



St John



St John

St John Ambulance Australia NT Inc.

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#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.

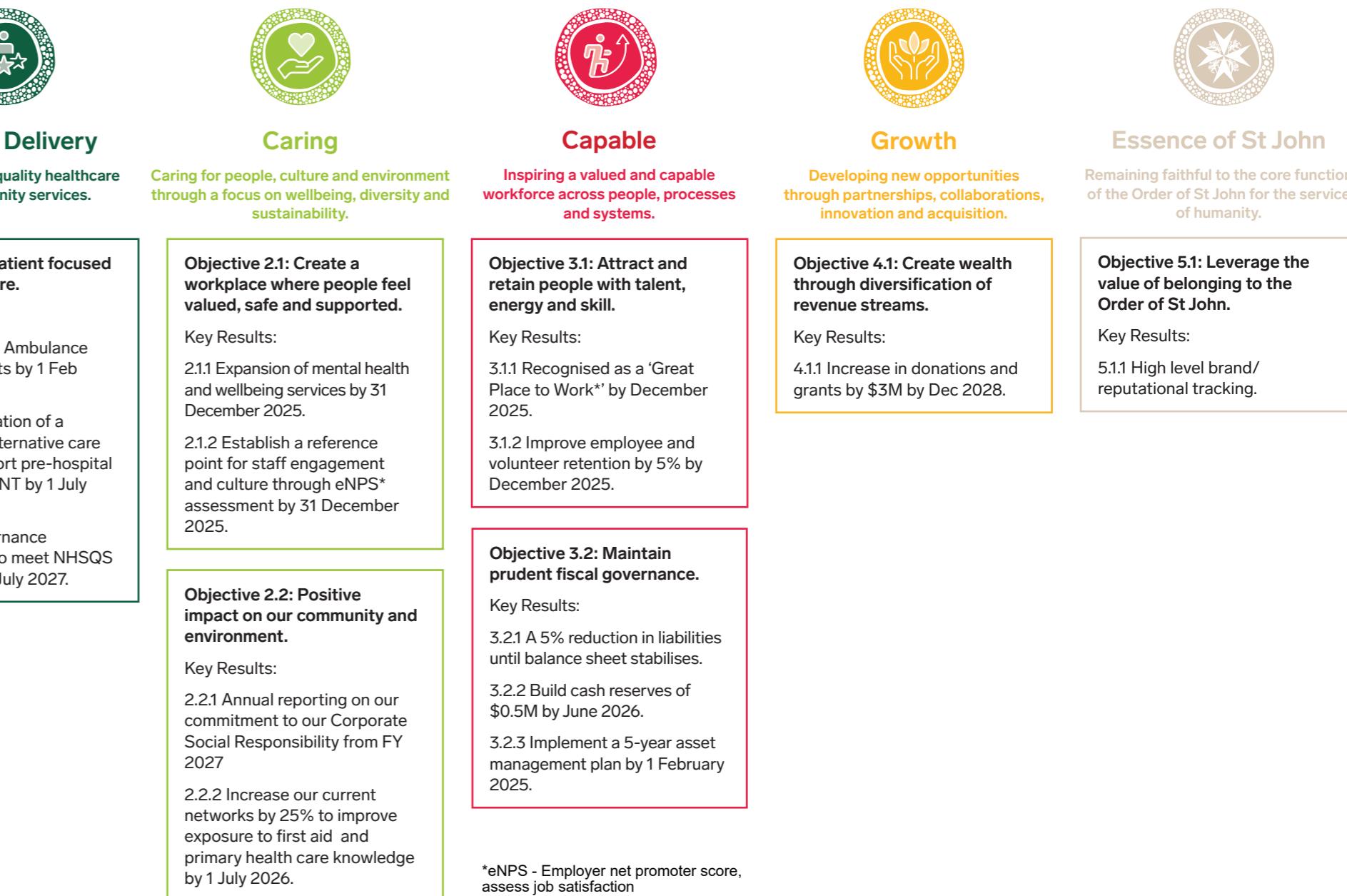
When we are not tending to people in their moment of need, we are there to ensure that support is nearby or providing people of all ages, from young children to the elderly, office professionals and trade workers, the confidence and skills to know what to do in a medical emergency.

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



Andrew Tombs
Chief Executive Officer

A handwritten signature of Andrew Tombs in black ink.

*eNPS - Employer net promoter score, assess job satisfaction

Our Purpose
Saving lives and building resilience

Our Vision
Positive healthcare outcomes for Territorians

Our Values
Respect Integrity Collaboration Empathy