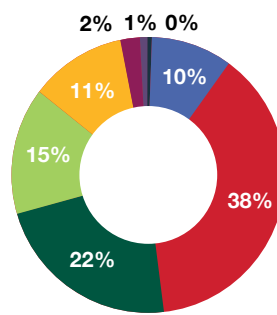
Service Areas



- Ambulance Services
- Commercial Operations
- Corporate Services
- Volunteering, Events and Community Education

Total 441*

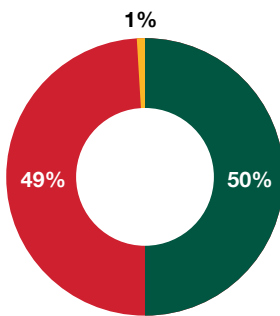
Workforce by age



- <15
- 15-24
- 25-34
- 35-44
- 45-54
- 55-64
- >65
- not advised

Total 429

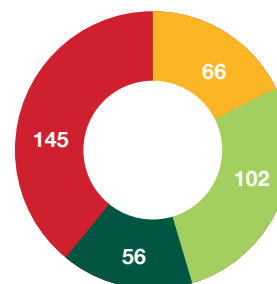
Gender



- Female
- Male
- Other

Our Volunteers

Age groups



- Junior (8-12)
- Youth (12-17)
- 18 to 26 years
- 26+ years

Total 369

*Note: Includes staff members who work in several roles across the organisation.

Wellbeing & Support

The Mental Health and Wellbeing Strategy aims to be holistic in its approach in identifying risk factors to mental health, reducing barriers to support, providing education and training and strengthening mental health and wellbeing partnerships.

2022-23 highlights include:



108 significant events recorded



81 staff received trauma and resilience training



301 peer support contacts received



79 staff completed Guardian Personal Safety Training

Ambulance Service Medals - Australia Day 2023

Mr Stuart Allison was acknowledged for his outstanding service to the community in the Australia Day Honours List 2023 receiving the Ambulance Service Medal (ASM). Stuart has been employed with St John NT since 2010 and during this time has worked as a Paramedic, Intensive Care Paramedic, Duty Manager, Manager Operations for Darwin, and relieved as the Regional Manager (Northern Region) for six months.

Over his career with St John NT, Stuart has always demonstrated to the highest level the values of the organisation and actively advocated for the ambulance profession, his fellow paramedic staff, and most importantly, the patients.

Stuart's leadership serves as an example to other staff within the organisation. He regularly provides both ICP and managerial response out of hours and goes above and beyond the call of duty to provide support to the staff and to ensure that patients are afforded the best care when needed. He also regularly takes clinical assistance calls at all hours of the day or night from crews to provide support and guidance to paramedics who are seeking reassurance and directions when faced with complex clinical situations.

He is respected by all staff as a compassionate and caring leader and clinician. He demonstrates an exemplary work ethic, a high degree of diplomacy and professionalism and is committed to the success of the organisation and its employees.

The dedicated work and commitment that Stuart demonstrates on a regular basis is greatly appreciated by all who have come in contact with Stuart. He is an asset to not only the St John NT organisation but to the Northern Territory community as a whole.



*Award recipient
Stuart Allison ASM*

Former St John NT CEO Judith Barker was commended with the Ambulance Service Medal (ASM) for her outstanding service to the Northern Territory throughout the COVID-19 pandemic in her role as CEO of St John NT.

Her operational experience was invaluable during the most intense periods of the pandemic as she provided leadership and direction as the Incident Controller for the St John NT Incident Management Team for over two years.



*Former St John NT CEO,
Judith Barker ASM*

Paramedics recognised in The King's Birthday Honours List

Intensive Care Paramedics, Mark Ferguson and Warren Purse, were acknowledged in The King's Birthday Honour List 2023 with Ambulance Service Medals (ASM).

"Both Mark and Warren (Wazza) have led exemplary careers with St John NT, providing valuable leadership in both our ambulance service and as volunteers to the Order of St John," CEO Andrew Tombs said

Mark Ferguson has been a frontline paramedic with St John NT for over 21 years, having joined the service as a professional paramedic after a career in the retail industry and as a volunteer for St John NT in Katherine NT.

He attained the level of Intensive Care Paramedic 15 years ago and has expanded his skill set by being involved in a national project known as Extended Care Paramedic (ECP), which enables paramedics to provide care within the community to reduce presentations to hospital Emergency Departments around Australia.

In addition to this, Mark has a devoted a large portion of his life to the Order of St John, he has supported the volunteer division as a member, the Director and the Commissioner. His compassion and dedication for the cause continues today as an influencing factor in the development of cadets (youth) into our organisation and will do for generations to come.

Warren Purse has been with St John NT for over 19 years, having joined the service as a paramedic following a career as a medic in the Army in 2003 and gained his Intensive Care Paramedic qualification in 2005.

In 2012 he was one of the first Duty Managers appointed to provide on shift leadership and support to crews. From 2013-2015 Warren also increased his clinical skills as part of the national Extended Care Paramedic (ECP) Project. In 2018, he commenced as an Intensive Care Paramedic on the Critical Response Unit. Warren was one of the first ICP's to be recruited into this new role.

Warren has been a strong advocate for Road Safety over the past 15 years in the Northern Territory, assisting with the education of school students, community and public messaging, sharing his own experiences as a paramedic and someone who has lost a loved one.

During Covid-19, both Warren and Mark provided valuable leadership in the development of the St John NT "Ambulance Assist" program whereby volunteers were trained to support ambulance crews in the case of a surge in demand.

The Ambulance Service Medal recognises members of the ambulance service who have provided distinguished service, in recent years the medal has also included members of the service who have contributed to the nation's response to COVID-19.

"These awards are a significant honour to both individuals and our service in recognising our commitment to the community and our patients. As CEO, it is an honour to work with Mark and Warren and trust that they will be seen as an inspiration to the many new recruits in the ambulance service," St John NT CEO Andrew Tombs said.

Warren Purse ASM (left) and Mark Ferguson ASM



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*The Chief Minister, The Hon. Natasha Fyles
MLA, Paramedic of the Year James Clemow and
Director Ambulance Services Andrew Thomas.*



2022 Excellence Awards – James Clemow Paramedic of the Year

Not only a highly competent leader, James was recognised as the Rotary Club of Darwin Sunrise Paramedic of the Year in the 2022 St John NT Excellence Awards for his ability to provide compassionate care and guidance to all, along with his excellent clinical knowledge, which is highly regarded by everyone he meets.

The Paramedic of the Year is selected for their commitment to St John NT’s values, showing respect and compassion for all patients and staff while consistently demonstrating excellence in patient care.

James provides high quality professional and clinical skills to every situation he faces and possesses a natural talent for leadership and carries himself with confidence. He is always willing to support and uplift those around him and is a highly respected member of his team.

The St John NT Excellence Awards recognise staff and volunteers for their leadership, outstanding level of care and professionalism. In 2022, the Awards included 13 categories incorporating paramedics, emergency medical dispatchers, patient transport officers, volunteers and corporate services staff.

Rotary Club of Darwin Sunrise President, and sponsor of the 2022 Paramedic of the Year, Joseph Aladin also congratulated all of this year’s nominees.

“Rotary’s belief is that a person can serve their community through exemplary professional practice, through the demonstration of integrity and high ethical standards, and through recognising the contribution of different occupations in our community,” Mr Aladin said.

The St John NT Excellence Awards 2022 were kindly supported by the Northern Territory Government, Rotary Club of Darwin Sunrise, Charles Darwin University, Australasian College of Paramedicine, The Pharmacy Guild of Australia, AANT, Area9, Colemans and ABC Darwin.

The St John NT Excellence Awards 2022 recipients:

Rotary of Darwin Sunrise - Paramedic of the Year	James Clemow
Paramedic of the Year - Northern	Mareesa Bates
Paramedic of the Year - Southern	James Clemow
Patient Transport Officer	Phil Ryan
Emergency Medical Dispatcher of the Year	Oresti Rakkas
Excellence in Service Award	Kate Anning OStJ
Adult Volunteer of the Year	Christine Turner OStJ
Junior Volunteer of the Year (8 - 11 yrs)	Neveah Willcox
Youth Volunteer of the Year (12 - 17 years)	Joshua Harrington
Operational Support Member of the Year	Peter Quinn
Peter Falkland Youth Leader 2023	Chloe Ferguson
Youth Division of the Year	Humpty Doo Combined Division
Adult Division of the Year	Casuarina Division



Commissioner Melissa Johnston, Christine Turner and Patrick, James and Eloise Irwin.

Lifesaving acts of bravery

Two Top End locals were also recognised for their bravery, quick-thinking and ability to remain calm under pressure at the St John NT 2022 Excellence Awards.

Jessica Silvester was acknowledged for saving the life of her father. During a family lunch Jessica's dad was in the kitchen when the knife he was using slipped from his hand and landed embedded in his leg. Jessica sprang into action applying

pressure to the wound and using an exercise band to fashion a makeshift tourniquet.

Delivery driver Eric Nothnagl saved the life of a woman while delivering a parcel to her residence. Eric noticed that the woman wasn't breathing normally and when she became unconscious he calmly helped her to the ground and immediately called Triple Zero (000). Having never provided CPR or first aid before Eric was guided by the call operator and continued to perform compressions until paramedics arrived.

Intensive care paramedic Mark Ferguson, who was on the scene for both incidents, commended both Jessica and Eric on their bravery, "Jessica's actions were exemplary, if it wasn't for her quick thinking the outcome could have been a very different story," Mr Ferguson said.

"Mr Nothnagl's ability to stay calm and follow the directions of the call operator saved the patient's life, without his confidence to have a go the patient would not be here today."

Significant years of service July 2022 – June 2023

5 years

Brian Austin
 Claire McNamara
 Rachael Welsh
 Luke McLaughlin
 Ursula Godson
 Jeremy Tait
 Lana Harman
 Shaye Quinlan
 Toby Bugter
 Rachel Hui
 Jack Wickham
 Jan Cartwright
 Jade Williamson
 Mel Smith
 Darryl Shaw
 Emily Mangione

15 years

Emma Wooler
 Kylie Killalea
 Samantha Cooper
 Kate Anning
 Steve Rudder
 Donna Winkworth

20 years

Anthony Wood
 Rory O' Connor

Recognising women in ambulance

In celebration of International Women's Day St John NT recognised six employees in the 2023 Council of Ambulance Authorities Women in Ambulance Awards.

The awards highlight successful and hardworking women in ambulance services across Australia, New Zealand and Papua New Guinea.

Recipients were nominated by their peers in acknowledgment of their achievements through their work, leadership and willingness to guide and mentor others across all areas of the organisation including operational staff, communications and corporate services.

Amy McCaffrey	Paramedic – Alice Springs
Alice Crooman	Paramedic – Darwin
Julieanne Prior	First Aid Training Officer – Alice Springs
Kylie Killalea	Area Manager – Katherine Region
Lana Harman	Senior Recruitment Lead - Darwin
Sabrina Mason	Human Resources Officer - Darwin



Sabrina Mason and Lana Harman

Auntie Bilawara Lee delivers the Welcome to Country at the 2023 Investiture ceremony.



The Order of St John

Northern Territory Administrator invested into the Order of St John

St John NT was proud to welcome His Honour Professor the Honourable Hugh Heggie PSM into the Most Venerable Order of the Hospital of St John of Jerusalem, at a special investiture ceremony at Government House in February. His Excellency General the Honourable David Hurley AC DSC (Retd), Governor-General of the Commonwealth of Australia,

invested His Honour with the insignia of his grade as a Knight of the Order.

It is a tradition that the Governor-General is the St John Prior and that the Governors of States, and the Administrator of the Northern Territory are invited to be admitted to the Order and to become Deputy Priors, and in turn, support St John on matters regarding the Order and are the sovereign representative at St John ceremonies.

We are also grateful to welcome Ms Ruth Jones as the Patron of St John NT.



St John NT Patron Ms Ruth Jones and Deputy Prior His Honour Professor the Hon. Hugh Heggie PSM, Administrator of the Northern Territory

Roland Chin AM promoted to Knight of the Order of St John

Highly respected business and community leader, Roland Chin AM KStJ was promoted to a Knight of Grace of the Order of St John at an Investiture Ceremony in May 2023.

Roland has served St John NT as a distinguished volunteer Board member for the past 21 years, including, most recently, the role of Treasurer since 2018.

St John NT Chair, Peter Carew AM MStJ commended Roland on the honour and the contribution he had made to the Order.

“Roland is an outstanding advocate and representative of St John NT with a strong passion

for the mission of the organisation. He is a valued and respected member of the Board and is held in high regard not only by St John NT but also by the wider Northern Territory community and indeed across St John Ambulance Australia and the Priory,” Mr Carew said.

The Investiture Ceremony is an annual event whereby individuals are invited to join or be promoted within the Order of St John, a royal order of chivalry under the Crown. A membership to the Order of St John is a recognised honour under the Australian Honours System and presents itself as an excellent opportunity to pay tribute to the extraordinary members of the St John NT community.

The event is officiated by His Honour Professor the Honourable

Hugh Heggie PSM KStJ, Administrator of the Northern Territory, representative of the Crown in right of the Northern Territory.

In addition to his role as Treasurer, Roland serves on a number of committees for St John including the National Audit and Risk Committee. Outside of St John NT, Roland is the President of the Chung Wah Society and contributes to the Audit and Risk Committees for the City of Darwin, Venture Housing, Charles Darwin University and Tiwi land Council.

Mr Carew added, “Roland dedicates extended hours to the organisation for its benefit and ongoing performance. He is a kind, honest and reliable person, who embodies the qualities of inclusiveness and compassion.”



Roland Chin AM promoted to Knight of Grace of the Order of St John by His Honour Professor the Hon. Hugh Heggie PSM

Investiture Promotions and Admissions

Kate Anning OStJ
Stuart Allison MStJ
Bradley Brown MStJ
Ashlee Elton MStJ
Mark Grahame MStJ
Ronald Green MStJ
Bradley Pitt MStJ
Megan Smale MStJ
Anthony Smith –MStJ

Volunteer service medals and bars

4th & 3rd Gilt Bar (45 years)

Steve Peers OAM KStJ

3rd Gilt Bar (40 years)

Angie Butler DStJ

1st Gilt Bar (30 Years)

Patrick Murray CStJ

2nd Bar (20 Years)

Dr Brian Ch'ng OStJ
Michael McKay AM ASM CStJ
Dr Felix Ho ASM MStJ
Roland Chin AM KStJ

1st Bar (15 years)

Anthony Smith MStJ
Debbie Garraway OStJ (also 10
year Medal)
Frank Dunstan CStJ

Service Medal (10 Years)

Megan Smale MSt

*Angie Butler DStJ and His Honour
Professor the Hon. Hugh Heggie PSM*



Members of the Order of St John

Deputy Prior

His Honour the Honourable
Hugh Heggie PSM, KStJ

Patron

Ruth Jones

Knights of Grace

The Hon John Anictomatis AO
KStJ

The Hon Austin Asche AC, QC,
KStJ

Dr Lionel Crompton MB,BS, DPH,
KStJ

The Hon Ted Egan AO, KStJ

Craig Garraway ASM, KStJ

The Hon John Hardy AO, KStJ

Duncan McNeill KStJ

The Hon Tom Pauling AO, QC,
KStJ

Stephen Peers OAM, JP, KStJ

Peter Poole KStJ

The Hon. Justice Trevor Riley QC,
KStJ

Roland Chin AO, FCA, FCPA, KStJ

Dames of Grace

Jeannette Anictomatis AM,
MAICD, FIML, DStJ

Angie Butler DStJ

Nerys Evans DStJ

Lesley King DStJ

Tessa Pauling DStJ

The Hon Sally Thomas AC, DStJ

The Hon Vicki O'Halloran AO,
CVO, DStJ

Commanders

Stephen Baddeley CStJ

Dawn Bat CStJ

Paul Berry CStJ

Ross Coburn CStJ

Frank Dunstan CStJ

Mark Ferguson ASM, CStJ

Michael McKay AM, ASM, CStJ

Patrick Murray CStJ

Officers

Kate Anning OStJ

Glen Auricht OStJ

Dr Brian Ch'ng OStJ

Debbie Garraway OStJ

Justin Hankinson OStJ

Marie Hardy OStJ

Frank Haydock OStJ

Ros Jones OStJ

Grant Keetley OStJ

Frances Kilgariff OStJ

Patricia King OStJ

Kimberlee McKay OStJ

Julie Murray OStJ

Mandy Paradise OStJ

Greg Payne OStJ

Donna Peters OStJ

Warren Purse NSC, ASM, OStJ

Kelly Raven OStJ

Christopher Trotter OStJ

Christine Turner OStJ

Members

Sonya Arnold MStJ

Stuart Allison ASM, MStJ

Judith Barker ASM, MStJ

Aaron Brooks MStJ

Nerissa Brumby MStJ

Brett Butler MStJ

Bradley Brown MStJ

Andy Bruyn AM, MStJ

Peter Carew AM, FAICD, MStJ

Marcel Clark MStJ

Mark Cullenane MStJ

Melissa Crompton MStJ

Sarena Crossing MStJ

Jeffery Doggett MStJ

Rhys Dowell ASM, MStJ

Ashlee Elton MStJ

Anrew Everingham MStJ

Bruce Garnett MStJ

Kay Gargett MStJ

Mark Grahame MStJ

Ronald Green BM, ESM, MStJ, JP

Dr Felix Ho ASM, MStJ

Rodney Hocking MStJ

Kristy Janssen MStJ

Nicole Johnson MStJ

Geoffrey Kain MStJ

Robert Kendrick GAICD, MStJ

Krystal-Rose Kent MStJ

Barabara Klessa MStJ

Sylvia Klonaris MStJ

Vicki Macmillan MStJ

Dr Arun Mahajani MStJ

Ali Malik MStJ

Terri-Ann Maney GAICD, MStJ

Leanne McGill MStJ

Rosemary Mooney MStJ

Rory O'Conner MStJ

Mark O'Shaughnessy MStJ

Romaine Oorloff MStJ

Ron Owen MStJ

Lee Payne MStJ

Bradley Pitt MStJ

Makaylia Ravlich MStJ

John Robinson AO, MStJ

Benjamin Rowley MStJ

Steve Rudder MStJ

Martin Scaife MStJ

Natasha Schuman MStJ

Dr Janice Schmitzer MStJ

Sue-Ellen Skinner MStJ

Megan Smale MStJ

Anthony Smith MStJ

Simon Spillett MStJ

Donna Stone MStJ



Our Leadership Team



**Andrew Tombs MInstD,
MBA, MAICD – Group Chief
Executive Officer**

Andrew joined St John NT in January 2023 from Alpine Energy Limited, New Zealand, where he was Group Chief Executive Officer for 13 years. Andrew has significant governance experience as director having served on

several boards, including holding the role of Chair. He was also Vice President of his local Chamber of Commerce.

New to the Northern Territory, Andrew has a natural affinity and strong desire to serve communities through a charitable entity and is excited to lead the St John NT workforce and volunteers.



**Andrew Thomas ASM –
Director Ambulance Services**

An experienced clinician and manager with a demonstrated history of leadership in the health and pre-hospital care industry. Andrew oversees the delivery of St John NT's Ambulance Service including the emergency medical responses, the Triple Zero Communication Centre, Patient Transport services, clinical development of ambulance staff through Clinical Services, and Governance and patient safety. Andrew joined St John NT in 2019 and has a Bachelor of Nursing and Graduate Certificate in Public Sector Management from Flinders University.



**Colin Southam AIPA MAICD
– Director Commercial
Services**

As Commercial Director at St John NT, Colin has a pivotal role in the organisation's commercial operations from first aid training and sales to property management, purchasing, fleet, vehicle services and warehousing. In the last year, Colin undertook the redevelopment of a new retail sales outlet and clinical training centre in Winnellie. His participation in national and local associations highlight his dedication to the growth and success of St John NT and the broader community.



**Maria Rooney – Director
of Volunteering, Event &
Community Education**

Having lived in the Territory for over 10 years, Maria has developed a passion for supporting the community and is inspired by the dedication of the St John volunteers.

Maria is responsible for managing event health services, supporting the volunteer divisions and contributing to community resilience through the St John NT community education program. She has a demonstrated record of leading and establishing client-centred teams and is committed to continuously delivering quality services, sustainability as well as community and organisational growth.



**Esteban Cox CA ANZ, GAID
– Chief Financial Officer**

A senior finance executive with many years' experience working for multi-national companies in the healthcare and NFP services sectors, Esteban joined St John NT in 2022.

Esteban leads the Finance and Administration team and is integral in the financial leadership and management of the organisation. Esteban also serves as the Treasurer on the Board of Relationships Australia Northern Territory and is a non-executive director of Southern Cross Care in Tasmania.



**Jeannette Button FPRIA,
GAICD, MBA – Director
Strategy, Brand &
Engagement**

With more than twenty-five years' of communication and public relations experience, Jeannette has led projects across the health, telecommunications, tourism, mining, government and not-for-profit sectors.

Jeannette joined St John NT in 2019 and is responsible for safeguarding the organisation's brand and reputation through proactive media engagement, issues management, internal and external communications and strategic advice to the CEO, Leadership Team and Board.



**Natalie Wilson CAHRI LLB
MHR BBus MAICD – Director
People & Culture**

With more than 25 years in Human Resources, Natalie is a strong leader, experienced in developing People and Culture teams with customer centricity and commercial awareness. Natalie joined St John NT in 2022 from the financial sector, she oversees recruitment and retention for St John NT as well as industrial relations, change management, employee relations, WHS and payroll. Natalie is currently working on the integration of a new human resource management system designed to improve efficiencies across the organisation.

Our Board



Peter Carew AM FAICD MStJ
– Chair

Peter has a long historical connection with St John NT dating back to the late 80's. Peter's background is in business development and management having run a successful NT business for 25 years before moving into resource sector asset management and then senior NTG business related roles. Peter has been heavily involved in community engagement including board positions with the Chamber of Commerce and various industry training organisations.



Roland Chin AM FCA FCPA KStJ – Treasurer

Roland has held the position of Treasurer intermittently since 2002, taking on the role of Chair from 2015-2018 before returning as Treasurer in 2018. Roland is a long-term Territorian and is an integral member of the Board having played a pivotal role in the financial success of the organisation. In addition, Roland has continued to support the NT volunteers by attending and participating in as many activities as he can. He was promoted to a Knight of Grace of the Order of St John at an Investiture Ceremony in May 2023.



Terri-ann Maney GAICD MStJ – Deputy Chairperson

During her 20 years in the Territory Terri-ann has garnered extensive experience across a range of sectors including education, business, not-for profit, community-based and Government organisations in the NT. Terri-ann has helped to grow the Director community within the NT through her previous role as State Manager NT with the Australian Institute of Company Directors and is currently CEO of Relationships Australia- Northern Territory and Treasurer of Darwin High School.



Robert Kendrick GAICD MStJ – Ordinary Board Member

Rob joined the Northern Territory Police Force in 1982 and worked across the NT in rural, remote and urban locations. He served in East Timor with the United Nations Police in 2002 and was Commander for Darwin Region between 2008 and 2011 prior to serving in Senior NT Government positions until 2014. Rob is also a member on the Emergency Medicine Certificate and Diploma Committee of the Australia College of Emergency Medicine.



Hamish Baddeley BA, LLB – Ordinary Board Member

Hamish joined as an Ordinary Board Member for St John NT in 2019. Upon completing a Bachelor of Laws (First Class Honours) from Sydney University Hamish practiced as a solicitor in commercial litigation in Sydney and London until he relocated back to Darwin, where he grew up, in 2016. Hamish was called to the Territory Bar where he practices as a barrister at William Forster Chambers. (Hamish retired from the Board in October 2022.)



Mark Coffey GAICD PSM – Ordinary Board Member

Mark is an experienced senior executive based in Alice Springs and has lived across the NT for over 35 years. With a deep understanding of regional and remote Australia, Mark assists organisations as a management consultant providing advice in strategy, navigating government, risk management and improving organisational performance. Mark is actively involved in his local community, participating in volunteer, Board and sporting activities.

Thank You

Thank you for the kind donations and support we have received throughout the year. Your support big or small, helps us to provide quality care for Territorians.

Grants Awarded



Australian Government Department of Social Service via Luke Gosling MP

Stronger Communities

Radios and accessories – \$11,000



Power and Water

Community Grants

Trainer AEDs for volunteer training – \$4,807



NT Government Department of Industry, Tourism and Trade

Community Benefit Fund
Vehicle Grant

Vehicle – \$50,000

NT Government Department of Territory Families, Housing and Communities

Youth Week Grants

Activity for youth initiatives in
Youth Week – \$2,000

NT Government Department of Industry, Tourism and Trade - Community Benefit Fund Major Grant

St John NT Event Health
Services Buggy Project (plus
backpacks) – \$113,152

NT Government Department of Industry, Tourism and Trade – Community Benefit Fund Minor Grant

Volunteer equipment – \$14,744.00

NT Government Department of Territory Families, Housing and Communities – Quick Response Grants

Cadet Comps 2022 – \$2,000.00



City of Darwin

Community Grants Program

Event Health Services AED
Upgrade Project, AEDs for
Event Health Services at
events – \$8,686

Donations

Christmas in Darwin Assoc

Darwin Motorcycle Club

Darwin Runners & Walkers Inc

Durack Civil

Entertainment Pu

Janine Morrow

Kenneth Renny

Maurice & Beth Lee

Michael F. Foley

Palmerston Regional Business
Assoc

Patricia Magee

Paypal Giving Fund

Play For Purpose

Rodney Hocking

Rotary Club of Darwin

Stephen Dick

Top End Road Racing
Association Inc

Yvette Carolin



Corporate services staff Kim and Pijitra.



For St John NT financial reports please visit our website or scan the QR code.





St John

St John NT is committed to supporting Territorians by developing essential first aid skills and knowledge, building community resilience and saving lives. If you would like to support these activities, please visit our website to make a donation.

St John Ambulance Australia NT Inc.

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