



**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 Securing of Ambulance Service contracts by 1 Feb 2026.

1.1.2 Implementation of a minimum of 3 alternative care models to support pre-hospital care across the NT by 1 July 2027.

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 31 December 2025.

2.1.2 Establish a reference point for staff engagement and culture through eNPS\* assessment by 31 December 2025.

### Objective 2.2: Positive impact on our community and environment.

Key Results:

2.2.1 Annual reporting on our commitment to our Corporate Social Responsibility from FY 2027

2.2.2 Increase our current networks by 25% to improve exposure to first aid and primary health care knowledge by 1 July 2026.



## 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 employee and volunteer retention by 5% by December 2025.

### Objective 3.2: Maintain prudent fiscal governance.

Key Results:

3.2.1 A 5% reduction in liabilities until balance sheet stabilises.

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

3.2.3 Implement a 5-year asset management plan by 1 February 2025.

\*eNPS - Employer net promoter score, assess job satisfaction



## 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.



## 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