



We're here  
for you 



# 2020-21 Annual Report

# 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



*Front cover image:  
Paramedic Renee Guesnon  
at fabALICE festival.*

*This page: Kayla Henniger  
from Alice Springs Adult  
Division at the St John Cadet  
First Aid Competition*

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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.

# Chair's Report

As we continue to respond to the global pandemic I am thankful that the Northern Territory has so far been spared the impact that we have seen in other jurisdictions of Australia and I am cognisant of the fact that it still poses a very real threat to our operations, business and community.

I acknowledge that this situation has been very challenging for many of us and thank our staff, volunteers, Board, partners and suppliers for continuing to remain focussed on the mission of St John NT and flexible in how we achieve our goals.

Amongst the challenges we have also seen opportunities emerge in which our organisation has demonstrated its strength, character and commitment to the community. I am pleased to see that St John NT was actively involved in providing Event Health Services at major events across the Territory as border restrictions were lifted. These events play an essential role in community cohesion and contribute to resilience at a time when we feel

fragile and fractured.

The Board and Executive Leadership Team has continued to work this year on St John NT's strategic direction, exploring ways in which we can broaden our vision to be "the leading provider of first aid and ambulance services to the Northern Territory" to include greater health benefits and positive wellbeing for all Territorians.

We maintain a well-recognised and respected brand in the community which is often associated with our ambulance and volunteer services. We now have an opportunity to further develop that brand recognition by strengthening our service offering and building opportunities to deliver wider healthcare services.

This year we welcomed Mark Coffey PSM to our Board. Mark is an experienced senior executive based in Alice Springs with a deep understanding of regional and remote Australia. Through his consultancy, Mr Coffey currently assists organisations to navigate government, manage change and improve organisational management.

Now more than ever we need to think outside the box in how we approach our commercial activities and support our community. I am sure that Mark's skills and expertise will enhance the talent of our existing Board members and help drive the development of new strategic goals for the organisation.

In welcoming in a new member, I also wish to acknowledge the services of long-term member Fran Kilgariff AM, who stepped down from the Board this year after 16 years.

Fran has a long history of community involvement and her commitment and leadership has been an invaluable asset to St John NT.

I would also like to acknowledge former Board member The Hon. Trevor Riley QC who received an Order of Australia on Australia Day 2021 and our Treasurer Roland Chin who received an Order of Australia in the Queen's Birthday 2021 Honours List. These honours celebrate their valued dedication and service across our community.

As we continue to navigate a path forward, I would like to thank the Board, our Executive Leadership Team, staff and volunteers for remaining focussed on delivering our services and staying true to our values of integrity, respect, quality, dedication and compassion. I look forward to the year ahead and continuing to build on the momentum of what we have achieved so far.



**Peter Carew AM, MStJ, FAICD**  
Chair



# CEO's Report

While St John NT operates independently as a charitable organisation in the Northern Territory, it is also part of a much larger network through St John Ambulance Australia and our membership of the Council of Ambulance Authorities. It is within this much larger network that I would like to acknowledge the ongoing dedication and commitment of all clinical staff, volunteers and support workers who have continued to face the challenges of the pandemic.

This situation has reminded us of the importance of remaining steadfast in our mission, resilient in our operations and caring for our team members and our community. As with many organisations, we have had to quickly adapt to change, learn new skills and reprioritise our goals, while continuing to move the organisation forward.

This year I was honoured to participate in Street Smart High, the immersive road education event attended by more than 1000 Darwin students. With the worst road trauma statistics in Australia, the event was a timely reminder for young and soon-to-be drivers of the immense responsibility and privilege we all have on the road. As paramedics and first responders, the last thing we want to see on shift is another fatality on our roads. By supporting this and other educational events we hope that we can influence our young drivers to take care.

We have also been actively involved in building community awareness regarding sudden cardiac arrest and the importance of knowing Cardiopulmonary Resuscitation (CPR) including the use of defibrillators. We have continued to roll out our public access defibrillator (PAD) program, sponsored by the Northern Territory community benefit fund, and are pleased to see

354 automated external defibrillators (AEDs) now registered across the Territory.

Our staff have embarked on significant projects aimed at improving health and safety, including fatigue management, personal safety and new uniforms. We are particularly excited by the development of a new St John NT Clinical Practice Manual (CPM) which will be introduced to all clinical and volunteer first responders in the coming months.

I would like to acknowledge the work of Dr Edward Archer who left our organisation after twelve months and welcome Dr Thomas Quigley as our new Chief Medical Officer. With frontline clinical and leadership experience across general practice, academic teaching and mentoring, and emergency department care, Dr Quigley has a vast range of experiences in the health sector aligned to this role.

This year we also welcomed Melissa Crompton as the new Northern Territory Commissioner of Volunteers. Thank you to Mark Ferguson for your service to the Order and leadership as Commissioner for the past six years. A special commendation also to Craig Garraway and Paul Berry for your dedication and commitment as Deputy Commissioners for the past six years.

I would also like to thank our Deputy Prior, Her Honour the Honourable Vicki O'Halloran and our Patron Mr Craig O'Halloran for their continued support. It was pleasing to see that both our St John Day church service and Investiture Ceremony could return this year at full capacity. Investiture recognises the contribution our staff and volunteers have made to the Board and the Order of St John.

Congratulations to everyone who was recognised at this ceremony, in a year where the planning of many events proceeded with the expectation that they may not go ahead, it was an honour to be able to recognise our staff and volunteers and pay tribute to the Order and its history.

Looking ahead, I am keen to continue working with the Executive Leadership Team and senior managers on the development of our new strategic direction which will strengthen and broaden our services and continue to provide an essential service in the Northern Territory.

Thank you to the Board for your guidance and leadership and thank you to our staff and volunteers for continuing to support our endeavours.



**Judith Barker MStJ, MBA, GAICD**  
**Chief Executive Officer**

**Adj. Clinical Associate Professor**  
**College of Health & Human**  
**Sciences**  
**Charles Darwin University**



# 2020–2021 In Summary

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.

While the Northern Territory has been fortunate to have spent minimal time in lockdowns and has seen no community transmission of COVID-19, the impact of the pandemic has been felt across the organisation.

St John NT clinicians and support services continue to maintain preparedness in response to the pandemic. Staff have been occupied with ongoing infection control training and maintaining precautions. St John NT has seen increased demands in workloads including providing support to the repatriation of Australians and managing the

extra requirements of additional Personal Protection Equipment (PPE) and decontamination. We have recruited an additional five paramedic positions funded by the Northern Territory Government. All St John NT staff and volunteers have been impacted in some manner by the pandemic and continued to deliver services to the community while dealing with border closures, uncertainty of travel restrictions to see family and friends, and the ongoing nature of this unprecedented worldwide event. Thank you to our staff for their commitment over the past 12 months during this challenging time.

## 000 Ambulance Services

 **59,720** Triple Zero (000) calls answered

 **46,782** total patients

 **37,647** total patients transported

## First Aid Training

 **968** nationally accredited training courses delivered

 **10,118** accredited training course certificates issued

 **20** non-accredited courses delivered

 **119** non-accredited courses certificates issued



## Our Fleet

 **1,671,624** kms travelled

 **2** operational support vehicle

 **9** critical response vehicles

 **8** 4x4 ambulances

 **33** emergency ambulances

 **5** patient transport vehicles

 **6** other



## Volunteers



**15** divisions



**55** nationally recognised training courses



**217** attendees at these courses



**18,210** total volunteer duty hours



## First Aid in Schools



**85** schools participated in the First Aid in Schools program



**4,971** school certificates issues



## Commercial Sales



**8,591** first aid kits sold



**144,660** masks sold



**13** public access defibs given away



**210** First Responder app downloads



**354** registered AEDs on First Responder app





*St John NT Alice Springs  
Volunteer and Training Centre*

# Highlights

## Valuable support to St John NT's Nhulunbuy operations

### July 2020

Staff and volunteers at St John NT's Nhulunbuy ambulance station welcomed the extra resource of a new operational support vehicle in July 2020, thanks to a \$70,000 donation from Rio Tinto.

The donation formed part of Rio Tinto's \$1.1 million commitment to support East Arnhem communities during the COVID-19 pandemic.

The vehicle provides increased local capacity for the St John NT team to respond, manage and provide an in-field medical command at significant events and extra capacity for the transport of personnel and equipment to an incident location.



## Going green in Alice Springs

### August 2020

Well recognised for its paramedics and volunteers in green, St John NT has also taken a green approach to its energy consumption with the installation of solar power at its Alice Springs facilities.

Working with Territory company Eco Sparks, St John NT completed installation of 255 solar panels on the roof of its Volunteer and Training Centre in Alice Springs in August 2020.

The power generated at the site will support both the Training Centre and the neighbouring ambulance station and reduce the annual power bill to almost a quarter of the current cost.

St John NT CEO Judith Barker was excited to see the Volunteer and Training Centre reach its next stage of development.

"This Centre was established to provide crucial first aid training and an emergency service resource to the people of Central Australia. To think that we are now also adopting an environmentally friendly approach through solar energy is fantastic."

The St John NT Volunteer and Training Centre was completed in September 2018 and includes three training halls, conference facilities as well as offices, a retail outlet for first aid sales and stores.

"Investing in solar power in Alice Springs will provide us with cost savings in the years to come, while playing our part for the environment and caring for Territorians," Ms Barker said.

## Home grown paramedics

### January 2021

2021 marks the first year that paramedic science can be studied in the Northern Territory, opening the door for a locally educated and trained workforce.

During 2020 St John NT worked with both Charles Darwin University and Flinders University to establish a paramedic pathway for Territorians.

Establishment of the degree pathway strengthens St John NT's ability to recruit locally and retain staff in the Territory.

Director Ambulance Services, Andrew Thomas said that the collaboration with both universities will provide a benefit to St John NT in the years to come.

"These partnerships provide us with opportunities for increased recruitment of local Territory graduates, who would have completed their student shifts at locations across the NT and are keen to continue to work and live here.

"The NT is one of the country's most interesting and diverse locations, giving paramedics the opportunity to develop skills and experience with complex medical cases, high speed trauma, and delivery of care in extreme and isolated conditions.

"From the Red Centre to the tropical north, paramedics in the Territory are faced with a complex workload," Mr Thomas said.

"Even in the Territory's capital city, Darwin, our crews are constantly expanding their clinical experience beyond what is often considered standard care. This will boost retention of staff and build on the learning opportunities for both student and the paramedic workforce."

*Image: Former Charles Darwin University Vice-Chancellor Prof. Simon Maddocks and St John NT CEO Judith Barker*

## Katherine store manager recognised with St John Save a Life Award

### February 2021

The swift actions of the Katherine Woolworths manager saved the life of his colleague, Peter, who collapsed suffering from cardiac arrest on 24 December 2020.

Store manager Mr Montebello quickly initiated CPR and used an AED to save his colleague's life.

St John NT CEO Judith Barker personally thanked Mr Montebello for his courageous actions and awarded him a St John Save a Life Award.

"Learning CPR and knowing where to find and how to use an AED can mean the difference between life and death. I am grateful to have been able to personally thank Monte and acknowledge his selfless act in stepping in to save a life. This event happened on Christmas eve, and because of him a family was able to celebrate Christmas without the loss of a loved one.

"Monte has been commended for having the confidence and knowledge to initiate CPR and use a defibrillator located in the store," she said.

Paramedics who attended the scene noted that upon their arrival CPR was already underway by Mr Montebello and that he had already applied an AED as per the instructions.

With the assistance of Mr Montebello, an off-duty registered nurse, Northern Territory Police and an off-duty doctor, the patient was stabilised and transported to Katherine Hospital.

"This scenario demonstrates how important it is for members of the public to learn first aid and be willing to step in as first responders in an emergency. For every minute that passes without intervention, the chance of survival decreases by 10 percent," Ms Barker added.

*Image: Monte Montebello (left) and colleague Peter at the Save a Life Award presentation*





## Working with St John PNG

### April 2021

A contract to build two ambulances for St John PNG this year highlighted St John NT's skills and knowledge for developing ambulance vehicles suitable to remote and rugged terrain.

St John NT worked with their PNG colleagues to prepare two ambulances in Darwin to bolster the emergency health care services in PNG.

The vehicles were transported to Port Moresby by the Australian Defence Force in April 2021 on a RAAF C-130J Hercules.

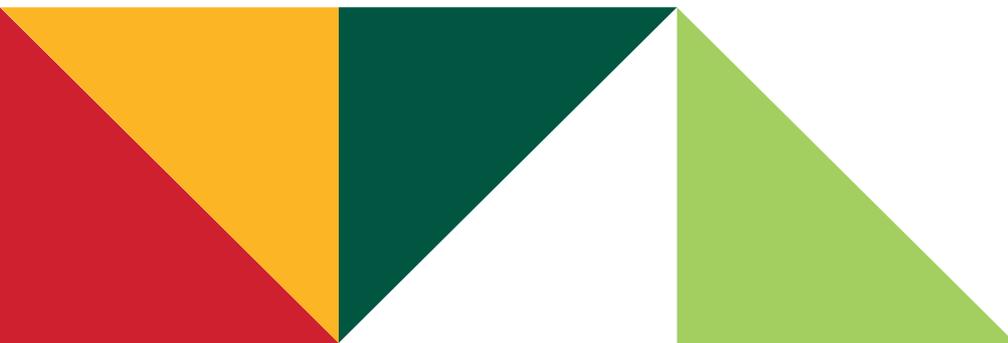
Director Ambulance Services, Andrew Thomas said the contract was testament to the NT operations.

"Our mechanical workshop is responsible for building and maintaining the NT ambulance fleet which operates in often extreme weather and environmental conditions. We are pleased to share this expertise with St John PNG as they too

work in similar conditions," he said.

"These vehicles are dedicated off-road 4WD response vehicles. They will be used in remote areas, with rough terrain, for specialised medical emergency retrievals. St John NT has worked with a number of Australian suppliers to ensure the PNG ambulances are fitted out with equipment suitable for the challenging conditions they are likely to face."

*Image: Courtesy Australian Dept of Defence, Director Ambulance Services, Andrew Thomas inspects the vehicle as it is loaded onto a RAAF C-130J Hercules.*





## Co-response approach for mental health

### March 2021

St John NT has joined with NT Police and NT Department of Health clinicians to provide a new, collaborative approach to mental health emergencies in the Top End, known as Co-response.

Initially set up as a six-month pilot, Co-response provides a specialised team of a mental health clinician, a police officer and a paramedic to respond to Triple Zero (000) calls for acute mental health crises in Darwin and surrounding areas.

The Co-response program aims to manage patients in their own

environment to reduce mental health emergency department admissions, and to improve experiences and reduce trauma to individuals suffering an acute mental health episode. Further benefits of the program include patient centred and specialist care, improved patient outcomes, rapid access to mental health intervention and avoiding restrictions of freedom to individuals (police custody and sectioning).

The Territory pilot operates five days a week, Monday to Friday from midday to 8pm. The Co-response specialist team includes four members of NT Police, four trained paramedics from St John NT and two clinicians from Top End Mental Health Alcohol and Other Drugs Service

(TEMHAODS). The team is located at a Darwin Police Station, calls to the service are taken and managed by St John NT in its Emergency Communication Centre and the team travels in a St John NT ambulance.

From October 2020 to 28 February 2021, the Co-response team attended 191 incidents. As of February 2021, NT Police members noted that the Co-response initiative had been extremely positive overall and reduced workloads for general duties crews. Data indicated that the Co-response approach had prevented over 50% of patients being unnecessarily transported to Royal Darwin Hospital.



## Young lifesavers battle it out

**May 2021**

The St John Cadet First Aid Competition returned in May 2021 at the Territory Wildlife Park after being cancelled due to the pandemic in 2020.

The event is designed to test competency in a broad range of

skills including first aid and patient care with the winners of each category going on to represent the Northern Territory at the National First Aid Competition held in Tasmania in 2022. The National winner will then have the opportunity to compete at an international level.

Aged between 12 and 17 years old, the St John NT Youth members faced life-like emergency challenges calling on them to

make split-second decisions about medical treatment under the watchful eye of the competition judges.

Winners were selected based on their ability to triage the scene and apply accurate treatment. Congratulations to Darwin cadets and Kael Lawler from Alice Springs for taking out this year's division and individual titles.

*Image: Cadet competitors in real life simulation at Territory Wildlife Park.*

## NT the place to be for big events

### June 2021

As the global pandemic hit Australia, one of the first responses was to cancel public events amid concerns they would become super spreader situations.

By July 2020 however, the situation in the Northern Territory presented a more positive outlook. With no community transmission, the Northern Territory was open to interstate visitors and event organisers were working hard to reconsider how major events could go ahead.

One of the first events held was the V8 Supercars in August 2020. Due to the scale of the event St John NT worked in conjunction with the National Critical Care and Trauma Response Centre (NCCTRC) to provide medical services and develop a COVID-19 Event Safety Plan. This was the first sporting event in Australia to have a large local and interstate attendance. Run over three days to a reduced crowd, the event was successfully managed without incident.

Following the initial V8 event, the Safety Plan model was endorsed by the Northern Territory Chief Health Officer and became the standard for all events across the NT. The plan was also used by other agencies to support St John NT and other agencies to support the many events which continued to take place over the following months. It enabled some of the biggest events in the nation at the time to be held, including a 2020 New Year's Eve event for 14,000 people, the Bass in the Grass music festival also for 14,000, the Darwin Festival and many other racing, speedway events and community events.

*"This is just a quick message to say thank you for this year. It truly was a special year. Providing many challenges but also many rewards. This one is definitely an event for the history books."*

*Production Manager, Darwin Festival*



**784** events



**411** patients treated



**93** patients treated and transported to hospital



**1,841** non-clinical services provided



**172** events cancelled due to COVID-19



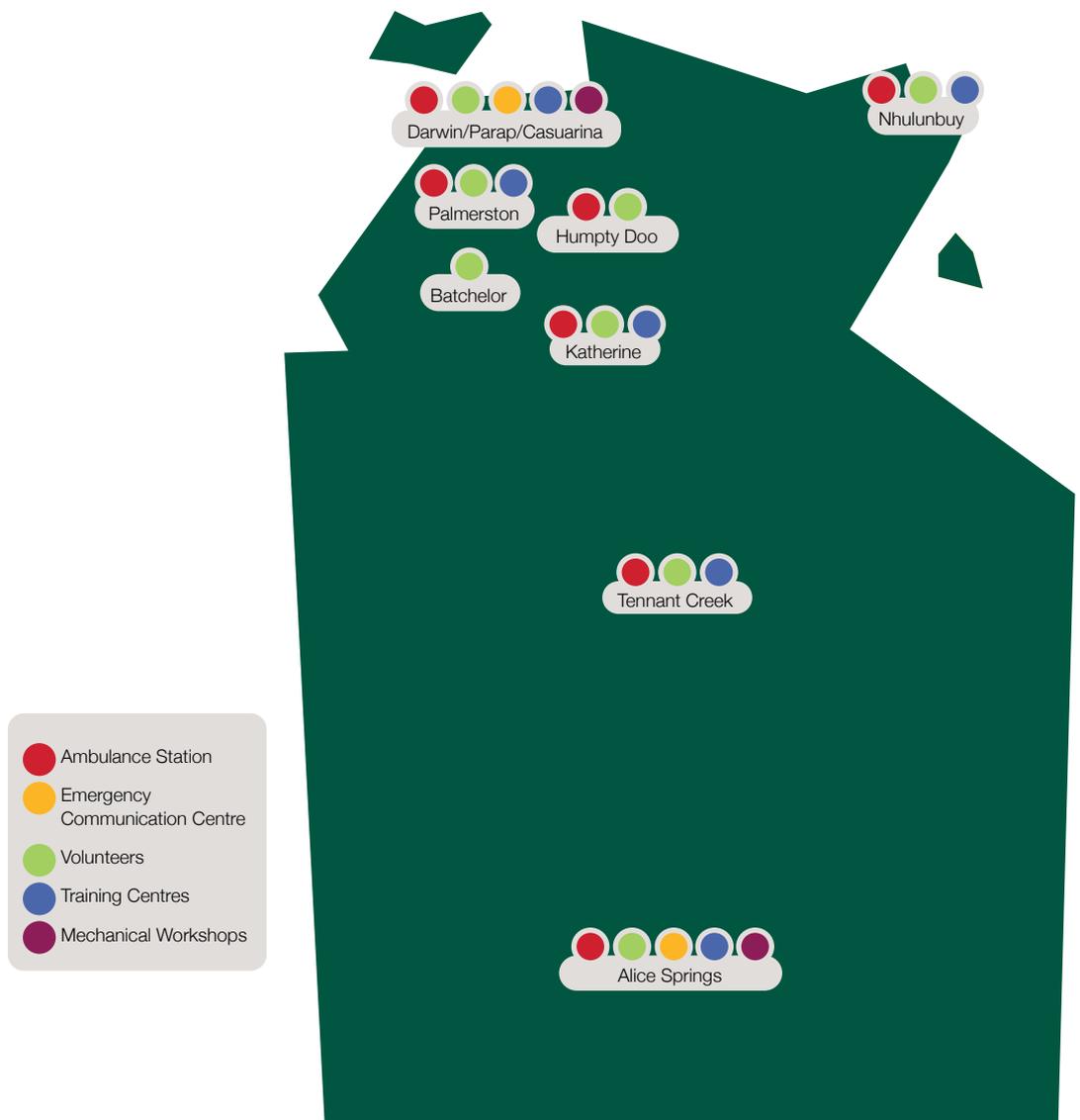
*Director Ambulance Services Andrew Thomas with students at Nakara Primary School for World Environment Day.*

# Our Community

With volunteer divisions and ambulance stations at major population centres across the Northern Territory, St John NT is well placed to understand the needs and conditions of our communities. We see our role in the community as helping people to build resilience, to be prepared and know how to respond in an emergency.

Be it training volunteers or the public in first aid, attending a major event or responding to a Triple Zero (000) call, St John NT's services collaboratively deliver the organisation's mission "to be the leading provider of first aid and ambulance services in the NT."

## Service Locations



*Business Development Manager Colin Southam presents Narelle Sinclair from Sinclair Sports Therapy in Katherine with a public access defibrillator.*



## Public Access Defibrillators

In March 2019, St John NT embarked on a mission to install 1000 public defibrillators across the Northern Territory. Two years on the mission continues and has gained momentum with 354 defibrillators now registered across the NT.

In 2020-21, funding was granted from the Northern Territory Government's community benefit fund to install an additional 50 AEDs in 20 remote communities and towns across the NT (West Arnhem, East Arnhem, MacDonnell, Central Australia regions) and two urban centres - Darwin and Alice Springs,

increasing overall Territory community resilience and ability to respond to sudden cardiac arrest. This funding has now enabled another 13 devices to be placed with community organisations including the Australian Volunteer Coast Guards, Centralian Middle School in Gillen along with Red Lily Health in Gunbalunya, Jabiru, Minjilang, Crocker Island and Warruwi South Goulburn Island.

Plans are in place for another 37 AEDs to be rolled out early in the 2021/22 financial year along the Stuart Highway from Darwin to Alice Springs, Nhulunbuy, Milingimbi, on the Tiwi Islands and at specific locations in the Darwin, Palmerston and Alice Springs areas.

## CPR saves lives

Masonic Charities SA & NT have partnered with St John SA and St John NT to provide free life-saving CPR training.

The partnership will enable 750 Masonic Lodge and community members in the Northern Territory, over three years, to complete a CPR course in Darwin, Katherine or Alice Springs with the aim of building greater community resilience and first responder capacity.

Former Palmerston GP and current Grand Master of Freemasonry SA & NT, Dr Neil Jensen said that he hoped the initiative would improve catastrophic health outcomes.

“If learning CPR could save just one life, we have made a difference in building resilience in our communities. This funding will enable Territorians to learn a valuable technique which will strengthen our communities and assist in reducing the number of deaths due to cardiac arrest.”



## Assisting new Territorians

Triple Zero (000) 

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



**11** babies delivered before an ambulance arrived with the assistance of our emergency medical dispatchers

## Patient Experience Survey

The Council of Ambulance Authorities has conducted the Patient Experience Survey since 2002 in Australia, 2007 in New Zealand and 2020 in Papua New Guinea. The survey is used to monitor patient experience in order to identify the quality of ambulance services, as reported by recent service users.

The survey provides us with valuable insight into areas of our operations that meet expectations or may require attention or improvement.

Northern Territory respondents to the 2021 survey indicated the following:



**Overall satisfaction with the ambulance service**



**Found the assistance provided by the Emergency Medical Responder, when they called Triple Zero (000), helpful**



**Regarded the provision of care as good (91% very good)**



**Trusted and were confident in the level of care provided**



**Felt that the explanation by the paramedic of the service provided was clear**

*“The communication to me was excellent. The care provided made me feel assured.”*

*– Survey respondent*

*“On one very anxious occasion the operator stayed on the line until paramedics were in our home. Very reassuring. Paramedics have been extremely caring and calming in an anxious situation. Thank you thank you thank you”*

*– Survey respondent*



## In 2020-21 we delivered first aid training across the Territory

- Adelaide River
- Alice Springs
- Batchelor
- Darwin
- Dhalinbuy
- Garthlala
- Gawa
- Gulkula
- Hamilton Downs
- Hayes Creek
- Jabiru
- Julalikari
- Kakadu
- Katherine
- Kurundi Station
- Laynhapuy Homelands
- Maningrida
- Marthakal
- Nhulunbuy
- Ramingining
- Santa Teresa
- Tilmouth Well
- Tjuwanpa Outstation
- Wadeye
- Yirrkala
- Yulara



## Fun new campaign highlights St John NT's services to community

St John NT launched a new brand awareness campaign in November 2020 to highlight its commercial services and the work of our volunteers to Territorians.

The campaign was designed as a fun way to build an understanding of the many services that St John NT provides. It aims to remind people that the same trust and quality that goes into our ambulance service also forms

the foundation of our commercial and volunteers' activities, with the underlying intention of caring for our community and building strength and resilience.

Designed by Territory company Mojo Collective, the campaign is built around a suite of 15 second animated commercials featuring a cheeky Territory dog who gets up to mischief.

The commercials have run on free-to-air television and social media, with the design replicated across other platforms such as transit (back of bus), posters and direct email marketing campaigns.



## Keeping in Touch

St John NT welcomes the opportunities to receive feedback from our clients as well as increasing communication channels to ensure that the community, our clients, staff and volunteers can access information in a way that is suitable to their needs.

1 July 2020 – 30 June 2021

 **Facebook**

 **8.8K likes**

 **255,704 reach**

 **Instagram**

 **1.9K likes**

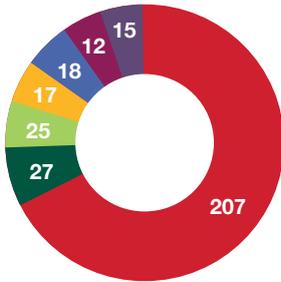
 **40,863 reach**

# 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 organisation’s long history in the Territory.

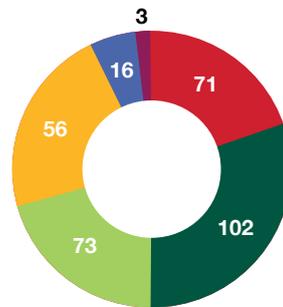
## Workforce Details

### Departments



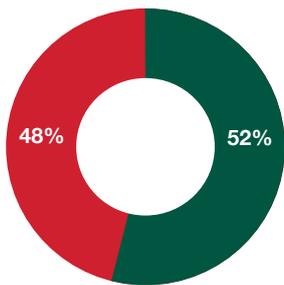
- Paramedics
  - Patient Transport
  - Corporate
  - Event Health Services & Community Education
  - First Aid Training
  - First Aid Sales
  - Mechanical Workshop
- Total 321**

### Workforce by age



- 20-29
  - 30-39
  - 40-49
  - 50-59
  - 60-69
  - 70+
- Total 321**

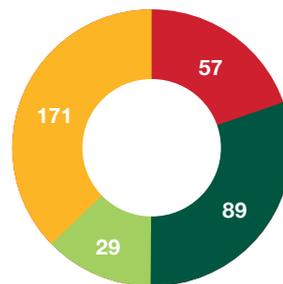
### Gender



- Female (156)
  - Male (165)
- Total 321**

## Our Volunteers

### Age groups



- 8 - 12
  - 12 - 17
  - 18 - under 26
  - 26 +
- Total 346**



## Wellbeing & Support

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

2020-21 highlights include:



**136** significant events recorded



**473** peer support contacts received



**105** staff received trauma and resilience training



**30** staff received personal safety training

## SoterCoach Trial

St John NT is the first ambulance service in Australia to apply an ergonomic safety app technology to address personal injuries in its workforce.

Following an increase in musculoskeletal injuries, primarily among front line staff, St John NT conducted a trial of electronic ergonomic coaching devices designed to personalise training and improve an individual's ergonomic safety.

SoterCoach was selected as the solution for its ability to deliver real-time feedback to workers using a wearable device and provide movement and training recommendations through a mobile app.

Evidence has shown that the SoterCoach wearer improves their ergonomic safety by reducing the average number of daily hazardous movements by 30-60%, and actually reduces their risk of injury by 40% in just two weeks.

- The device has a 30-day battery life, weighs 20 grams, and fits any body type.
- Training is personalised to the individual's actual movements and injury risk and is delivered to the worker via the app.
- The app gives bursts of relevant micro learning to enable behavioural change.
- The worker is in control of their own learning experience.
- No connectivity requirement (data downloaded once a day via bluetooth)





Paramedic Rhys Dowell

## Australia Day Honours

Paramedic Rhys Dowell was recognised for distinguished service as the 2021 recipient of the Northern Territory Ambulance Service Medal on Australia Day.

Rhys Dowell commenced his service with St John NT as one of the first cadets in the new Katherine Division in 2001, and became a full-time paramedic in 2010. In 2015, Rhys was appointed Officer-in-Charge

Katherine and played an integral role in establishing the new Katherine Ambulance Station. He also succeeded in establishing a Junior Cadet Division in Katherine which educates and trains local youth in valuable first aid skills.

Rhys is highly respected by his colleagues for his support and mentoring skills. He is an active participant in community events and health services and is a member of the Katherine Counter Disaster Committee.



*Paramedic Georgia Dempsey*

## Staff commendation

At short notice Alice Springs based paramedic, Georgia Dempsey offered to assist with a staff vacancy at Tennant Creek over the latter part of 2020, spending her Christmas and New Year away with the team in Tennant Creek for six months.

Georgia quickly made Tennant Creek her home and had staff welfare as a focus, applying herself to improving the on-centre conditions. Her enthusiasm and approachable nature endeared

her to the team and wider health and emergency service partners. Happy to help on and off shift, always up for attending social functions, her impact in town was comprehensive. Of note, Georgia revamped the St John NT mass casualty incident (MCI) kits and response trailer.

Georgia was presented with a commendation from the Regional Manager Southern for her work on this project and recognition by the Area Manager for her significant contribution to the team.

## Women in Leadership

Six employees were recognised in the 2021 Council of Ambulance Authorities Women in Ambulance Awards. Originally launched in 2020, this campaign is designed to highlight successful and hardworking women in ambulance services across Australia, New Zealand and Papua New Guinea.

Announced on International Women’s Day, the awards recognise inspirational women and our future leaders with the aim of supporting them in growing successful careers in ambulance services. St John NT CEO Judith Barker said she hoped the next generation of women would feel emboldened to reach for leadership roles.

“We currently have 60% representation of women on our Executive Leadership Team. Ensuring young women can see themselves in leadership positions is so important for encouraging people to pursue their goals. This is why St John NT is committed to promoting women as role models to the rest of the workforce,” Ms Barker stated.



*Executive Assistant Serena Coleman*

### St John NT CAA2021 Women in Ambulance Honour Recipients:

**Amy McCaffrey**  
Paramedic

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**Karen Hill**  
Patient Transport Officer

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**Stephanie Pilat**  
Emergency Call Centre Training and Administration Support

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**Jana Lumsdon**  
Communications Supervisor

**Serena Coleman**  
Executive Assistant to the CEO and the Board of St John Ambulance Australia (NT) Inc.

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**Nicky Trikilis**  
Clinical Services Support Officer



*Award recipient Cassandra Scaife and Manager Emergency Communication Centre Craig Garraway*

## 2020 Excellence Awards

St John NT celebrated paramedics, volunteers and corporate staff for their leadership, outstanding level of care and professionalism at its annual Excellence Awards in November 2020.

CEO Judith Barker said that in a year where we had all been challenged, staff and volunteers at St John NT had demonstrated the qualities of leaders in our community often going above and beyond the call of duty.

"I am extremely proud of the achievements of our staff and volunteers. These awards provide a perfect platform to recognise our organisation as frontline responders and to acknowledge

individuals who are role models, willing to share their expertise and knowledge so that collectively we can care for our community."

"Thank you to all of the nominees and recipients for the extra effort you have made in delivering our service."

The Awards include 13 categories incorporating paramedics, emergency medical dispatchers, patient transport officers, volunteers and corporate services staff.

Rotary Club of Darwin Sunrise was the sponsor of the 2020 Paramedic of the Year, and their president Allison Hooper congratulated all of this year's nominees.

"You are an invaluable thread in society's fabric and your

professionalism, expertise and dedication is worthy of acknowledgement and celebration," she said.

The Rotary Club of Darwin Sunrise 2020 Paramedic of the Year was awarded to Amelia Brown.

Amelia joined St John NT in January 2018 after graduating from Charles Sturt University in December 2016. Amelia was recognised by her peers as a skilled practitioner, constantly delivering a high level of quality and culturally safe care.

A compassionate and supportive team member, Amelia has since joined St John WA. Her empathy, personal integrity and willingness to support new recruits in developing their skills will ensure she is a great asset to their team.



2020 St John NT  
Excellence Awards

**The St John NT Excellence Awards 2020 recipients:**

**Junior Volunteer of the Year**  
Shae Driver, Alice Springs  
Cadet Division

**Cadet of the Year**  
Kate Bennett, Alice Springs  
Cadet Division

**Peter Falkland Youth Leader**  
Stephanie McMillan,  
Palmerston Cadet Division

**Cadet Division of the Year**  
Alice Springs

**Operational Support Member  
of the Year**  
Tina Sturgess, Palmerston  
Cadet Division

**Paramedic of the Year  
Southern Region**  
Eloise Cox, Alice Springs

**Paramedic of the Year Northern  
Region**  
Amelia Brown, Darwin

**Patient Transport Officer  
of the Year**  
Jaime Rowley, Alice Springs

**Emergency Medical Dispatcher  
of the Year**  
Cassandra Scaife, Emergency  
Communication Centre

**Adult Volunteer Division of the  
Year**  
Alice Springs

**Excellence in Service Award**  
Donna Peters, Casuarina Head  
Office

**Adult Volunteer of the Year**  
Val Eaton, Palmerston Adult  
Division

**Paramedic of the Year**  
Amelia Brown, Darwin

## Volunteer community spirit recognised

Almost 1000 hours of volunteer dedication was recognised through the Richard Morris Community Spirit Award this year.

Val Eaton from Palmerston Adult Division and Kayla Henniger from Alice Springs Adult Division were recognised for being positive role models for St John NT in their community, their open displays of community spirit and the significant amount of time contributed at events.

Val started volunteering with St John NT in the aftermath of Cyclone Marcus in 2017 as a way to support the community. Her passion for keeping Territorians safe is evident through her supportive guiding and mentoring of St John NT Youth volunteers both at training and during events.

Kayla has been volunteering with St John NT in Alice Springs since 2019. An active and supportive Division member, she quickly progressed from First Aider to First Responder with hopes of becoming an Advanced Responder this year.

The award was named in honour of Mr Richard Morris AM KStJ, who was the first Chairman of the Board of St John NT from 1977-2000 and was instrumental in ensuring that St John became the leader in first aid services and pre-hospital care.

## Significant years of service July 2020 - June 2021



### 5 years

Gareth Aescht

Luke Baker

Kane Barker

Annie Blore

Amanda Coleman

David Cowan

Taleaha Dawson

Thomas Douglass

Monique Fynn

Theo Gialamas

Daryl Greyling

Lisa Lewis

Jana Lumsdon-Young

Michael Mallias

Emily Mangione

Nathan Muller

Sasha Patard

Stephanie Pilat

Scott Reed

Aaron Reynolds

Adrian Ross

Julianne Ryan

David Scaife

Ryan Thomson

Amelia Walsh

Karen Walsh



### 10 years

Patrick Carew

Ashlee Elton

Markus Hackenberg

Narelle McLaughlin

Kirstin Remfrey



### 15 years

Angie Butler

Matthew Cowie

Peter Jones



### 25 years

Michelle Gough (dec.)



### 30 years

Craig Garraway

Michael McKay



*St John NT Member of the Order Barbara Klessa at the Investiture Ceremony*

# The Order of St John

## New NT Commissioner of Volunteers

Melissa Crompton was appointed as the new St John NT Commissioner of Volunteers in February 2021, taking on a new leadership role and commitment to supporting the Northern Territory community.

At 28 years of age, Melissa is the youngest and the first female Commissioner in the history of St John NT.

She began her volunteer career as a St John Cadet in 2005, winning first in National Cadet Competitions for individual in 2010 and became a Divisional Officer in 2016. In 2018 Melissa

was appointed the Territory Officer Youth Support before becoming a Superintendent for the Darwin Adult Division the following year.

As the new Commissioner and representative for all St John NT Volunteers in the Northern Territory, Melissa will play a key role in the implementation of a new Volunteer Leadership Group, provide guidance on the rollout of national policies and ensure that standards and behaviours are aligned with St John NT's values.



*St John NT Commissioner of Volunteers, Melissa Crompton*



*Volunteer Paul Berry CStJ with Her Honour the Hounourable Vicki O'Halloran AO DStJ being admitted to the grade of Commander at the Investiture Ceremony.*

## New cadet division

St John NT celebrated the establishment of a new St John NT Cadet Division in October 2020, the first of its kind in the Northern Territory for eight years.

The launch of the Parap Cadet Division forms part of the organisation's expanding Youth Development Program through which youth members have the opportunity to develop competence, confidence, compassion, and a sense of community through proficiency badges, first aid services, and community engagement.

As a registered training organisation, youth members are also able to work towards a Certificate II in Emergency Medical Service First Response and a Certificate III in Basic Health Care, helping them prepare for their future.

There are now seven cadet divisions across the Territory and over one hundred youth members

ranging in age from 8 to 17 years. St John NT's Youth Development Program assists in transitioning youth members into the workforce by providing the opportunity for them to learn valued personal and professional skills, and complete work experience in areas such as paramedicine, event management, administration, training, or mechanical services.

## Volunteer service medals and bars

### 2nd Gilt Bar - 35 years

Christine Tuner OStJ

### 1st Gilt Bar - 30 years

Craig Garraway CStJ

### 3rd Bar - 25 Years

Christopher Trotter MStJ

### 2nd Bar - 20 Years

Sonya Arnold MStJ

Kelly Raven OStJ

### 1st Bar - 15 years

Geraldine Turner

Roland Chin CStJ

### Service Medal - 10 Years

Warren Purse OStJ

### Grand Prior Badge

Chloe Ferguson

### National Medal 2021

Shane Pascoe-Bell

Michael Thwaites

### 1st Clasp National Medal

Duncan McConnell

Jeffery Doggett MStJ

### 2nd Clasp National Medal

Jeffery Doggett MStJ

*Long serving volunteer and staff member Mark Ferguson CStJ was also admitted to the grade of Commander at Investiture.*



## Members of the Order of St John

### Deputy Prior

Her Honour the Honourable  
Vick O'Halloran AO DStJ

### Patron

Craig O'Halloran OStJ

### Knights of Grace

John Anictomatis AO, KStJ  
KJA (Austin) Asche AC, QC, KStJ  
Lionel John Crompton MB, BS,  
DPH, KStJ  
Ted Egan AO, KStJ  
John Hardy AO, KStJ  
Duncan McNeill KStJ  
Tom Pauling AO, QC, KStJ  
Stephen Peers OAM, JP, KStJ  
Peter Poole KStJ  
The Hon. Justice Trevor Riley QC,  
AO, KStJ

### Dames of Grace

Jeanette Anictomatis AM, MAICD,  
FIML, DStJ  
Angela Butler DStJ  
Nerys Evans DStJ  
Lesley King DStJ  
Tessa Pauling DStJ  
The Hon Sally Thomas AC, DStJ

### Commanders

Stephen Baddeley CStJ  
Dawn Bat CStJ  
Paul Berry CStJ  
Roland Chin AO, CStJ  
Ross Coburn CStJ  
Frank Dunstan CStJ

Mark Ferguson, CStJ  
Craig Garraway CStJ  
Michael McKay AM, ASM, CStJ  
Patrick Murray CStJ

### Officers

Glen Auricht OStJ  
Brian Ch'ng OStJ  
Debbie Garraway OStJ  
Justin Hankinson OStJ  
Marie Hardy OStJ  
Frank Haydock OStJ  
Roslyn Jones OStJ  
Lenaire Keatch OStJ  
Grant Keetley OStJ  
Frances Kilgariff AM, OStJ  
Patricia King OStJ  
Kimberlee McKay OStJ  
Julie Murray OStJ  
Mandy Paradise OStJ  
Greg Payne OStJ  
Warren Purse OStJ  
Kelly Raven OStJ  
Christine Turner OStJ

### Members

Sonya Arnold MStJ  
Judith Barker MStJ  
Aaron Brooks MStJ  
Nerissa Brumby MStJ  
Andy Bruyn MStJ  
Brett Butler MStJ  
Peter Carew MStJ  
Marcel Clark MStJ  
Lucy Cooper MStJ  
Melissa Crompton MStJ  
Sarena Crossing MStJ  
Mark Cullenane MStJ

Brett Devitt MStJ  
Jeffrey Doggett MStJ  
Rhys Dowell ASM, MStJ  
Andrew Everingham MStJ  
Kay Gargett MStJ  
Bruce Garnett MStJ  
Felix Ho MStJ  
Rodney Hocking MStJ  
Kristy Janssen MStJ  
Geoffrey Kain MStJ  
Krystal-Rose Kent MStJ  
Barbara Klessa MStJ  
Sylvia Klonaris MStJ  
Vicki MacMillan MStJ  
Arun Mahajani MStJ  
Paul Maybank MStJ  
Leanne McGill MStJ  
Rosemary Mooney MStJ  
Rory O'Connor MStJ  
Romaine Oorloff MStJ  
Mark O'Shaughnessy MStJ  
Ronald Owen MStJ  
Kate Owen MStJ  
Lee Payne MStJ  
Donna Peters MStJ  
Makaylia Ravlich MStJ  
John Robinson MStJ  
Benjamin Rowley MStJ  
Steve Rudder MStJ  
Martin Scaife MStJ  
Janice Schmitzer MStJ  
Regina Seller MStJ  
Sue-Ellen Skinner MStJ  
Simon Spillett MStJ  
Donna Stone MStJ  
Christopher Trotter MStJ

# Thank You

Thank you for the kind donations and support we have received throughout the year. We acknowledge that some of you wish to remain anonymous. Your support big or small, helps us to provide quality care for Territorians.



*Volunteers Abbey Studley and Rhys Dowell at the Cheeky Bull Buster Rodeo, Mt Bundy Station*

## Grants Awarded



### Northern Territory Government

Youth Vibe Holiday Grant – provision for 10 cadets to complete first aid training - \$1,800

### Volunteering SA/NT

Supplementary Volunteer Grants – equipment for BERT team - \$4,949



### City of Darwin

COVID-19 Response Grant - IT equipment for cadets - \$3,382



### Darwin Lions Beer Can Regatta beneficiary



### Foundation for Rural and Regional Renewal (FRRR)

Strengthening Rural Communities, Small and Vital Grants – Volunteer equipment for Katherine region Event Health Services - \$10,000

## Community bank helps kids with first aid in schools

Bendigo Bank's Northern Territory Community Bank Network announced a \$45,000 three-year partnership with St John NT in September 2020 to support the delivery of Community Education programs, including St John NT's First Aid in Schools as well as its Baby and Child First Aid lessons.

The generous sponsorship would assist St John NT in their mission to make first aid part of every Territorians life. Community Education programs, for example, provide children and adults the confidence to act in an emergency through practical advice and easy to follow step-by-step plans, vital skills which could save a life.



Community Educator Hayley Edge with Community Bank managers Steve Buethke and Jeff Watson



*Katherine Area Manager Jack Darby and Masonic member Lloyd Pocock.*

## Anne comes to the rescue in Katherine

Lifelike heartbeats and sounds associated with breathing make 'Anne' the closest that ambulance staff and volunteers can come to train for a real-life emergency.

A \$21,200 gift from Masonic Charities will allow St John NT Katherine Region to implement technologically advanced medical

training using a Resusci Anne Advanced SkillTrainer, or 'Anne' for short.

The realistic manikin, used to train millions primarily in the basics of CPR since the 1960s, simulates human breathing, pulse rate and other medical conditions.

Pre-programmed scenarios allow for a range of training from heart rhythm recognition to advanced airway management, making it

a valuable training resource for St John NT ambulance staff and volunteers.

'Anne' supports CPR, defibrillation, IV therapy and airway management procedures, and will help ambulance staff learn to respond to human conditions in real-time.

## Donations

AAMS

Area9

Australasian College of Paramedicine

Bendigo Bank

Celsius Airconditioning

Christmas Craft Fair

Corey Johansen-White

Darwin Film Society

Gael Morris

Grill'd Casuarina

Janet Murphy

Marina Brown

Mark Mannix

Michael Pangquee

National Flags

NT Chamber of Commerce

Obstacle Events

O'Farrell

Palmerston Regional Business Association

Patricia Magee

Peta Davis

Peter Kramer

Terri-Ann Maney

Top End Road Racing Assoc

Touch Of Class Massage

Vide Audi Chronos Veritas

# Our Organisation

St John NT is a registered charitable organisation, operating independently as part of a federated structure of St John Ambulance Australia. The organisation operates a mixed business model with three core pillars: an ambulance service under contract to the Northern Territory Government, a volunteer's division and a commercial division. St John NT has structured itself and grown in a manner that has always allowed it to self-fund its charitable activities.

## **Our services to Territorians include:**

- Emergency and non-emergency road ambulance services across the Northern Territory
- Triple Zero (000) emergency call centres located in the Joint Emergency Services Communications Centre at the Peter McCauley Centre and with a second St John NT site in Alice Springs
- Vehicle mechanical and fleet services
- Volunteer first aid services
- Event Health Services
- Education in first aid through free community programs including First Aid in Schools
- Accredited first aid training
- First aid equipment sales and restocking services

St John NT is a member of the Council of Ambulance Authorities.



## St John NT Funding Model

### Ambulance Services



**Contracted by NTG**  
249 employees  
20/21 revenue  
**\$36.4m**

### Self funded commercial activities

First Aid Training  
First Aid Equipment  
Mechanical Workshop  
Donations/Grants/Sponsorships



72 employees  
20/21 revenue  
**\$8.9m**

**Funds volunteer program**  
Incl: management team  
**346**  
volunteers



## Our Structure



**EA to the CEO**  
**Marketing and Communications**  
**Chief Medical Officer**

**Director  
Volunteering,  
Events &  
Community  
Education**  
**Annette Plowman**

Community Education  
Cadets & Junior  
Development  
Event Health Services  
Volunteering

**Manager Human  
Resources**  
**Simone  
McInerney**

Workplace Health & Safety  
Payroll  
Recruitment  
Mental Health & Wellbeing

**Chief Financial  
Officer**  
**Ali Malik**

Administration  
Finance  
Information Technology

# Our Board



## **Peter Carew AM FAICD MStJ 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 the Chamber of Commerce and various industry training organisations to NGOs 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 joined the board of St John NT as the Treasurer in 2002 and between 2015 and 2018 he was the Chair until he returned to the position as Treasurer in 2018. He has proven to be an exemplary Board Member. He is an integral member of the Board and 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 the 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 nineteen years providing knowledgeable 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.



## **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.

With 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 previous role as State Manager NT with the 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.



**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 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 committees.



**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.



**Mark Coffey PSM**  
**Ordinary Board Member**

Mark is an experienced senior executive based in Alice Springs with a deep understanding of regional and remote Australia.

As a management consultant, Mark assists organisations on strategy, navigating government, risk management and improving organisational performance. Mark has lived across the NT for over 35 years and is deeply involved in the community through volunteer, Board and sporting activities. Mark has extensive experience as a Board member and is also currently on the Boards of the Connellan Airways Trust, NT Parole Board, Health and Community Services Complaints Review Committee and CASA Services and an elected member of the Alice Springs Town Council.

Mark received the Public Service Medal in the 2020 Queens Birthday honours.

# 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 2021. The financial report and disclosures in the concise financial report have been derived from the 2021 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 2021 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 2021 financial year totalled \$36,430,345. After applying concessional discounts applicable under the contract and other transport debts not recoverable of \$16.65M (Note 9 – NTG & DOH Accounts Allocated), NTG fee for service of \$19.79M has been recognised as revenue.

*Transport Revenue*

Transport revenue totalled \$20.06M for the year which correlates to the population growth and an increase in visitors to the Northern Territory from southern states and territories. This result is 9% up on last year.

#### Volunteer First Aid Services and Commercial Operations

The Volunteer operating deficit totalled \$789K, an improvement of 27% on last year's \$1.09M deficit. In the absence of Covid-19 lock down in the NT there was high demand for Event Health Services to support the numerous events that took place during the year, resulting in a gross profit of \$277K. This result somewhat normalised in comparison to last year's gross profit of \$136K.

After being heavily impacted by the closure of training courses in quarter four of 2019/20, First Aid Training operations performed strongly with revenue up year on year by 53% totalling \$1.54M. Demand for training courses remain strong being booked well into the 2021/22 financial year.

First Aid Sales performed well and although total revenue was down 12% year on year, demand remains strong and steady. Gross margin year on year has dropped by 1% due to an increase in defibrillator sales which carry low margins.

Retail Workshop operations had a solid year with demand for public servicing remaining strong and experienced a steady flow of ambulance builds for remote health clinics. With a year on year increase of 28%, revenue totalled \$1.57M. The department also received its first international order for two new ambulances built and shipped to St John Papua New Guinea (PNG).

### Expenditure

Personnel costs increased by 3% year on year to a total of \$35.72M. Contributing to this was a 2% increase given to all staff and additional crewing requirements in line with Covid-19 preparedness. Wages accrued for the year totalled \$230K to reflect three days of operation not included in the last pay run of the financial year. Staff retainment has been a challenge across all departments and reflects the labour shortages being experienced nationwide and are impacted negatively on recruitment and on-going operational costs.

Administration costs have increased by 12% year on year to total \$3M. Major increases include additional cleaning costs of \$152K, increased computer hardware and licence expenditure of \$172K and an increase in insurance costs by \$112K. There was a notable reduction in expenditure related to both intrastate and interstate travel requirements totalling \$227K.

- 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

An increase in other cash receipts including Job Keeper assistance, increase in proceeds from sale of plant and equipment and a decrease in accounts receivable have all contributed to an increase in net cash inflow of \$599K.

Trade Creditors at the end of 2020/21 have decreased due to clearing large balances post 30 June 2020.

### Statement of Changes in Equity

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

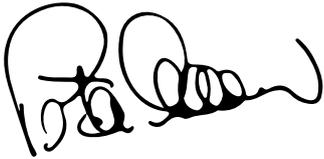
## Statement by the Management Board

**30 June 2021**

In our opinion –

- a. the concise financial report of the Association for the year ended 30 June 2021 as set out on pages 45 to 48 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 2021. 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 MStJ FAICD  
Chair**

Darwin

4 November 2021



**Mr Roland Chin AM FCA FCPA CStJ  
Treasurer**

Darwin

4 November 2021



## Statement of Profit or Loss and Other Comprehensive Income

YEAR ENDED 30 JUNE 2021

	St John NT		St John NT Group	
	2021	2020	2021	2020
	\$000's	\$000's	\$000's	\$000's
<b>Revenue</b>				
<i>Revenue from contracts with customers</i>				
Ambulance Transport Fees	20,058	18,632	20,058	18,632
Fee for Service NTG Funding	19,791	18,626	19,791	18,626
Sales	6,411	5,737	6,411	5,737
	46,260	42,995	46,260	42,995
Other	2,532	2,720	2,694	2,717
<b>Total Revenue</b>	48,792	45,715	48,954	45,712
<b>Cost Of Sales</b>	2,740	2,448	2,740	2,448
<b>Gross Profit</b>	46,052	43,267	46,214	43,264
<b>Expenditure</b>				
Personnel	35,722	34,837	35,722	34,837
Depreciation on Non Current Assets	3,355	3,015	2,892	2,693
Operational	2,506	2,485	2,506	2,485
Occupancy	747	665	1,018	898
Marketing	147	140	147	140
Administration	3,005	2,629	3,053	2,712
Finance	210	439	136	250
<b>Total Cost &amp; Expenditure</b>	45,692	44,210	45,474	44,015
<b>Net Surplus / (Deficit) for the Year Attributable to Members of the Association</b>	<b>360</b>	<b>(943)</b>	<b>740</b>	<b>(751)</b>
Other Comprehensive Income	-	-	-	-
<b>Total Comprehensive Income / (Loss) Attributable to Members of the Association</b>	<b>360</b>	<b>(943)</b>	<b>740</b>	<b>(751)</b>

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 2021

	St John NT		St John NT Group	
	2021	2020	2021	2020
	\$000's	\$000's	\$000's	\$000's
<b>ASSETS</b>				
<b>Current Assets</b>				
Cash	4,398	3,799	9,161	8,506
Trade & Other Receivables	4,095	4,400	4,134	4,442
Inventories	1,131	1,001	1,132	1,002
<i>Total Current Assets</i>	<b>9,624</b>	<b>9,200</b>	<b>14,427</b>	<b>13,950</b>
<b>Non Current Assets</b>				
Property, Plant and Equipment	12,138	13,517	11,010	12,384
<i>Total Non Current Assets</i>	<b>12,138</b>	<b>13,517</b>	<b>11,010</b>	<b>12,384</b>
<b>Total Assets</b>	<b>21,762</b>	<b>22,717</b>	<b>25,437</b>	<b>26,334</b>
<b>LIABILITIES</b>				
<b>Current Liabilities</b>				
Trade & Other Payables	3,943	4,385	4,027	4,445
Provisions	7,140	6,744	7,140	6,744
Other	1,554	1,548	1,554	1,548
Lease liabilities	1,259	991	507	530
<i>Total Current Liabilities</i>	<b>13,896</b>	<b>13,668</b>	<b>13,228</b>	<b>13,267</b>
<b>Non Current Liabilities</b>				
Provisions	946	796	946	796
Lease liabilities	2,862	4,555	372	2,035
<i>Total Non Current Liabilities</i>	<b>3,808</b>	<b>5,351</b>	<b>1,318</b>	<b>2,831</b>
<b>Total Liabilities</b>	<b>17,704</b>	<b>19,019</b>	<b>14,546</b>	<b>16,098</b>
<b>NET ASSETS</b>	<b>4,058</b>	<b>3,698</b>	<b>10,891</b>	<b>10,236</b>
<b>EQUITY</b>				
Accumulated Funds	3,173	2,813	8,287	7,632
Capital Reserves	885	885	2,604	2,604
<b>Total Equity</b>	<b>4,058</b>	<b>3,698</b>	<b>10,891</b>	<b>10,236</b>

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

## Statement of Changes in Equity

YEAR ENDED 30 JUNE 2021

	St John NT		St John NT Group	
	2021	2020	2021	2020
	\$000's	\$000's	\$000's	\$000's
<b>Accumulated Surplus</b>				
Balance at Beginning of the Reporting Period	2,813	3,756	7,547	8,383
Total Comprehensive Income / (Loss) Attributable to Members of the Association	360	(943)	740	(751)
<b>Balance at End of the Reporting Period</b>	<b>3,173</b>	<b>2,813</b>	<b>8,287</b>	<b>7,632</b>
<b>Capital Reserve</b>				
Balance at Beginning of the Reporting Period	885	885	2,604	2,604
Movement	-	-	-	-
<b>Balance at End of the Reporting Period</b>	<b>885</b>	<b>885</b>	<b>2,604</b>	<b>2,604</b>
<b>Total Equity</b>	<b>4,058</b>	<b>3,698</b>	<b>10,891</b>	<b>10,236</b>

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

## Statement of Cash Flows

YEAR ENDED 30 JUNE 2021

	St John NT		St John NT Group	
	2021	2020	2021	2020
	\$000's	\$000's	\$000's	\$000's
<b>Cash Flows from Operating Activities</b>				
Payments to Suppliers & Employees	(45,402)	(42,279)	(45,116)	(42,099)
Interest payments on lease liabilities	(170)	(379)	(94)	(185)
Short term lease payments	-	(48)	-	(48)
Transport Fee Receipts	19,944	18,716	19,944	18,716
Interest Received	10	85	12	121
Fee For Service Income Receipts	19,791	18,626	19,791	18,626
Other Receipts from Customers	9,654	7,511	9,234	7,044
<b>Net Cash Flows provided by Operating Activities</b>	<b>3,827</b>	<b>2,235</b>	<b>3,771</b>	<b>2,175</b>
<b>Cash Flows from Investing Activities</b>				
Payments for Purchase of Plant & Equipment	(2,200)	(1,898)	(2,644)	(1,949)
Proceeds from Sale of Plant & Equipment	222	39	222	39
<b>Net Cash Flows used in Investing Activities</b>	<b>(1,978)</b>	<b>(1,859)</b>	<b>(2,422)</b>	<b>(1,910)</b>
<b>Cash Flows from Financing Activities</b>				
Loan from (repayment to) Related Parties	-	(210)	-	-
Principal payment of lease liabilities	(1,250)	(916)	(694)	(483)
<b>Net Cash Flows from (used in) Financing Activities</b>	<b>(1,250)</b>	<b>(1,126)</b>	<b>(694)</b>	<b>(483)</b>
<b>Net Increase / (Decrease) in Cash Held</b>	<b>599</b>	<b>(750)</b>	<b>655</b>	<b>(218)</b>
Cash at Beginning of Reporting Period	3,799	4,549	8,506	8,724
<b>Cash at End of Reporting Period</b>	<b>4,398</b>	<b>3,799</b>	<b>9,161</b>	<b>8,506</b>

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 2021

#### 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 2021.

The concise financial report is an extract from the full financial report for the year ended 30 June 2021. 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.

#### Economic Dependency

During the year the Association received fee for service income and grants from various government departments. The future operations of the Association are dependent upon continued funding from these authorities.

The Association is in negotiations for a five-year Road Ambulance Service Agreement with NT Health. NT Health have approved until agreement is reached, continuation of the service funded as per the provisions of the current Agreement.

#### Going Concern

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.

# 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 2021 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 2021 (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 2021
- 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
- Basis of Preparation of the Concise Financial Report.

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 2 November 2021.

### 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

4 November 2021

## Glossary

**AED** - automated external defibrillator

**CPR** – cardiopulmonary resuscitation

**DOH** – Department of Health

**MCI** - mass casualty incident

**NCCTRC** - National Critical Care and Trauma Response Centre

**NTG** – Northern Territory Government

**PAD** – public access defibrillator

**PNG** – Papua New Guinea

**PPE** – Personal Protective Equipment

**PTO** – Patient Transport Officer

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

**TEMHAODS** - Top End Mental Health Alcohol and Other Drugs Service



*Participants in St John Cadet Competition, Territory Wildlife Park*





As a self-funded charity, St John NT's commercial activities support our volunteers to provide free first aid training 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.

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

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