



We're here
for you 



2019/20 Annual Report

Caring for all Territorians

St John Ambulance Australia (NT) Inc. is the Territory's leading provider in emergency medical response and preparedness.

We have a mission to save lives and build community resilience to improve the safety and healthcare for all Territorians. We do this by providing a range of services from ambulance services under contract to the Northern Territory Government, coordination of emergency medical responses, event health services and first aid assistance at community and major events through to nationally accredited first aid training, community education and first aid products and equipment.

We acknowledge the traditional custodians of the lands and seas on which we live and work, and pay our respects to elders past, present and emerging.



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2019/2020 in Summary



52,481
Triple Zero (000)
calls answered



12,555
volunteer duty hours



5,731
people completed
first aid community
education



58,310
patients treated



14
volunteer divisions
across the Territory



1,221
accredited training
courses delivered



46,449
patients transported



281
schools participated
in First Aid in Schools



8,170
certificates
issued



1,474,092
kms travelled

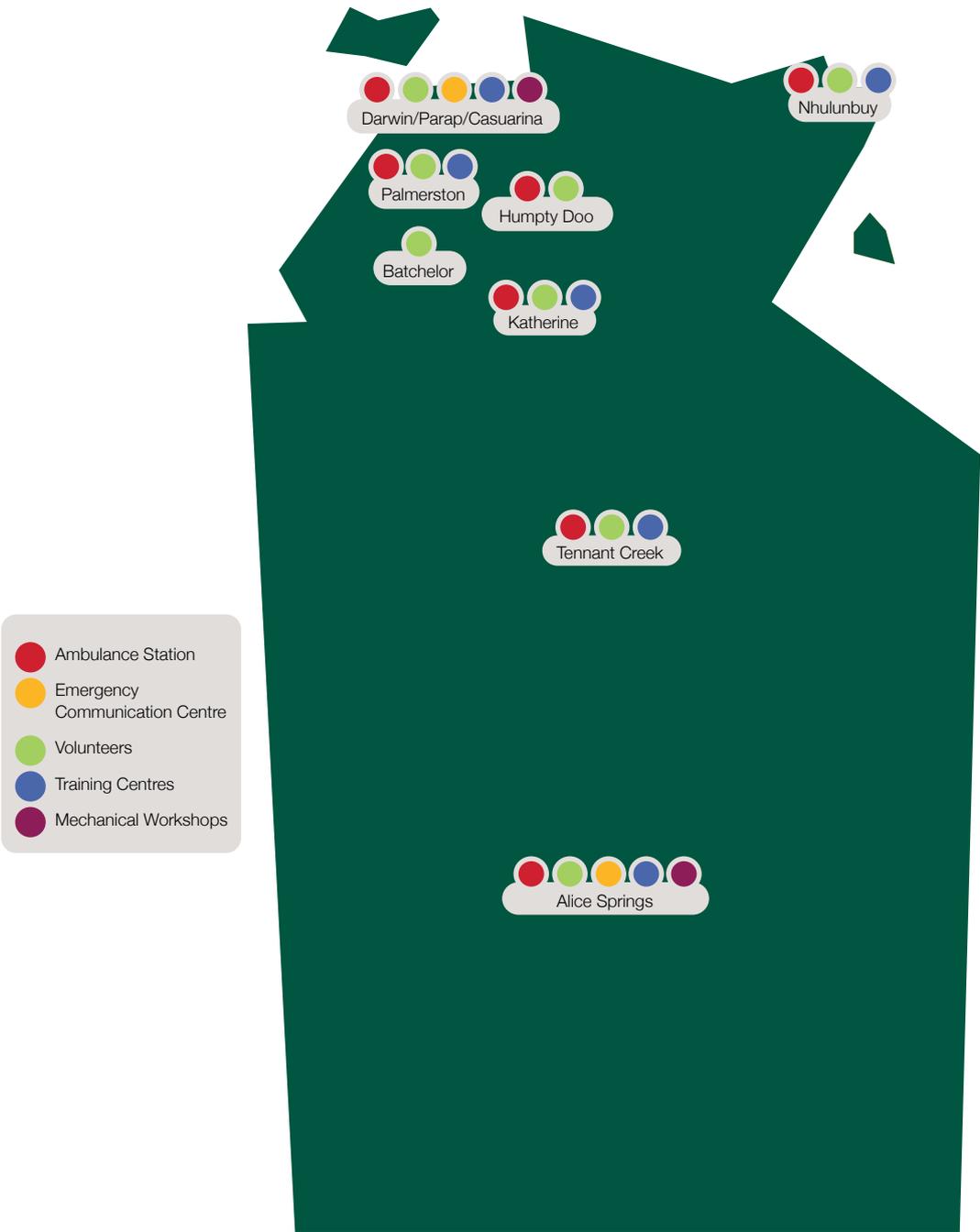


6,522
school certificates
issued



531
events provided with
first aid cover

Service Locations





Picnic Pack \$30

Picnic Rug \$10

We

St John

We

Y BEAR

The Community Education Team Congratulates



FREE First Aid in Schools

Small Emergency Kit \$15



Johnny Bear & Backpack \$5

Medium Leisure Kit

Oppress (Snake)

\$5

2019/2020 Highlights

July

The St John NT Public Access Defibrillator (PAD) program was awarded a \$5,000 Community and Environment grant from the City of Darwin. Through the PAD program, St John NT aims to place 1,000 public facing defibrillators in the Northern Territory by the end of 2021, increasing the rates of survival after sudden cardiac arrest.

Photo Left: St John NT staff and volunteers at the Darwin Show offering free CPR demonstrations.

August

St John NT volunteers had a busy month – they provided first aid services at over 130 events! From remote camp drafts to the Desert Harmony Festival and Nhulunbuy sporting events, volunteers were able to attend events all across the Territory.

September

St John NT CEO Judith Barker attended Facing North as part of the NT team at Parliament House Canberra. The annual Facing North event aims to direct the focus of the Australian government and key business industry partners to Northern Australia.

Photo below: St John NT frontline workers joined their emergency services colleagues in the operational exercise 'Long Overrun' at Darwin International Airport. This exercise was an opportunity to practice the Aerodrome Emergency Plan through the simulation of an aircraft incident.

St John NT attended the National Police Remembrance Day March from the Darwin Police Station to St Mary's Star of the Sea Cathedral.



October

Photo below: St John NT recognised Restart a Heart Day with free CPR and AED demonstrations at Gateway Shopping Centre.

Photo right: The Galleria receives a St John NT AED from the City of Darwin in support of the PAD program.



November

Photo top left: The New Zealand Defence Force recognised St John NT paramedics and Emergency Medical Dispatchers (EMD) for saving the life of a NZ serviceperson.

St John NT installed 43 public facing AEDs into remote communities across the Northern Territory, increasing community resilience and helping to improve patient outcomes in the event of sudden cardiac arrest.

Photo bottom left: 25-year-old Aaron Reynolds was named Rotary Club of Darwin Sunrise Paramedic of the Year. Aaron joined St John NT in 2016 after completing his Bachelor of Paramedicine through the University of Tasmania and has worked in both Katherine and Darwin, where he has built strong professional relationships and links with the community. On being selected for the award, the judges said that Aaron is a compassionate and highly empathic prehospital clinician, who is well regarded by his peers and dedicated to his profession and the community.



December

Photo right: St John NT welcomed 10 new Peer Support Officers.

Photo below: Katherine St John NT Junior Cadets, Kate McTaggart, Taitt Green and Brodie Stubbs were presented Commissioner's Badges by Commissioner Mark Ferguson. This honour is the highest award any junior can achieve within the St John NT volunteers. It is awarded to juniors who have earned nine interest badges, which typically takes more than three years of consistent hard work to accumulate.



January

Photo right: EMD Stephanie Pedersen received the Triple Zero (000) Life Saver Award. Stephanie received a Triple Zero (000) call and quickly recognised the critical nature of the incident. Within seconds she began instructing a bystander to commence CPR and continued to do so until the ambulance arrived. The patient was transported to the hospital and was awake the following day.

St John NT donated reclaimed first aid supplies to Wildlife Crisis and Trauma Relief NT for the treatment of animals affected by the devastating bush fires.



March

Photo right: St John NT celebrated International Women's Day by recognising the contribution women make in ambulance services across Australia, New Zealand and Papua New Guinea. Sara Gleeson, Jhouanna Maya, Katrina Smith, Nicole Johnston, Shaye Quinlan, and Taleaha Dawson were recognised as the Women in Ambulance Honour Recipients for their strength and perseverance as well as for being role models to the workforce.



April

Photo left: St John NT launched the Assistance to Ambulance training program to prepare for its response to COVID-19. The program upskilled volunteers and staff to support paramedics in the event that extra capacity was required in the response to the pandemic.

Though face-to-face first aid lessons were temporarily cancelled, the St John NT Community Education team began offering free online first aid lessons. Over 100 parents/carers attended the virtual Baby and Child First Aid program.

St John NT Cadets, Juniors, and Adults moved their weekly Divisional Training night to an online platform. Volunteer Services also scheduled regular "Staying Connected" online sessions to keep volunteers engaged and supported in unprecedented times.

May

As the Northern Territory began its “Roadmap to the New Normal”, St John NT reopened the Casuarina and Katherine stations to the public for first aid training and other services.

Photo right: St John NT and Masonic Charities SA & NT announced their partnership to provide life-saving CPR training in the Northern Territory. The training is available through a \$60,000 grant from Masonic Charities SA & NT over three years for St John NT to deliver CPR courses in Darwin, Katherine and Alice Springs to Masonic Lodge and community members in an aim to build greater community resilience and first responder capacity.



June

St John NT CEO Judith Barker raised over \$1,500 to support people who are homeless or at risk through the Vinnies CEO Sleepout.

Photo top left: CEO Judith Barker, Director of Ambulance Services Andrew Thomas, Director of Volunteers Annette Plowman and Marketing and Communications Manager Jeannette Button completed a Territory-wide roadshow presenting the results of the 2020 Voice Engagement Survey, to discuss findings on the survey and develop an action plan based on staff feedback.

Photo bottom left: Students at Ross Park Primary School in Alice Springs raised approximately \$300 to support St John NT. As part of their Harmony Day celebrations, students were invited to wear orange or an outfit connected to their cultural background for a gold coin donation. The donation presentation was scheduled for June when the social distancing regulations eased. The Student Representative Council chose St John NT as the beneficiary of this fundraiser due to their efforts in keeping the community safe.



St John NT Volunteer Felix Ho was appointed as the National Youth Officer of St John Ambulance Australia.

Chair's Report

Like many organisations globally this year we have faced some challenges, professionally, economically and personally.

Few could have foreseen the impact of the coronavirus on our communities and industry, I am proud to say however, that the response by our organisation has been on cue. As the leading provider of first aid and ambulance services in the Northern Territory we have been able to reorganise our operations, review our strategies and stay in touch with the situation to ensure that we could continue to deliver a premium service to our community while managing our resources and corporate governance responsibilities.

The Board's key priorities for the 2019-2020 year included the establishment of Board sub-committees with independent members to ensure that our decisions are based on expertise and experience. We developed a strategic risk register well before we moved into the response stage of the pandemic

and commissioned a business review by Deloitte to assess our commercial and volunteer services. This review follows the natural conclusion of our 2017-2020 strategic plan and addresses the changing dynamics of service delivery and technology as well as the impact of COVID-19, something which was not part of the initial brief at the outset of the review period.

As the national and Northern Territory response to the pandemic escalated we increased Board meetings and contact with our executive staff and the St John Ambulance Federal Council to ensure that we remained informed and prepared for our response, the needs of our community and the safety of our staff.

While it is disappointing to see that many of our valuable activities in the community were cancelled or delayed, it is encouraging that the spirit of St John NT was not lost but redirected into learning new skills, preparing ourselves for a surge in ambulance activity, which thankfully has so far not been required, and adjusting business priorities.

Moving forward, I am encouraged by the development of a new strategic plan based on recommendations of the Deloitte Business Review including a sustainable business model to take St John NT, our staff and volunteers into the future.

I would like to thank Mr Trevor Riley QC KStJ for his dedication to the St John NT Board for

forty-one years. Mr Riley retired from the Board in November 2019 as a Knight of the Order, one of the highest rankings one can achieve within the Order of St John. As a highly respected member of our community he has provided our organisation with sound knowledge and expertise, his commitment and leadership has been invaluable in the development of the organisation we are today.

Last November we welcomed Mr Hamish Baddeley to the Board. Mr Baddeley, a practicing barrister, brings to the Board legal expertise, a fresh approach and experience.

I would like to acknowledge the support of my fellow Board members and the energy and commitment of our Executive Leadership Team in managing our organisation through an extremely challenging period. One in which we have cemented our role as a frontline emergency service provider, working with the Northern Territory Government and the Department of Health to ensure the safety of the community. The willingness and enthusiasm of our volunteers and staff to adjust to the situation is encouraging and I know that we are all in good hands.



Peter Carew AM FAICD
Chair



CEO's Report

As emergency and first aid responders we are trained in assessing a situation, systematically checking for vital information and responding. A skill that has not been lost in our response to the current environment.

To say that the situation in 2020 has been unexpected is an understatement, as with many other organisations we have had to make some tough decisions, quickly closed parts of our business and ask staff to change the way they work. For many it has been a period of rapid change but one in which we have explored new ways of doing things and have brought forward business initiatives.

Prior to COVID-19 being declared a pandemic, St John NT welcomed on board Mr Andrew Thomas as our new Director of Ambulance Services and Dr Edward Archer as our Chief Medical Officer. Both individuals bring with them a wealth of experience and have been invaluable in our response and delivery of service as the year has developed. We have also established a new Marketing and Communications Team, skilfully led by Ms Jeannette Button, responsible for increasing our engagement with the community and stakeholders through social and traditional media, managing our brand and increasing awareness of our products and services.

A number of medical emergencies reminded us early in the year of the importance of our PAD program, when AEDs were used by fast thinking bystanders to save two members of our community experiencing cardiac arrest. St John NT remains committed to this program and has a vision to see these devices installed in public places across the Territory.

Following the removal of lockdown and lifting of biosecurity measures I was fortunate to travel to our

centres throughout the Territory to meet with staff and volunteers to deliver the results of our staff engagement survey, Voice 2020.

The online survey was open for six weeks from mid-January to provide our staff and volunteers the opportunity to provide us with feedback on how we are tracking as an organisation and ways in which we can improve. The results showed that our staff and volunteers are highly aligned to our values and believe in the purpose of the organisation. They enjoy the work they do and feel that their co-workers are capable and team orientated. Our Work, Health and Safety had improved from the previous survey in 2017 and staff felt that they had better access to wellbeing and support services. As an organisation, the results showed that we still have scope to improve some of our internal systems and progress our professional development and recruitment programs.

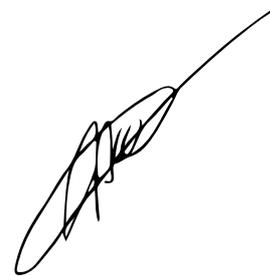
The Voice 2020 survey results have provided us with direction on where we can improve both at an organisational and divisional level. I look forward to the roll out of an action plan in the next financial year to address this feedback and continue to develop the strengths of our organisation.

One of the unique characteristics of our organisation is its connection to the long and honourable history of the Order of St John. Unfortunately, this year the Investiture Ceremony was postponed until July, we did however, manage to proceed with a "socially distanced" St John Day where staff and volunteers could acknowledge the birth of our namesake and the commitment and passion of St John volunteers across the globe.

The ceremony, which is steeped in history, provides an opportunity for our senior members to pass on the traditions of the Order to the younger volunteers and share in the spectacle of the event.

I would like to thank our Deputy Prior, Her Honour the Honourable Vicki O'Halloran and our Patron Mr. Craig O'Halloran for their involvement and ongoing support of these events and our organisation.

As we progress with developing our strategic plan for the next five years, reviewing our service delivery and striving to continue to provide the leading first aid and ambulance service in the Northern Territory, I would like to thank our Chair and Board for their guidance, my Executive Leadership Team for their support and our staff and volunteers for their ongoing commitment to our organisation and our community.



Judith Barker
Chief Executive
Officer





Responding to COVID-19

On Wednesday, 11 March, as the World Health Organisation declared the COVID-19 outbreak a global pandemic, St John NT had already established its Incident Management Team (IMT) and a framework for addressing its response as an emergency service provider, employer, community organisation and first aid trainer.

Like many organisations globally, we knew that the nature of the disease would require a protracted response, but we could not predict exactly how we would need to respond and what the overall impact would be on our organisation.

By 30 June 2020, the end of this reporting period, COVID-19 still represented a significant risk to Australian healthcare and the economy. The Northern Territory had so far been spared significant caseloads and casualties, but our communities and business operations remain affected.

The following provides an overview of how St John NT has responded to COVID-19 so far.





Planning & Preparation

In light of the continuing escalation of COVID-19 and the emergence of cases in Australia, St John NT established the IMT on 5 March 2020. The IMT was, and continues to be, led by the Director of Ambulance Services, as Incident Controller taking responsibility for the operations of the entire organisation in our response to COVID-19.

The Chief Executive Officer took on the position of Incident Commander operating at a senior level with government and partner organisations both within the NT and nationally.

St John NT established a number of workgroups to commence planning for our organisational response reporting back into the IMT. The groups included:

- Workforce
- Communications
- Logistics
- Training
- Ambulance Provision (Including the ECC)

Initial focus for the IMT included:

- Staff wellness - Personal Protective Equipment (PPE) and vaccination.
- Planning to respond to a scalable incident and the prioritisation of key activities
- Training staff and volunteers across a number of areas including assisting the IMT and providing alternate roles in the organisation in the event of high infection levels of COVID-19
- Releasing information to all staff and volunteers on minimising the risk of infection.

At the height of the NT response the IMT met daily.

St John NT established a number of workgroups to commence planning for our organisational response reporting back into the IMT.



Emergency Service Response

As the Territory's ambulance service and an emergency responder, St John NT worked closely with the Northern Territory Government, emergency services and the Council of Ambulance Authorities to provide a coordinated and systematic approach to the management of our response to COVID-19.

St John NT implemented and operated the SWAB Car on behalf of the Communicable Disease Centre (CDC) and Department of Health which provided in-field COVID-19 testing to increase capacity and reduce impact on operational crewing. St John NT crews and commanders assisted in the planning and execution of the repatriation of Australian citizens from Wuhan in China and from the Diamond Princess cruise ship in Japan, as well as providing support for return Defence personnel from overseas deployment into quarantine at the Howard Springs facility. St John NT paramedics also provided support to AUSMAT teams traveling to Western Australia to support the COVID-19 response to the Artania cruise ship through fortnightly deployments.

Preparing for a potential surge in demand for ambulance services, St John NT brought forward recruitment and training programs and reskilled staff and volunteers to assist our ambulance service, including:

- Training of approximately 70 volunteers across the Territory in the Assistance to Ambulance program to aid with response of ambulances should the number of cases significantly escalated. This program also builds our resilience and capacity for future large-scale events.
- Recruitment of qualified and intern paramedics, ten in total, to ensure ongoing readiness to respond to COVID-19. This included a review and the development of an improved paramedic internship model to assist in getting the intern paramedics on to operational crews sooner.
- Redeployment of three staff into the ECC to become Emergency Medical Dispatchers (EMDs).

- Redeployment of four first aid trainers into patient transport services (PTS) boosting these services to operate an increased transport service including the possibility of road services between Katherine and Darwin if required.

We also introduced a variety of internal communication channels to keep our staff and volunteers informed of the latest information. This included YouTube streaming channels, a dedicated intranet page and an email hotline.

St John NT's response to the COVID-19 pandemic was supported by the Northern Territory Government through additional funding of \$1million which contributed towards training and recruitment programs.

All of these initiatives ensured that St John NT was able to build resilience to respond to the pandemic.

Restrictions & Closures

In what was an unprecedented situation of rapid change and uncertainty, St John NT proactively introduced a suite of changes to its business operations and services on 18 March. Measures were introduced to protect the health and wellbeing of our staff, volunteers and patients. In order to be able to maintain workforce capacity and be able to deliver core functions and services for the community into the future, St John NT introduced access restrictions to its ambulance centres, identified staff who could work from home and reviewed locations for all public first aid training.

By 26 March, St John NT regrettably announced that it was cancelling all public training and had ceased visiting schools for community education due to restrictions regarding social distancing.

With events closing across the Territory, St John NT volunteers' attendance at public events ceased, cadets' training activities had been suspended and both adult and youth volunteer meetings transitioned to the online space.

Despite difficult staffing decisions to stand some staff down during lockdown, others were able to use the opportunity to retrain as EMDs and PTOs.

Like many businesses we developed a new approach in how we got things done, identified ways in which we could keep business going and continue our connection with volunteers and the community, this included:

- Volunteer meetings and training moved online
- Introduction of online training courses for staff and the community in infection control and hygiene
- One-on-one training assessments for first aid training courses, with the remainder of the course completed online. St John NT completed 150 business critical certificates during this period.
- Video conferencing for community education programs
- Pre-ordering first aid supplies for the consumer market

Bringing Business Back

As the Northern Territory Government moved into Stage 2 of its "Roadmap to the new normal" St John NT was pleased to once again plan for the easing of restrictions, opening centres to visitors and resuming first aid training and community education face-to-face. By 30 June 2020, first aid classes in Darwin and Alice Springs had resumed, our first aid retail centre, which had remained open throughout lockdown to supply vital PPE, could return to onsite restocking of business first aid kits, planning commenced for Event Health Services support at community events and Community Education was once again able to take bookings for free first aid education in schools.

Throughout the response St John NT took the greatest care to ensure that our staff, volunteers and community remained safe.

Collaboration - Coming Together

During the COVID-19 response the volunteering and events team transformed the way we did business.

With 319 volunteers who could no longer meet face-to-face the team set about keeping everyone connected virtually with three sessions running Territory wide each week and then up to an additional nine separate divisional sessions running.

It was not only a new world, it opened us to new possibilities.

With volunteers being able to connect with their peers across the Territory the strength and comradery of St John NT was reignited in a new way, by sharing their expertise in hosted sessions that continue to showcase their healthcare professions outside of St John NT. The call out then came for our volunteers to further develop their skills to be able to assist the ambulance service in case of a surge in the pandemic and the need for extra resources. Over 70 volunteers took part in the training developed by our Clinical Services team building the capacity of our workforce to continue to support the community.



Keeping the Community Informed

Like many organisations impacted by COVID-19, St John NT wound back those activities requiring close proximity contact and access to its premises.

Throughout this we kept in contact with the community through:

- A specific COVID-19 Advice newsletter
- Print advertising
- Website
- Updated signage on all premises
- Social media
- Call centre contact with all training participants



Staying Connected Through Community Education

When face-to-face first aid training and community education lessons were cancelled in response to COVID-19, St John NT adapted its delivery model to continue providing lifesaving skills to Territorians. The Community Education Team developed an online learning module to teach parents and carer's first aid skills for babies and children.

The online program proved to be popular, with 121 families participating in the five online courses scheduled between April and June 2020.

"We knew it was important to continue teaching these skills to our community. The response to Baby and Child First Aid was incredible. Parents were able to attend during nap time and care for their babies in their own home, making it a lot easier and more accessible for everyone. Even now, as we're able to resume face-to-face sessions, we hope to continue regular online sessions to reach more Territorians."

– Ria Mitchell, Community Education Officer



PPE Sourced:

 Over **90,000** masks

 Over **3,500** litres of hand sanitiser

 Over **\$80,000** worth of medical supplies and PPE supplied to Papua New Guinea in support of Covid-19



Providing Emergency Healthcare

St John NT is funded by the Northern Territory Government to provide emergency road ambulance and patient transport services including two Emergency Communications Centres to Territorians. We are located across the Territory, with ambulance stations in the greater Darwin region (Casuarina, Parap, Palmerston and Humpty Doo) as well as Tennant Creek, Alice Springs, Katherine and Nhulunbuy providing our paramedics the opportunity to work in some of Australia's most interesting and diverse locations.



Ambulance Services Leadership

This year saw significant changes in the Operational Leadership Group for Ambulance Services.

Mr Andrew Thomas joined St John NT as the new Director Ambulance Services, moving to the Territory from a role as the Operations Manager, Limestone Coast for SA Ambulance Service. Mr Thomas had previously worked in the Northern Territory as an Intensive Care Paramedic (ICP) with the Royal Flying Doctor Service based at Yulara as part of the multi-disciplinary health team to provide primary health, emergency response, and critical incident medical support to resort and surrounding Indigenous communities. He also assisted with the provision of health care at the Mutitjulu Medical Centre.

In other changes Mr Andrew Everingham moved from the Southern Regional Manager's position to Northern, Mr Paul Bellman became the Southern Regional Manager and Dr Edward Archer was welcomed on board as St John NT's Chief Medical Officer (CMO). Dr Archer has experience within emergency and retrieval medicine from within Australia and overseas. Andrew, Paul and Ed have wide ranging experience which provided a depth of knowledge and diversity to the operational leadership of the ambulance operations that will assist with ongoing service improvement.

Service Delivery Initiatives

With 70 years' experience in the Territory, St John NT understands the challenges in delivering services across our vast distances, in tropical and desert environments to a population characterised by high levels of social disadvantage. Research indicates that demand for ambulance services is projected to increase at an average rate of 3.6% per annum across the Territory from 2019/20 (ORH Demand and Capacity Review), with the largest increases in Katherine and Nhulunbuy.

Our approach aims to deliver an equitable and accessible pre-hospital and out-of-hospital patient care service for all Territorians using the strengths unique to our organisation. While the 2019/20 financial year presented many challenges in the delivery of service beyond expectations we continued to build on service delivery strategies to address increasing needs and efficiencies.

In September 2019, St John NT commenced recruitment for a volunteer Community Response Team (CRT) trial in Nhulunbuy. CRTs are comprised of volunteers from within the community, providing an initial and timely first response in less populated and remote areas of the Northern Territory. Recruitment in Nhulunbuy resulted in eight volunteers signing

up and commencing training in December. CRT commenced supported shifts in March but was delayed in reaching full operational capacity due to COVID-19.

In October 2019, St John NT commenced operation of an additional emergency ambulance crew in Katherine. The additional crew supports the continued growth of the region, and will ensure increased availability of an ambulance service within Katherine and a 150km radius of the town.

The additional service includes the employment of five new staff and an investment in a new ambulance. These additional resources will enable St John NT to operate two crews seven days a week, from midday to midnight, with an on-call component from midnight to 08:00.

In January 2020, Duty Manager roles were introduced to the ECC to support clinical decision making and resource management. These two positions have increased the capacity within the ECC to assist with oversight of larger or complex incidents, clinical input into resource allocation and deployment, and to provide logistical and operational co-ordination across St John NT resources and with other emergency services and external health providers.

Congratulations

Andrew Naden on 25 years of service

Andrew has been working within Alice Springs for the past 25 year and has worked on road and currently is in the leadership position of Duty Manager. Over the years he has been involved with promotion of the Alice Spring team and assisting with support of new staff to the Southern area.

Jim Leigh on 30 years of service

Jim started with St John NT in Katherine in 1989, before moving to Darwin. He became an Intensive Care Paramedic in the mid 90's and has also been involved in facilitating a number of educational courses for the organisation. Well done Jim, pictured with CEO Judith Barker receiving his 30 year service bar.



Clinical Services

This year has seen a review and alterations to the structure of the Paramedic Internship Program. These changes will further enhance the support provided to interns during their 12-month program.

Work also continues on the upgrading of the Clinical Practice Manual for St John NT clinicians. This will see a complete review and development of clinical practice and drive clinical excellence for St John NT paramedics. The Clinical Service Team have continued to provide internship education and in-service support for staff. Over the twelve months, the following information outlines some of the achievements reached.

17 
interns graduated
to paramedic

22 
EMDs trained

32 
students trained across
various clinical programs

2 000 
Triple Zero (000)
Life Saver Awards

Stork Club

St John NT EMDs are trained to assist in all emergency situations, including childbirth. The Triple Zero (000) Stork Club recognises EMDs for their outstanding assistance in the successful delivery of a baby over the phone.

In 2019/2020, St John NT received 224 calls from expectant mothers in labour and welcomed four new members to the Triple Zero (000) Stork Club.

4 
new
members
to the Triple
Zero (000)
Stork Club.



Emergency Communications Centre Training

Certificate IV Ambulance Communications (Dispatch):

 Completed: 4
(January 2019 Intake – Completed January 2020)

 In progress: 7
(April 2020 Intake)

Certificate III Ambulance Communications (Calltaking):

 Completed: 6
(July 2019 Intake – Completed December 2019)

 In progress: 5
(January 2020 Intake)

Keeping us on the Road

This financial year, the St John NT mechanical workshop produced nine new replacement or project vehicles consisting of four emergency response ambulances, two PTS vehicles and three special project vehicles.

This year saw the introduction of the new Mercedes Benz VS30 Sprinter, with new features including: keyless start, electronic handbrake and 360 degrees reversing camera. The VS30 has advanced emission systems to reduce the environmental impacts, and will now be the standard vehicle platform for PTS and emergency response vehicles in years to come.

CRT Vehicle

St John NT Workshop completed the CRT vehicle for Nhulunbuy. The platform is based on the Subaru Outback light fleet. The role of CRT is to provide support to remote communities in times where there is no immediate emergency ambulance resource available. CRT will also be available to assist single responders and emergency ambulance crews in rural and remote areas.

Our Fleet



3 Critical response units

8 First response vehicles

9 4x4 ambulances

33 Emergency ambulances

5 Patient transport vehicles



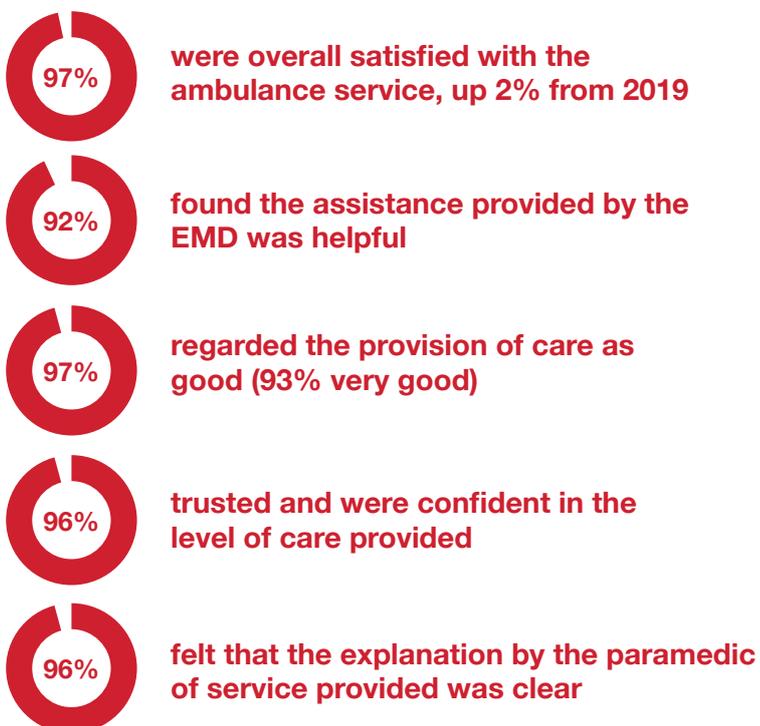


Patient Satisfaction Survey

Each year St John NT participates in a national survey through the Council of Ambulance Authorities to gauge our patients' level of satisfaction with our ambulance service.

The survey provides us with valuable insight into areas of our operations that meet your expectations or may require special attention and/or improvement. In essence, it gives us an indication of how well we are serving and caring for our community in the Northern Territory.

Respondents to the 2020 survey indicated:



“The paramedics were very calm and explained everything going on which calmed me. Very friendly paramedics.”

“I felt safe and secure in their hands; they clearly knew their job and I have had the blessing of encountering as a patient have left me in awe and admiration of their profession.”

“Ambulance officers were very caring and careful. My husband was unconscious. Came good after being placed in the ambulance. Officers monitored him all the way. Based on my experience I’m satisfied, I couldn’t ask for more in fact, I’m thankful for their help.”



At the Heart of the Community

St John NT volunteers provide first aid services to build resilience and public safety. Beginning as young as eight-years-old, all St John NT volunteers learn lifesaving skills and dedicate their time to supporting the Northern Territory community.



The Territory's Trusted Event Health Service Provider

This year the Event Health Services team provided support to community organisations at 531 events despite the cessation for three months due to COVID-19. We have focussed on our community and their needs, ensuring that we provide the best possible coverage with the

right clinical cover. Every event we support was reviewed, from campdrafts and rodeos across the Northern Territory, to the Garna Festival of Traditional Cultures in North East Arnhem Land and the Red Centre NATS in Central Australia all the way through to our youth members' favourites The Teddy Bear's Picnic and Geekfest!

The review quickly identified the need to transform the way we worked and saw the realignment of roles within volunteering and the introduction of three Volunteering and Event Coordinators, Ria, Alisha and Maria who work with all of our clients in the community, volunteers and ambulance services to ensure the safe smooth running of the Territory's best loved events.

With the continual growth of events in the Northern Territory, the need to expand our volunteer base was essential this year and a recruitment drive was launched inviting new members to join and 'Build their Story' with us. We highlighted and shared the stories of many of our current members, explaining why they joined and demonstrating how many have gone on to work in the healthcare industry. Since November we have seen 87 new members join across the Territory and we welcome them all to the St John NT family.

Brian's Story

"I've participated in all sorts of events - from indigenous cultural festivals hundreds of kilometres in the bush to music festivals with over 50,000 attendees.

I've also volunteered during emergency situations such as cyclones and bush fires in other states."

Build Your Story





Accessibility of Training for all Volunteers

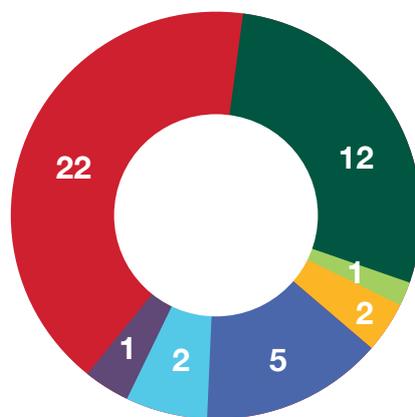
St John NT volunteers are highly trained clinicians who are required to undergo nationally recognised training and annual clinical skills assessment to ensure their skills are current and they are equipped to treat a wide range of injuries and illnesses. With members across the Territory, one of our greatest challenges of recent times has been our capacity to provide equal accessibility to training regardless of their location.

In October 2019, the St John NT Board committed to the professional development of our volunteers by funding a 12-month training and development role through the Endowment Trust which has allowed the volunteering and events department to ensure our volunteers receive the highest quality and equitable training.

Using technology, we have blended our training to be delivered in a mixed mode with our facilitators, participants and subject matter experts coming together virtually, enabling us to run courses more frequently and increase the clinical level of our volunteers especially in the regions.

Nationally Recognised Training

45 courses were facilitated for volunteers across the Northern Territory with 310 attendees



- Provide First Aid
- Provide Advanced First Aid
- Child Safety Training
- Pain Management
- Certificate II Medical Services First Response
- Certificate III Basic Health Care
- Certificate IV Leadership and Management



BERT

The Bicycle Emergency Response Team (BERT) was piloted in 2019 at several large-scale events in the Top End region. Providing a first aid response unit on mountain bikes, BERT is designed for large scale events and activities to provide an expedient, safe response, stabilisation and appropriate patient care to incidents requiring medical assistance.

The BERT model allows faster response times to get to injured or ill members of the public, the ability to bypass traffic and other obstacles, access to difficult areas and a more obvious presence to both the event organisers and the public.

All volunteers undergo rigorous training for fitness and road safety and must be at first responder or advance responder clinical level. The interest for joining this team has been overwhelming and we are looking forward to the next intake.

Investiture 2020

The following recipients were awarded promotions and admissions to the Order of St John in 2020, due to pandemic restrictions the Investiture Ceremony was postponed until July 2020.

Promotions

Frank Dunstan CStJ

Patrick Murray CStJ

Brian Ch'ng OStJ

Justin Hankinson OStJ

Admissions

Melanie Bramley MStJ

Melissa Crompton MStJ

Kristy Howard MStJ

John Robinson MStJ

Benjamin Rowley MStJ

Priory Vote of Thanks

David Cvrin

Volunteer Service Medals and Bars

3rd Gilt Bar - 40 years

Lesley King DStJ

Peter Poole KStJ

2nd Gilt Bar - 35 years

Angelina Butler DStJ

3rd Bar - 25 Years

Patrick Murray CStJ

Glen Auricht OStJ

2nd Bar - 20 Years

Paul Berry OStJ

Christopher Trotter MStJ

1st Bar- 15 years

Julie Murray MStJ

Felix Ho

Mark Ferguson OStJ

Mandy Paradise OStJ

Sarena Crossing MStJ

Service Medal - 10 Years

Fran Kilgariff OStJ

Ashlee Elton

Brett Devitt MStJ

Krystal-Rose Kent MStJ

Jaime Rowley

Janet Powick

Benjamin Rowley MStJ

Jeffrey Doggett MStJ

Melanie Bramley MStJ

Brett Butler MStJ

Grand Prior Badge

Bradley Pitt

Luke Tuckey

Charlotte Bramley

Sarah Brown

Patrick Irwin



Caring for Territorians

As a self-funded charity, St John NT's commercial activities including first aid sales, nationally accredited training and our mechanical workshop support the development and training of our dedicated volunteers, provide free First Aid in Schools and community support at events across the NT.



First Aid Training

St John NT is committed to building a more resilient community by offering a variety of nationally recognised training courses in partnership with St John Ambulance Australia (RTO 88041). Learning these lifesaving skills allows Territorians to react and respond to emergencies of all kinds, greatly improving patient outcomes. In addition to standard first aid and CPR courses, the highly skilled St John NT first aid trainers also provide training in mental health first aid, remote area first aid, low voltage rescue and other specialty courses.

In 2019, St John NT introduced Laerdal QCPR® (Quality Cardio Pulmonary Resuscitation) manikins for CPR training. These manikins use top-of-the-line technology to provide real time feedback via Bluetooth on the students' quality of CPR. Students experience appropriate chest resistance and are able to see the chest rise during ventilation.

This technology enables both instructors and trainees to more effectively monitor and review CPR performance, increasing the efficiency and value of training time, meaning:

Trainers are able to:

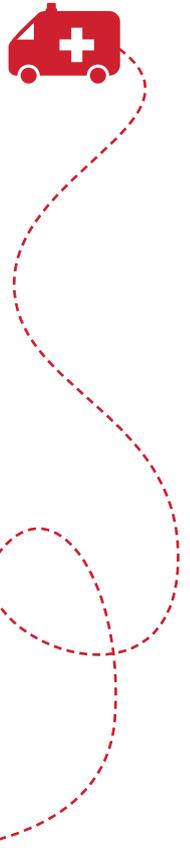
- More effectively facilitate training for individuals and high-performance teams
- Assess performance results of multiple individuals in real-time
- Provide a team debrief while also focusing on individual performances

Students are able to:

- Adjust their technique to ensure effective CPR is being performed
- Receive feedback on efficiency rate of CPR
- Feel confident that they are performing within the recommended parameters- new fully kitted vehicle.

Where we delivered first aid training in 2019/2020:

- Darwin
- Litchfield
- Hayes Creek
- Kakadu
- Jabiru
- Gunbalanya
- Katherine
- Ngukurr
- Alice Springs
- Tennant Creek
- Hermannsburg
- Nhulunbuy
- Tiwi Islands
- Minyerri
- Wadeye
- Maningrida
- Borroloola
- Robinson River
- Yirrkala
- Lajamanu
- Bulman Weemol



Life-saving AED Installed at Darwin Waterfront

A public access defibrillator, also referred to as an AED (Automatic External Defibrillator), was installed at the Darwin Waterfront in December 2019 just weeks after a member of the public, Mr Peter Brady, experienced a cardiac arrest in the Waterfront precinct. Mr Brady credits his life to the early defibrillation provided by several off-duty nurses and the Waterfront lifeguards. Had the off-duty nurses been unable to locate an AED, Mr Brady would have faced a different fate.

The AED, is sponsored by the City of Darwin as part of St John NT's aim to have 1000 public access defibrillators installed across the Territory by the end of 2021.





First Aid Sales

St John NT offers an extensive range of first aid kits, consumables, and AEDs as well as medical and rescue equipment for personal and business use. As part of its commitment to building a more safe and resilient community, St John NT also offers a free First Aid Ready assessment for businesses throughout the Territory. The First Aid Ready assessment determines the businesses level of risk and recommends the appropriate number of first aid trained staff based on the business' unique activities. The assessment also includes a recommendation for first aid restocking service schedule. To encourage the

upkeep of first aid kits and supplies, businesses that schedule a St John NT restocking service in the recommended time frame receive the service at no cost and only pay for the updated supplies.

In addition to supplying first aid equipment across the Territory, this year saw us with the added role of ensuring sufficient PPE supplies to keep our frontline and office staff safe as well as becoming the premier provider of PPE equipment to our first aid customers.

Driven by the demand for PPE and our PAD program, St John NT recorded an increase in sales over the previous financial year of over 25%.

AED/PAD Program

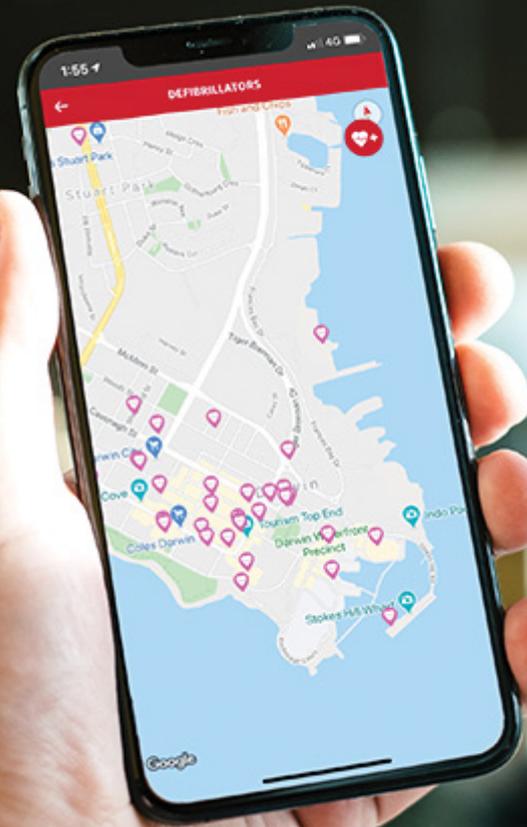
Over 200 AEDs have been supplied into businesses across the Territory this financial year, including 43 Public AEDs supplied to remote and rural communities across the Territory.

Over 320 AEDs are now registered with the St John First Responder app in the NT and the Triple Zero (000) ECC.



First Responder App

Territorians can now quickly locate an AED in an emergency, greatly improving the chances of survival for cardiac arrest patients, through the free St John First Responder mobile app. Developed by St John WA, the life-saving app locates nearby AEDs at the push of a button and uses GPS-assisted information to help in an emergency situation. The app can be used to call Triple Zero (000), provide the precise location of the call to the EMD, locate the nearest hospital, access crucial first aid information, and display the location of all nearby AEDs.



Mechanical Workshop

St John NT maintains its ambulance fleet through two fully qualified professional mechanical and fleet service centres in Darwin and Alice Springs. This high-quality service is extended to the broader community through a range of services for privately owned and business fleet vehicles, ranging from repairs and motor vehicle registration (MVR) checks and approvals through to vehicle modifications and specialised builds for fleets across the Territory.



NTG Remote Health Contract

As the successful tenderer for the fit-out of Central Australian and Top End Health Services (CAHA and TEHS) Primary Health Care remote ambulances, St John NT delivered the first ambulance fit-out under the new contract to Maningrida Health Centre in June 2020.

The new ambulance fit-out incorporates recommendations from the Remote Area Nurse Safety Review, including

installation of high-quality beam torches, central locking, reverse camera, GPS tracking device and satellite phone installation. Other improvements include installation of an additional door on the passenger side so that clinicians are no longer required to climb in and out of the rear of the ambulance, improved internal and external lighting, improved external signage, and enhanced storage capacity for emergency equipment.

The vehicle is the first of many to build over the five-year contract.

BUS 4x4 Partnership

The St John NT mechanical workshop has successfully achieved Northern Territory dealer status as the sole supplier and fitter of Bus 4x4 conversions. The first of the conversions to a 300 series Hi-Ace bus was sold to the Northern Land Council (NLC) in May 2020 as the first of five in the NLC fleet. This partnership also provides St John NT with the capacity to introduce the platform into our own fleet.





Our People

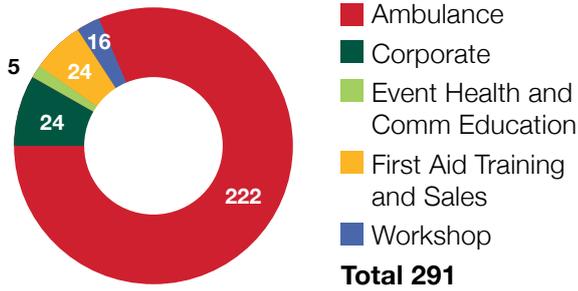
St John NT comprises of over 600 staff and volunteers. Our people are dedicated to helping members of the community and proud of the long history St John NT has had in the Territory as an ambulance service and its connection to the internationally recognised Order of St John.

In a recent survey, 92% of staff and volunteers indicated that they enjoy the work they do, 73% are proud to tell others where they work or volunteer and 77% felt highly aligned to the values of the organisation.

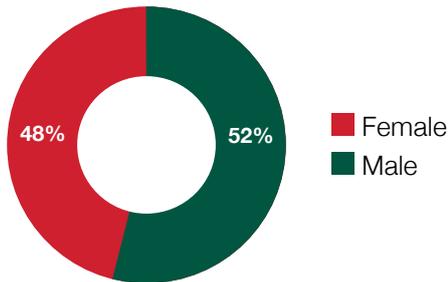


Workforce Details

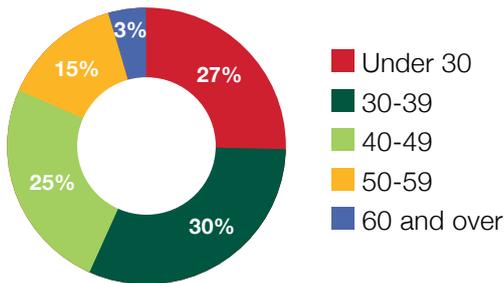
Departments



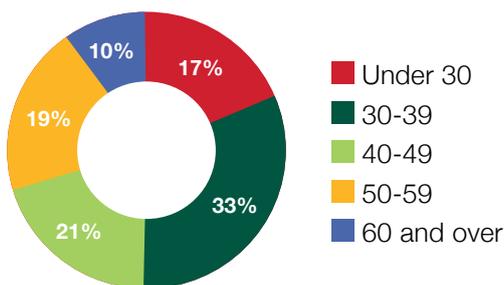
Gender



Female by age

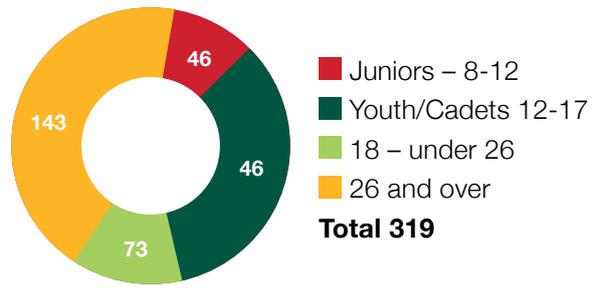


Male by age



Our Volunteers

Age groups



St John NT Executive Leadership Team

Left to right: Andrew Thomas Director Ambulance Services, Ali Malik Chief Financial Officer, Annette Plowman Director Volunteering, Events & Community Education, Judith Barker Chief Executive Officer, Simone McInerney Human Resources Manager and Peter Sargeant Director Commercial Operations.



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 the community



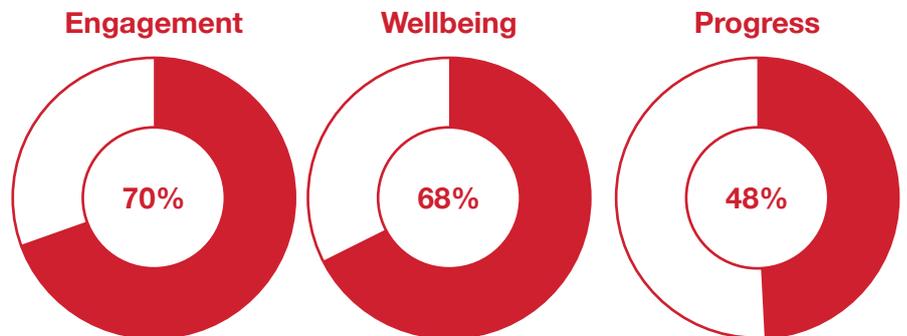
Voice 2020

St John NT launched its second staff engagement survey to all staff and volunteers in January 2020. The survey was open for six weeks and was aimed at collecting feedback from staff and volunteers on ways in which St John NT met respondents' satisfaction or could improve.

The survey was based on a core set of questions drawn from the Voice Engagement Survey and a number of tailored questions specific to St John NT. The survey compared the organisation's results to the 2017 survey and an industry average and was measured against three key outcomes: staff engagement, wellbeing and organisation progress.

Overall, the survey achieved a response rate of 51% based on the completion of 244 surveys from a targeted population of 479.

Overall results:



Results of the survey were presented to staff and volunteers at workshops across the Territory, feedback from the workshops is being developed into an action plan for implementation.



Wellbeing & Support

Our service, by nature deals with situations that are more likely to place employees in a position of dealing with confronting situations, eighteen months in from the launch of the St John NT Mental Health and Wellbeing Strategy we have seen significant progress in the delivery of key objectives to improve the mental health and wellbeing outcomes for our organisation.

The three-year strategy aims to be holistic in its approach to identifying risks to mental health consequences, reducing barriers to support, providing education and training, and strengthening mental health and wellbeing partnerships.

The program is designed to identify early signs and symptoms of our staff and volunteers needing support and providing options for assistance when it is needed most.

2019/20 Highlights include:

48 Managers and supervisors received Trauma & Resilience Training

9 service agreements with mental health professionals

Improved resiliency scores from 27.8 to 31.6 for RAW Mind Coach program

70 incidents recorded on Significant Event Register, 281 peer support contacts received

387 peer support contacts received

Bystander cards developed for members of the public with how to seek help information in case they have been traumatised by events they have experienced



“Being involved in the peer support program has been an empowering and enlightening experience. The skills and knowledge that I have learned, not only enable me to continually provide assistance and support to my work colleagues and peers, but have also provided me with the ability to better reflect on my own personal development.”

– St John NT Peer Support Officer



Professional Development Framework

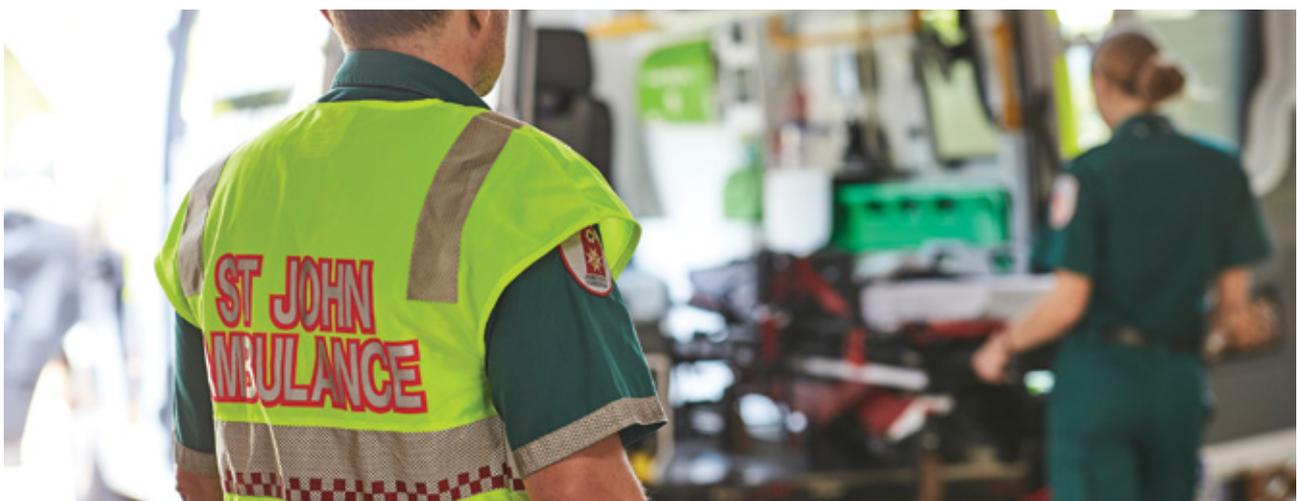
St John NT has commenced the roll out of a new Professional Development Program aimed at creating transparent and honest communication and feedback between employees and their managers. Training in the new program consisted of one half day and six full day training sessions on core components of the Professional Development Framework for line managers.

HR Information System Taken Online

St John NT's Human Resource Information System, Connx, has been introduced to streamline human resource management processes from paper based processing to online. The system was designed to meet the evolving needs of the workforce to increase efficiencies, reduce transitional processing and better equip managers and employees with access to their information. The system supports the roll out of the Professional Development Framework and the Recruitment Strategy.

Reconciliation Action Plan

The Reconciliation Working Group was reformed with 12 members from across the organisation in 2019/20. The group continues to work through a number of initiatives with a focus on education and training of our people. A final draft of the Reconciliation Action Plan has been submitted to Reconciliation Australia.



2019 Excellence Awards

Recipients of the 2019 Rotary Club of Darwin Sunrise Paramedic of the Year and the St John NT Excellence Awards were announced at Parliament House in November 2019.

Now in their twentieth year, the awards are testament to the valuable role our St John NT plays in the Territory. Be that our response and attendance at a Triple Zero (000) call, volunteers at a major event or first aid training in schools, the St John NT family is committed to caring for people and being there when the community needs us most

25-year-old Aaron Reynolds was named Rotary Club of Darwin Sunrise Paramedic of the Year. Aaron joined St John NT in 2016 after completing his Bachelor of Paramedicine through the University of Tasmania and has worked in both Katherine and

Darwin, where he has built strong professional relationships and links with the community.

"It was an honour to be named the 2019 Paramedic of the Year," Mr. Reynolds said. "I work alongside amazing colleagues every day and I feel humbled to have been recognised by the community and my peers."

2019 Recipients:

New Practitioner of the Year
Rebekah Tierney

Paramedic of the Year Southern Region
Amy McCaffrey

Paramedic of the Year Northern Region
Aaron Reynolds

Paramedic of the Year
Aaron Reynolds

St John Excellence in Service
Maria Vescan

Emergency Medical Dispatcher of the Year
Lana Harman

Patient Transport Officer of the Year
Benjamin Rowley

Junior Volunteer of the Year
Sophie Ferguson

Peter Falkland Youth Leader
Jaime Rowley

Adult Volunteer Division of the Year
Darwin Adult Division

Operational Support Member of the Year
Rod Hocking, Valma Eaton

Cadet Division of the Year
Humpty Doo Combined Division

Adult Volunteer of the Year
Vincent Mankelow, Megan Smale

Cadet of the Year
Ruby Ballantyne



Women in Leadership

Working with our peak body, the Council of Ambulance Authorities, St John NT marked International Women’s Day by celebrating and recognising the contribution women are making towards ambulance services across Australia, New Zealand and Papua New Guinea.

Each state and territory nominated women in their service, including paramedics, emergency communications and corporate, who demonstrated strength and perseverance as role models to the workforce.

In announcing the NT recipients, CEO Judith Barker said “As a woman in leadership it is pleasing to see that our position on gender parity is improving.

We currently have 50% representation of women on our Executive Leadership Team, our Duty Managers overall currently sit at 45% (60% in Darwin and 20% in Alice Springs) while the ECC has 60% representation of female staff.

“International Women's Day is about unity, celebration, reflection, advocacy and action, please join me in thanking the women who have been willing to lead by example and make a valuable contribution in delivering our service to the community.”

The 2020 NT recipients are: Jhouanna Maya (pictured right), Katrina Smith, Nicole Johnston, Sara Gleeson, Shaye Quinlaan and Taleaha Dawson.



Years of Service

Congratulations and thank you to the following staff for your ongoing commitment to our organisation.

2020 National Service Medals

The National Service Medals were awarded to the following recipients in 2020:

- Phillip McHugh
- Andrew Naden
- David Cowan
- Toby Bugter

Years of Service

30 years

- Jim Leigh

25 years

- Andrew Naden

20 years

- Antoni Kwiatkowski
- Donna Peters

15 years

- Alice Crooman
- Daniel Mcmillan

10 years

- Aaron Brooks
- Brock Hellyer
- Donald Murfett
- Jeffrey Buteux
- Kylie Gullefer
- Mary-Anne Browell

- Natalie McKeen
- Rhys Dowell
- Robyn Orchard
- Simon Hales
- Stuart Allison
- Suzanne Heale
- Tracey Ramm

5 years

- Belinda Novak
- Daniel Sanderson
- Danielle Leslie
- Glen Imber
- Isabel Burnup
- Jaime Rowley
- Katherine Wheeler
- Katrina Smith
- Leanne Castro
- Marlo Urquhart
- Orest Zadvirnyy
- Steven Schrieke
- Thomas Berry

The Order of St John in the NT



St John Day

Every year on 24 June, St John staff and volunteers around the world celebrate the birth of their namesake, St John the Baptist. Appropriately named St John Day, this date also marks the day in which the St John Ambulance Brigade was established in 1887. The day is typically commemorated with a procession and special service recognising the work done by St John volunteers across the globe.

This year however, COVID-19 social distancing regulations resulted in the St John Day celebration looking a little different than the preceding years. The Colour Party and the Cadet Colour Party attended a special service at Christ Church Anglican Cathedral in Darwin while other members across the Territory were invited to join the service via a livestream for the first time in St John NT history.

Vale Valerie Asche AO DStJ

27/02/1927 –
27/08/2019

First Patron to be appointed Dame of the Order of St John of Jerusalem (DStJ) in the Northern Territory.

Survived by her loving husband Mr Austin Asche AC QC KStJ and their family.

A dedicated volunteer with St John NT and the wider NT Community.

Thank you for your tireless contribution and leadership in our community.



The Order of St John

DEPUTY PRIOR

Her Honour the
Honourable Vicki
O'Halloran AO DStJ

PATRON

Mr Craig O'Halloran

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

DAMES OF GRACE

Mrs Tessa Pauling DStJ
Ms Nerys Evans DStJ
Mrs Jeanette Anictomatis
DStJ

Mrs Lesley Iris King DStJ

Mrs Angela Butler DStJ
The Hon. Sally Thomas
AC DStJ

COMMANDERS CSTJ

Mr Stephen Baddeley CSTJ
Mr Ross Coburn CSTJ
Mr Craig Garraway CSTJ
Mr Roland Chin CSTJ
Mr Michael McKay
AM CSTJ
Mr Patrick Murray CSTJ
Mr Frank Dunstan CSTJ
Mrs Dawn Bat CSTJ

OFFICERS

Mr Grant Keetley OSTJ
Mr Phillip Langdon OSTJ
Mr Frank Haydock OSTJ
Mr Paul Berry OSTJ
Mr Glen Auricht OSTJ
Mr Greg Payne OSTJ
Mr Mark Ferguson OSTJ
Mr Warren Purse OSTJ
The Very Reverend Dr
Keith Joseph PhD OSTJ
Mr Justin Hankinson OSTJ

Mr Brian Ch'ng OSTJ

Mrs Mandy Langdon OSTJ
Miss Susan Joy Cooper
OSTJ

Mrs Roslyn May Jones
OSTJ

Mrs Lenaire Keatch OSTJ
Mrs Patricia Frances King
OSTJ

Ms Debbie Garraway OSTJ
Ms Christine Turner OSTJ
Mrs Kimberlee McKay
OSTJ

Mrs Kelly Raven OSTJ
Ms Frances Kilgariff OSTJ
Mrs Marie Hardy OSTJ
Ms Mandy Paradise OSTJ

MEMBERS

Mr Simon Spillett MStJ
Mr Rodney Hocking MStJ
Mr Richard Skinner MStJ
Mr Martin Scaife MStJ
Mr Mark Cullenane MStJ
Mr Geoffrey Kain MStJ
Dr Arun Mahajani MStJ
Mr Paul Maybank MStJ
Mr Ronald Owen MStJ

Mr Mark O'Shaughnessy
MStJ

Mr Bruce Garnett MStJ
Mr Steve Rudder MStJ
Mr Aaron Brooks MStJ

Mr Brett Butler MStJ
Mr Rhys Dowell MStJ
Mr Brett Devitt MStJ

Mr Andy Bruyn MStJ
Mr Christopher Trotter
MStJ

Mr Jeffrey Doggett MStJ
Mr Benjamin Rowley MStJ
Mr John Robinson MStJ

Mrs Doreen Thelma Kerr
MStJ
Mrs Ellen Theresa Pitts
MStJ

Miss Lucy Freda Cooper
MStJ
Ms Romaine Oorloff MStJ
Mrs Sylvia Klonaris MStJ
Mrs Vicki Macmillan MStJ

Ms Donna Stone MStJ
Ms Sonya Arnold MStJ
Mrs Kay Gargett MStJ

Dr Janice Schmitzer MStJ
Mrs Marcel Clark MStJ

Mrs Makaylia Ravlich MStJ

Mrs Lee Payne MStJ
Mrs Sue-Ellen Skinner
MStJ

Mrs Tracy Watts MStJ
Mrs Donna Marie Peters
MStJ

Ms Kate Owen MStJ
Ms Regina Sellar MStJ

Mrs Rosemary Mooney
MStJ

Ms Julie Murray MStJ
Ms Nerissa Brumby MStJ
Mrs Leanne McGill MStJ

Ms Sarena Crossing MStJ
Ms Krystal-Rose Kent
MStJ

Ms Sue Gullary MStJ
Mrs Melanie Bramley MStJ

Ms Melissa Crompton
MStJ

Ms Kristy Janssen MStJ

Thank you



Sincere thanks for the kind donations and support we have received throughout the year. We acknowledge that some of you wish to remain anonymous and are not listed below. Your support, big or small, helps us to provide quality care for Territorians.

Grants Awarded



Northern Territory Government:

Community Benefit Fund Vehicle Gift – RAV4, CRT Nhulunbuy / Volunteer Division

Community Benefit Fund Minor Grant – \$15,000, 5 x ZOLL Pro AEDs for volunteer vehicles

Palmerston Youth Activities Grant – \$10,080, 4 x Provide First Aid courses in Palmerston in school holidays

Office for Youth Quick Response Grant – \$2,000, Cadet Competition (rolled over to 2021)

Community Benefit Fund Major Grant - \$100,000, PAD Project Phase 2



City of Darwin:

Community and Environment Grant - \$5,000 for the City of Darwin AED Project.

Donations

Adam Johnson

Basil Bampton

Ben Rowley

Bendigo Bank

Brett McKenna

Christmas In Darwin Association

Darwin Lions Beer Can Regatta Committee

Darwin Motorcycle Club

Desma Rooney

Frank Dunstan

Marjorie Gill

Mark Mannering

Palmerston Regional Business Association

Patricia Magee

Peter & Elizabeth Rintel

Pine Gap Public Duty

Precision Group NT

Robert Christopher Rees

Ross Park Primary School

Simply Crafts

Tennant Creek Memorial Club

Terence Turner

Winston Caldwell

During our response to COVID-19 special thanks goes to:

Carlo Randazzo, Randazzo Property Group - for the provision of a training venue

Paul Smith, Northern Maritime & Industrial Services Pty Ltd – for rent relief at our retail and storage facility at 416 Stuart Highway, Winnellie.

BP – for \$36,000 of fuel cards to assist in the costs of running our ambulance and swab cars.



Our Board



**Peter Carew AM FAICD
Chair**

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.



**Roland Chin FCA FCPA CSTJ
Treasurer**

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, Roland'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.

Roland 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 eight 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 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 appointed a Member of the Order of Australia (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.



Robert Kendrick GAICD
Ordinary Board Member

Rob joined the Northern Territory Police Force in 1982 and worked across the Territory 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 Northern Territory Government 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 NT, Rob is a Director of the Larrakia Nation Aboriginal Corporation, a member on the Emergency Medicine Certificate and Diploma Committee of the Australasian College of Emergency Medicine as well as a member of a number of Northern Territory Government boards and committees.



Terri-Ann Maney GAICD
Ordinary Board Member

Terri-Ann has lived in the Territory for just over 20 years and has extensive experience across numerous sectors including education, business, not-for-profit, community based and Government organisations within the Northern Territory. She has a proven track record of working within member-based organisations.

Qualifications across Leadership, Marketing and Governance she has extensive networks and a respect within the business community that has seen her enjoy many successes. She has helped grow the Director Community within the Northern Territory through her role with Australian Institute of Company Directors and more recently with Aboriginal organisations. She has held a variety of board roles in the Territory including Government and not-for-profit sectors.

Terri-Ann strongly admires the work of St John NT and as a way of giving back to her community is proud to be a volunteer Board Member for St John NT. Her drive is to ensure St John NT is governed well for the future sustainability of the organisation as it plays such a critical role in the community.



Hamish Baddeley BA, LLB
Ordinary Board Member

Hamish joined the board of St John NT as an ordinary board member in 2019.

Hamish obtained a Bachelor of Laws (First Class Honours) from Sydney University and practiced as solicitor in commercial litigation in Sydney and London from 2007 until he relocated to Darwin in July 2016 (where he grew up).

On relocating to Darwin, Hamish was called to the Northern Territory Bar where he practices as a barrister at William Forster Chambers and advises and appears in a wide range of litigious matters in various Tribunals (predominantly NTCAT), the Darwin Local Court, the Northern Territory Supreme Court and the Federal Courts.

Treasurer's Report

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 2020. The financial report and disclosures in the concise financial report have been derived from the 2020 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 2020 Financial Report of St John NT.

In accordance with AASB 10: *Consolidated Financial Statements*, the Association's Management Board 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 2019/20 financial year totalled \$34,088,128.

Transport Revenue

Transport revenues ended the year slightly lower year on year totalling \$18.63m. Prior to COVID-19, transport revenue was on track to end the year 5% higher year on year but as States and Territories went into lock down ambulance transport activity dropped significantly.

Volunteer First Aid Services and Commercial Operations

The Volunteer operating deficit totalled \$1.09m, which normalised somewhat in comparison to last year's deficit of \$142k. Obvious variances to the current year result include the absence of federal grants and bequests, which totalled \$790k in the prior year. Event health services revenue totalled \$378k, a reduction of 28% year on year and can be directly attributable to COVID-19 where we seen the cancelation of all events scheduled between April to June 2020.

First Aid Training operations were heavily impacted by COVID-19 and meant the closure of all training courses between April to June 2020. Year on year revenue reduced by 25% totalling \$1.33m. The last quarter of the financial year has historically been a strong performing period for the department and an estimated \$272k of revenue was lost during lock down restrictions.

While other departments experienced a drop-in revenue, COVID-19 drove demand for personal protective equipment and other first aid supplies. Revenue for First Aid Sales grew by 26% year on year to total \$2.56m, contributing to a 21% increase in net profit to total \$590k.

Workshop operations experienced a sharp decline in revenue and net profit, down year on year by 21% and 92% respectively. The result is predominately driven by the later than expected awarding of the remote health build government contract in November. The effect of COVID-19 did affect operations logistically as materials used to complete these builds were delayed but also seen public servicing bookings reduce by 20% during the last quarter of the financial year.

Expenditure

Personnel costs increased by 5% year on year to a total of \$34.84m. Contributing to this increase was the introduction of a new ambulance crew in Katherine, established early in the 2019/20 financial year, costing \$675k. Wages paid in the 2020/21 financial year, relating to the current financial year, were accrued for and totalled \$207k. Amongst consideration is COVID-19, response preparedness was increased to maintain staffing levels above our standard rostering which resulted in a significant reduction in leave taken and an increase in employee entitlement liabilities and expenses.

The application of AASB 16 *Leases* has meant the realignment of various costs and had the following effects on 2020 expenditure:

- Depreciation expense increased by an additional \$1.4m;
- Property rental costs reduced by \$1.2m;
- Finance lease costs are up by \$376k;
- Net increase in expenditure totalled \$154k.

A reduction in consultancy and legal fees, and computer expenses have predominately contributed to administration costs decreasing by almost \$200k or 7% from last year. Marketing costs have also reduced by \$68k due mainly to a reduction in promotional expenses. There have been no other significant movements in expenditure.

Statement of Financial Position and Cash Flows

The decrease in net cash during the year is predominately due to the pay out of employee leave entitlements on employee resignations, totalling \$683k.

Trade Creditor & Other Payables at the end of 2019/20 have increased due to additional accruals, including the payroll accrual and revenue in advance liabilities.

Leave provision increases reflect a growing and stable workforce achieving entitlement triggers for long service leave entitlements. As mentioned earlier, another contributing factor to the increase in leave liability is the lack of leave taken by staff in the second half of the financial year, as paramedical preparedness was priority.

Statement of Changes in Equity

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

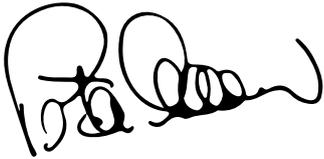
Statement by the Management Board

30 June 2020

In our opinion –

- a. the concise financial report of the Association for the year ended 30 June 2020 as set out on pages 53 to 59 complies with Australian Accounting Standards AASB 1039: Concise Financial Reports;
- b. the concise financial report is an extract from the full general purpose financial report for the year ended 30 June 2020. The financial statements and specific disclosures included in the concise financial report have been derived from the full general purpose financial report;
- c. the concise financial report cannot be expected to provide as full an understanding of the financial performance, financial position and financing and investing activities of the Association as the full general purpose financial report, which is available on request; and
- d. 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 Management Board of the Council of St John Ambulance Australia (NT) Inc. at 50 Dripstone Road Casuarina NT.



**Mr Peter Carew AM FAICD
Chair**

Darwin

27 October 2020



**Mr Roland Chin FCA FCPA CSTJ
Treasurer**

Darwin

27 October 2020



Statement of Profit or Loss and Other Comprehensive Income

YEAR ENDED 30 JUNE 2020

	St John NT		St John NT Group	
	2020	2019	2020	2019
	\$000's	\$000's	\$000's	\$000's
Revenue				
<i>Revenue from contracts with customers</i>				
Ambulance Transport Fees	18,632	18,683	18,632	18,683
Fee for Service Funds	18,626	17,045	18,626	17,045
Sales	5,737	6,086	5,737	6,086
	42,995	41,814	42,995	41,814
Other	2,720	1,748	2,717	1,699
Total Revenue	45,715	43,562	45,712	43,513
Cost Of Sales	2,448	2,471	2,448	2,471
Gross Profit	43,267	41,091	43,264	41,042
Expenditure				
Personnel	34,837	33,026	34,837	33,026
Depreciation on Non Current Assets	3,015	1,787	2,693	1,986
Operational	2,485	2,447	2,485	2,447
Occupancy	665	1,899	898	1,497
Marketing	140	208	140	223
Administration	2,629	2,828	2,712	2,894
Finance	439	62	250	62
Total Cost & Expenditure	44,210	42,257	44,015	42,135
Net Surplus / (Deficit) for the Year Attributable to Members of the Association	(943)	(1,166)	(751)	(1,093)
Other Comprehensive Income	-	-	-	-
Total Comprehensive Income / (Loss) Attributable to Members of the Association	(943)	(1,166)	(751)	(1,093)

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 2020

	St John NT		St John NT Group	
	2020	2019	2020	2019
	\$000's	\$000's	\$000's	\$000's
ASSETS				
Current Assets				
Cash	3,799	4,549	8,506	8,724
Trade & Other Receivables	4,400	3,525	4,442	3,562
Inventories	1,001	747	1,002	747
<i>Total Current Assets</i>	9,200	8,821	13,950	13,033
Non Current Assets				
Property, Plant and Equipment	13,517	8,173	12,384	10,081
<i>Total Non Current Assets</i>	13,517	8,173	12,384	10,081
Total Assets	22,717	16,994	26,334	23,114
LIABILITIES				
Current Liabilities				
Trade & Other Payables	4,385	3,287	4,445	3,061
Provisions	6,744	6,995	6,744	6,995
Other	1,548	1,386	1,548	1,386
Lease liabilities	991	-	530	-
<i>Total Current Liabilities</i>	13,668	11,668	13,267	11,442
Non Current Liabilities				
Provisions	796	685	796	685
Lease liabilities	4,555	-	2,035	-
<i>Total Non Current Liabilities</i>	5,351	685	2,831	685
Total Liabilities	19,019	12,353	16,098	12,127
NET ASSETS	3,698	4,641	10,236	10,987
EQUITY				
Accumulated Funds	2,813	3,756	7,632	8,383
Capital Reserves	885	885	2,604	2,604
Total Equity	3,698	4,641	10,236	10,987

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

Statement of Changes in Equity

YEAR ENDED 30 JUNE 2020

	St John NT		St John NT Group	
	2020	2019	2020	2019
	\$000's	\$000's	\$000's	\$000's
Accumulated Surplus				
Balance at Beginning of the Reporting Period	3,756	4,922	8,383	9,476
Total Comprehensive Income / (Loss) Attributable to Members of the Association	(943)	(1,166)	(751)	(1,093)
Balance at End of the Reporting Period	2,813	3,756	7,632	8,383
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	3,698	4,641	10,236	10,987

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

Statement of Cash Flows

YEAR ENDED 30 JUNE 2020

	St John NT		St John NT Group	
	2020	2019	2020	2019
	\$000's	\$000's	\$000's	\$000's
Cash Flows from Operating Activities				
Payments to Suppliers & Employees	(42,279)	(40,767)	(42,099)	(40,577)
Interest payments on lease liabilities	(376)	-	(185)	-
Short term lease payments	(48)	-	(48)	-
Transport Fee Receipts	18,716	18,725	18,716	18,725
Interest Received	85	154	121	201
Fee For Service Income Receipts	18,626	17,045	18,626	17,045
Other Receipts from Customers	7,511	8,097	7,044	8,131
Net Cash Flows provided by Operating Activities	2,235	3,254	2,175	3,525
Cash Flows from Investing Activities				
Payments for Purchase of Plant & Equipment	(1,898)	(2,718)	(1,949)	(2,836)
Proceeds from Sale of Plant & Equipment	39	138	39	138
Net Cash Flows used in Investing Activities	(1,859)	(2,580)	(1,910)	(2,698)
Cash Flows from Financing Activities				
Loan from (repayment to) Related Parties	(210)	(1,434)	-	-
Principal payment of lease liabilities	(916)	-	(483)	-
Net Cash Flows from (used in) Financing Activities	(1,126)	(1,434)	(483)	-
Net Increase / (Decrease) in Cash Held	(750)	(760)	(218)	827
Cash at Beginning of Reporting Period	4,549	5,309	8,724	7,897
Cash at End of Reporting Period	3,799	4,549	8,506	8,724

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

Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

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 2020.

The concise financial report is an extract from the full financial report for the year ended 30 June 2020. 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 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 1 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. The current five-year contract was extended until 30 June 2021. 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.

The Association has a current asset deficiency at 30 June 2020 of \$4.47M. The Association has forecast an operating surplus and cash inflows for the 2021 financial year. Further, the estimated cash outflows for current provisions is forecast to be more than \$4.47M less than the current carrying value, supporting the going concern basis of preparation.



Auditor's Report



Independent Auditor's Report

To the Members of St John Ambulance Australia (NT) Inc.

Opinion

We have audited the **Concise Financial Report** of St John Ambulance Australia (NT) Inc. (the Association) and its controlled entities (the **Group**) as at 30 June 2020 and for the year ended on that date. The financial statements and related notes in the Concise Financial Report are derived from the audited financial report of the Association as at and for the year ended 30 June 2020 (the Audited Financial Report).

In our opinion, the accompanying Concise Financial Report, including the discussion and analysis of the Association, complies with *Australian Accounting Standard 1039 Concise Financial Reports*.

The **Concise Financial Report** comprises:

- Association and Group statement of financial position as at 30 June 2020
- Association and Group statements of profit or loss and other comprehensive income, statements of changes in equity, and statements of cash flows for the year then ended
- Discussion and analysis
- Related notes.

The **Group** consists of the St John Ambulance Australia (NT) Inc. and the entities it controlled at the year end.

Basis for Opinion

We conducted our audit in accordance with *Australian Auditing Standards*. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the Concise Financial Report* section of this Auditor's Report.

We are independent of the Association and the Group in accordance with the ethical requirements of the *Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the Concise Financial Report in Australia. We have fulfilled our other ethical responsibilities in accordance with the Code.



Scope of the Concise Financial Report

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

The Audited Financial Report and our auditor's report thereon

We expressed an unmodified audit opinion on the Audited Financial Report in our auditor's report dated 27 October 2020.

Responsibility of the Management Board for the Concise Financial Report

The Management Board is responsible for:

- preparing the Concise Financial Report in accordance with *Australian Accounting Standard AASB 1039 Concise Financial Reports*
- implementing necessary internal control to enable the preparation of the Concise Financial Report that is free from material misstatement, whether due to fraud or error.

Auditor's responsibility for the audit of the Concise Financial Report

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

KPMG

Luke Snowdon

Partner

Darwin

27 October 2020

Glossary

AED - automated external defibrillator

BERT – Bicycle Emergency Response Team

CDC – Communicable Disease Centre

CMO – Chief Medical Officer

CPR – cardiopulmonary resuscitation

CRT – Community Response Team

ECC – Emergency Communications centre

EMD – emergency medical dispatch

ICP – Intensive Care Paramedic

IMT – Incident Management Team

NT – Northern Territory

PAD – Public Access Defibrillator

PPE – personal protective equipment

PTO – patient transport officer

PTS – patient transport service

St John NT – St John Ambulance Australia (NT) Inc.







St John

As a self-funded charity, St John NT's commercial activities support more than 300 volunteers provide free First Aid in Schools and community support at events across the NT. If you would also like to support these activities, please visit our website to make a donation.

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#stjohnnt #wearehereforyou

