



St John

St John Ambulance Australia NT Inc.

50 Driestone Road,
Casuarina NT 0810
PO BOX 40221,
Casuarina NT 0811
ABN: 85 502 986 808
www.stjohnnt.org.au

General enquiries
1300 ST JOHN
info@stjohnnt.org.au

f @ in
@stjohnambulacent
#stjohnnt

**St John NT
Strategic Plan 2025 – 2030**

For the service of humanity

Our Commitment

With over 70 years' experience as volunteers and 50 years providing the Northern Territory's ambulance service, St John NT understands the challenges of delivering services across the Territory.

Our vast distances, tropical and desert environments as well as high levels of social disadvantage present a unique set of conditions which require a unique response.

Year on year we are responding to an increasing number of patients. In the last financial year, we have seen an increase in over 11,000 Triple Zero (000) calls and 2,500 patients transported to hospital. Compared to national response rates, our response per capita is the highest in the nation.

Regardless, we continue to support major events showcasing and enhancing our communities and lifestyle.

Our volunteers completed close to 16,000 duty hours and attended over 500 events in the last year. First aid training has seen a 15% increase in the number of people who have completed

accredited first aid training and we have seen 3% increase in the number of students participating in our community education program.

When we are not tending to people in their moment of need, we are there to ensure that support is nearby or providing people of all ages, from young children to the elderly, office professionals and trade workers, the confidence and skills to know what to do in a medical emergency.

Our 2025 - 2030 Strategic Plan sets a framework for the sustainability and development of our organisation. Developed on a model of Objectives and Key Results, the plan sets out measurable goals and results aimed at achieving significant milestones to support our commitment to save lives and build resilience in our community while working towards a vision of positive healthcare outcomes for Territorians.

The plan has been developed following a business review and consultation with staff, the Executive Leadership Team and the St John NT Board. As a for-purpose organisation, and a member of the

Federation of St John Australia, we remain faithful to the core function of the Order of St John for the service of humanity, while ensuring we can support sound governance, financial sustainability as well as effective and relevant service delivery.



Andrew Tombs
Chief Executive Officer



Service Delivery

To deliver high quality healthcare and community services.

Objective 1.1: Patient focused pre-hospital care.

Key Results:

1.1.1 Delivery of an Ambulance Service Contract that meets required service level agreements by 1 April 2025.

1.1.2 Implementation of a minimum of 3 alternative care models to support pre-hospital care across the NT by 1 July 2025.

1.1.3 Align Governance Systems in full to meet NHSQS Standards by 1 July 2027.



Caring

Caring for people, culture and environment through a focus on wellbeing, diversity and sustainability.

Objective 2.1: Create a workplace where people feel valued, safe and supported.

Key Results:

2.1.1 Expansion of mental health and wellbeing services by 30 June 2025.

2.1.2 Establish a reference point for staff engagement and culture through eNPS* assessment by 30 June 2025.

Objective 2.2: Positive impact on our community and environment

Key Results:

2.2.1 Annual reporting on our commitment to ESG – Environment, Social and Governance.

2.2.2 Increase exposure to first aid and primary health care knowledge in the NT by 1 April 2026 by 25%.



Capable

Inspiring a valued and capable workforce across people, processes and systems.

Objective 3.1: Attract and retain people with talent, energy and skill.

Key Results:

3.1.1 Recognised as a 'Great Place to Work*' by December 2025.

3.1.2 Improve staff retention by 5% by December 2025.

Objective 3.2: Develop and maintain integrated systems to support our workforce.

Key Results:

3.2.1 Implementation and maintenance of systems aligned to project scope, budget and timelines.

3.2.2 100% of all new systems include appropriate level of training and support.

Objective 3.3: Maintain prudent fiscal governance.

Key Results:

3.3.1 A 5% reduction in liabilities by June 2025.

3.3.2 Build cash reserves of \$0.5M by June 2026.

3.3.3 Implement a 5-year asset management plan by June 2025.



Growth

Developing new opportunities through partnerships, collaborations, innovation and acquisition.

Objective 4.1: Create wealth through diversification of revenue streams.

Key Results:

4.1.1 Increase in donations and grants by \$3M by Dec 2028.

4.1.2 Present two business opportunities in excess of \$5M by 30 June 2025.

Objective 4.2: Expand our presence across the Northern Territory.

Key Results:

4.2.1 Expand reach of service(s) to 3 new areas of the NT by 30 June 2026.



Essence of St John

Remaining faithful to the core function of the Order of St John for the service of humanity.

Objective 5.1: Leverage the value of belonging to the Order of St John.

Key Results:

5.1.1 High level brand/reputational tracking.

Our Purpose

Saving lives and building resilience

Our Vision

Positive healthcare outcomes for Territorians

Our Values

Respect Integrity
Collaboration Empathy