



St John

1883-2008

125
YEARS

2008 VICTORIA



ANNUAL REPORT 2008

St John Ambulance Australia (VIC) Inc

St John Ambulance
Australia (Vic) Inc

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Donations

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2008 The Year In Review

St John At The Fires

St John Volunteers involved:	28
Patients treated:	35
Total operational days:	13
First Aid stations operated:	3
Patients transported to hospital:	1

Nowa Nowa, Elaine Fire, Morwell Open Cut

St John Divisions

Combined:	37
Adults:	27
Cadets:	11
Total:	75

First Aid Services Membership

Adults:	1,299
Juniors:	109
Cadets:	932

General Statistics

Events & emergencies attended:	5,307
Casualties Assisted:	13,508

Training

Certificates issued:	58,630
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Our Aspirations

To be acknowledged by the community as the leader in First Aid and related health services that build community resilience.

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Our Goals

We will be:

- ▾ The first-choice supplier of excellent First Aid services, training and products
- ▾ An innovative and reliable provider of community care and youth development programs; and
- ▾ An exemplary employer of volunteers and staff

Our Mission

We exist to provide First Aid related health services in Victoria.

Chairman's Message

Peter Cudlipp
Chairman



“We have a renewed clarity of purpose and set of strategic priorities which should provide the cornerstone for remaining a relevant and sustainable organisation consistent with our purpose - service to humanity.”



Welcome to the 2008 St John Ambulance Victoria Annual Report. 2008 was a year marked by considerable progress in a number of important areas including: a clear focus on improving our organisational effectiveness; better utilising our generally scarce resources; consolidating the gains made in commercial operations; and consolidating our overall financial position.

I am pleased to report the commercial operations of the organisation have once again produced a strong result despite far more difficult trading conditions. Combined with sound cost management and the early wins from an invigorated development program, we have been able to produce an overall surplus mirroring our 2007 performance, the latter achieved in far more benign conditions.

Further restructuring and centralisation has taken place across the branch structure to ensure all facets of external service delivery are managed on a common footing with a clear mandate to position us for growth in opportunity areas such as Community Care.

Generating our commensurate share of the private and corporate donor market remains a priority but is also problematic as we face continuing difficulties in securing the right internal team members for this task. However the efforts and achievements to date of our Foundation committee under the stewardship of its Chairman Dr Peter Hollingworth must be acknowledged.

The Board embarked on a strategic planning process for the first time in some years which proved to be a galvanising and thought-provoking exercise for all members. We have a renewed clarity of purpose and set of strategic priorities which should provide the cornerstone for remaining a relevant and sustainable organisation consistent with our purpose – service to humanity. My thanks go to our Board members for their contribution to this process and support throughout 2008.

I would like to take the opportunity to thank our CEO Stephen Horton, his management team and all of our headquarters staff for all their hard work to support our front-line volunteers. They have definitely helped create a stronger and more capable organisation at year's end.



And finally on behalf of all our stakeholders, I would like to thank all our volunteers for their continuing and outstanding community work in 2008. Volunteering remains remarkably important community glue, enriching our social capital in ways that run far deeper than the impact of its tangible community service provision.

Peter Cudlipp CSTJ

Chairman

CEO'S Report

Stephen Horton

Chief Executive
Officer



“...I remain in awe of our 3000 First Aid and Community Care volunteers who give so selflessly of themselves for others.”



2008 was a milestone year for St John Victoria as we celebrated 125 years of service to the Victorian Community - quite an extraordinary effort. It also proved to be a challenging year with the global economic crisis significantly affecting the local financial landscape particularly in the last quarter. As a result there was a noticeable affect on our business activities in the provision of first aid training and the sale and servicing of first aid kits.

The proceeds of both the training and the kits resource our outstanding volunteers with the equipment they need to provide first aid services to emergencies and the community throughout Victoria.

We were able to mitigate the affects of the economic slowdown to a degree with the strong fiscal disciplines so very much a feature of the reinvigoration of St John in Victoria. Our investment in strategy, structure, systems and skills supported our commercial teams to remain on the front foot for growth in tightening conditions. As a result we were able to post a strong financial result.

The majority of respected commentators in Australia predict a further economic tightening during 2009 with little expectation amongst them for a recovery ahead of 2010. The major banks also report the lowest business confidence levels in 30 years and we will need to be additionally vigilant through these times to ensure our key business metrics remain sound. That said, we remain growth-focused and optimistic that these adverse conditions will also present opportunities. We are well placed and motivated to maximise those opportunities.

During the year we centralised the management and co-ordination of our Community Care operations from Mt Evelyn in the Yarra ranges to our Mt Waverley headquarters. Our Community Care resources are now more streamlined and better placed to respond to growth in demand for community care services and imminent Commonwealth and State Government funding initiatives.

The continued migration to a more dynamic business model better suited to the contemporary landscape within which we operate culminated in an exhaustive strategic planning process throughout 2008 resulting in our 2013 strategic plan that will guide the organisation for the next five years.

The plan, available in full elsewhere, is based on five key imperatives:

1. **Maximise our People Potential**
2. **Maintain Quality**
3. **Grow our Commercial Business**
4. **Grow our Volunteer Business**
5. **Manage our Costs**

Whilst it is reasonable to be confident that our business activities will continue to be competitive, there are many challenges ahead including the recruitment and retention of volunteers in an ever-changing environment. Notwithstanding the need to vastly improve support services to adequately meet the needs of our existing volunteers, new dynamics are in play with emerging generations who have vastly different expectations that we must strive to meet or exceed to attract and retain them.

We continue to engage with the Victorian State Government to more adequately support the resourcing of our volunteers to meet our obligations under the Victorian State Health Emergency Response Plan and the expectations of the broader community who have come to rely upon St John.

Like many others who come into contact with our organisation, I remain in awe of our 3000 First Aid and Community Care volunteers who give so selflessly of themselves for others. That dedication and commitment continues to be a source of inspiration throughout our organisation and beyond and I sincerely thank each and every one of them for their efforts throughout 2008.

Finally I would like to thank our Board, our dedicated and committed staff, our loyal donors sponsors and supporters and those friends of St John who through their bequest in 2008 left a lasting legacy towards our good works. We are truly blessed to work and serve with such a group of extraordinary Victorians.

Stephen Horton

Chief Executive Officer



Commissioner's Report

Dr Iain Nicolson
Commissioner



"I cannot thank our St John volunteers enough."



2008 has been a year with some highlights and some sadness.

In 2008 we lost two distinguished First Aid Services Volunteers in Margaret Kentler and Jeff Wasserthiel. I have arranged with the State Cadet Officer Mr Vaughn Smith to memorialise these fine members with a Cadet Prize for Cadets who do not qualify for the Peter Falkland Award, one for boys and one for girls. The presentation will be made at Government House at the Annual Inspection when the Peter Falkland Award is presented.

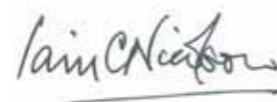
Victoria supported New South Wales in July 2008 when Sydney hosted the World Youth Day and the visit of His Holiness Pope Benedict XVI. The Victorian FAS provided a team of 28 volunteers as well as upgrading the New South Wales radio systems prior to the event. It was a most successful exercise and a prelude to further interstate cooperation.

In September 2008 we deployed First Aid Service Volunteers to the Morwell Open Cut Fire where they treated 400 fire fighters over the course of the fire.

Dr Nicholas Jansen was appointed Deputy Commissioner, Mr Peter Neylon was appointed the State Superintendent and Mr Brett Aimers the State Professional Officer. Mr Vaughn Smith took over the State Cadet Officer appointment and Mr Alan Marshall became the Deputy State Superintendent.

Once again, I cannot thank our St John volunteers enough. I think that they are the best. They are supported by another group of able, hard-working people - our St John career staff. Their efforts, which sometimes go unnoticed, are what enable our volunteers to function and I thank them for what they do for us.

Finally, I say thank you to all the families, husbands, wives and partners who support us when we go off to work for St John.



Dr Iain C Nicolson OSTJ
Commissioner

2008 Bushfire Statistics

Total Volunteers deployed:	28
Total Patients treated:	35
Total Patients transported:	1
Total number of days deployed:	13

First Aid Competitions

ADULT

INDIVIDUAL	Danielle Martin
TEAM	Noel Pianto
	Jennifer Corr
	Michael Georgiou

CADETS

CADET LEADER	Jason Potter
OPEN INDIVIDUAL	Matthew Biles
OPEN TEAM	Abrar Abdel-Magid
	Michael Smith
	Cynthia Ferrand



Volunteer Services

“Volunteer Support Services work towards building capability to provide quality support and resources to meet the needs of our volunteers as well as attracting and retaining new members to our organisation.”

Vicki-Anne Spurrell
Volunteer Services Manager



WHAT HAVE YOU DONE FOR LOVE?

Brought flowers, gone on romantic date, a scraped knee, a dinner, hot air wrote a letter, weekend Paris, ate chocolate and drank champagne, placed a bandaid on a blister, a picnic in the park, walked along the beach, camped under the stars, talked until dawn, treated an allergic reaction, made a mixed CD, watched movies with popcorn on the sofa, sat in front of an open fireplace, administered life saving oxygen, had breakfast in bed, shared a bubble bath, performed CPR, baked cookies, sent an 'I luv u' sms

In 2008 Volunteer Services consolidated support functions across Membership, Recruitment, Training and Development and Marketing and Fundraising. This initiative aimed to provide our members and staff with centralised points of contact, streamlined processes and efficient volunteer customer service.

Key Volunteer Services initiatives in 2008 have resulted in the completion of a number of important projects including: the development of Child Protection Policy and procedures in conjunction with a St John national working group; the implementation of St John Working With Children Checks for all members; revised Peer Support Policy and member program; the development and distribution of regular divisional and state membership reports; and the restructure and centralised management of Community Care programs.

Recruitment

First Aid Services and Community Care generated local and regional volunteer recruitment initiatives. Online web functionality was further developed and enquiries were referred to attract new members. Community Care was rebranded to correspond with the overall St John branding guidelines.

The initial framework for First Aid Services Volunteer Recruitment Campaign commenced in late 2008 with an implementation planned for early to mid 2009. The membership support process was improved and streamlined to better capture and record data.

Whilst these efforts resulted in a steady flow of applications, our total volunteer numbers remained static in 2008. As we continue to compete with other volunteer organisations for new members, it has become increasingly important to manage our recruitment program with experienced staff, training resources and to offer a volunteer value-add proposition to attract and retain new members. St John moves into 2009 with new concepts and innovative strategies to grow our volunteer numbers and address attraction and retention challenges.

Fundraising

Since 2007, the fundraising department has gained significant momentum, which has seen revenue continue to increase in 2008. Considering the economic downturn experienced during 2008, results indicate some reasonable and continued growth for this area in 2009.

Highlights for 2008;

- ▀ The launch of the Capital Appeal at a function in March generated significant interest in the work of St John.
- ▀ Significant grants from various individuals, trusts and foundations for updating our ageing ambulance fleet.
- ▀ The 2008 Tax Appeal which saw the 'What have you done for Love' Campaign win the Chapter 1 (Victoria) Fundraising Institute Australia category for Budget Renewal for three fundraising staff or less. This award recognises best practice in fundraising which exceeds industry standards. In addition to this we saw an increase in donor numbers and revenue from our Direct Mail campaigns.
- ▀ Support from government bodies at all levels has continued to increase in 2008.

We would like to extend our sincerest thanks to all those individuals, trusts, foundations, corporations and government who have continued to support the work of St John Volunteer Services in 2008.

Vicki-Anne Spurrell

Volunteer Services Manager



Training Report

Neil Dine

Chair,
Training

“St John has recognised the importance of providing quality training and skills to all members...”



Once again I wish to record my thanks to all of the staff of the Training Branch for their untiring and dedicated contribution to training in Victoria. The year has not been an easy one given the economic downturn that appears will be with us for most of 2009.

An increase in the number of courses conducted in 2008 combined with a concerted effort to reduce costs has again contributed to growth in training numbers from the previous year.

First Aid Services Volunteer Training

Supporting and training our First Aid Services volunteers continues to be an important part of professional development and provides a vital service in maintaining our operational standards. Once again our team in this area has excelled in education delivery and member development.

The coordination of professional development programs for our volunteers, strict monitoring of compliance issues and the provision of mentoring and other support to our members has been invaluable as we roll out the National Skills Development Program. In this area St John has recognised the importance of providing quality training and skills to all members and wherever possible members also receive nationally recognised qualifications.

Stages One and Two of the National Member Development Program continues to be offered to members, providing them with the skills to take on leadership roles within the organisation.

The introduction of the National Child Protection Training Package has commenced across the state. All members working with cadets will be required to undertake the training to comply with the relevant Child Protection legislation and St John Ambulance National Child Protection Policy.

Medications reaccreditation was introduced for members who had completed the initial course. This medications course allows members to provide pre-hospital care with the administration of limited medications.

A new Advance Responder Course will soon be offered to members. The course provides members the skills to care for casualties who cannot be immediately handed over to ambulance or discharged from first aid posts.

Driver Training continues for volunteers, with the introduction of practical driver training. Members will complete this training so as to provide them with the required skills and experience to drive the various types of fleet vehicles currently in use.

As I have said before there can never be enough training - provided it is correctly structured, delivered effectively and can be shown to be part of a competency program. St John training does this and does it well. Our State staff along with their National office colleagues ensures that members receive the appropriate recognition for their efforts.

The Future

The next year will be an enormous challenge for our organisation. As our team organisation-wide continues with the migration to our new business model towards a sustainable future we have certainly experienced challenges from a training point of view whilst at the same time managing strong growth. I would like to thank all of the staff once again for their understanding and cooperation throughout this process.

Neil W Dine CSU

Chair, Training



Community Care

Ophthalmic

Justin Dunlop

Chair,
Community Care /
Ophthalmic



“The Community Care Branch in Victoria contributed to the development of a National Community Care Business Plan...”



“The Victorian Ophthalmic Committee is keen to develop local eye programs to benefit Victorians...”



The St John Community Care Branch, through its various programs, provides support to the vulnerable members of the Victorian Community. Our members continue to offer help on a voluntary basis to those in the community who are experiencing difficulties because of their age, infirmity, isolation or any other factor.

2008 saw the Community Care Branch transition to a new management structure which included full-time Regional Coordinators to support all the Community Care volunteers, under the leadership of Community Care Manager Vicki-Anne Spurrell. Special thanks goes to outgoing Chair, Dorothy Bache and the former Community Care Committee for their outstanding efforts in developing and maintaining all the Community Care programs.

As part of the transition, a thorough review of all Community Care programs was undertaken looking at the services delivered, support available to each program and available funding.

An audit of Government-funded programs was undertaken in conjunction with the pilot HACC National Service Standards Agency Assessment.

An extensive review and reconciliation of membership was undertaken, in addition to a recruitment campaign that resulted in an increase of 64 additional volunteer members. External funding was also sought to support other programs.

The Community Care Branch in Victoria contributed to the development of a National Community Care Business Plan that will provide opportunities to the Branch at a National level over the next few years.

Friends for Older People

The Federal Government funds this program. Our volunteers visit residents in aged-care facilities to assist them in maintaining their independence, enhance their social interaction and minimise isolation from the wider community. A volunteer base of 110 members contributed a total of 3,696 hours throughout 2008.

Visiting Friends

The Victorian Government funds this program, which aims to re-introduce to the community those who have become isolated due to health problems or ageing. Our 159 volunteers provided 5,604 hours of service. The assistance of local Rotary groups in this program is gratefully acknowledged.

Hospital Support

This program operates in Mildura, Horsham, Shepparton and Knox Private Hospitals. Our 47 volunteers provided 1,796 hours of dedicated care.

Whittlesea Area Community Care & Assistance (WACCA)

Operating in the Whittlesea area this program supports patients on discharge from hospital and other people with temporary disabilities. 23 volunteers gave 517 hours of support.

Needles and Thread

Volunteers on this program sew items for people in the international community including headscarves for chemotherapy patients, baby clothing used in neonatal clinics and calico dolls. The 174 volunteers gave 48,202 hours of their time, producing approximately 13,959 items that were donated to various community service organisations, hospitals and international aid agencies.

Almoner

Our Almoner Gary Edwards continues to support St John members and others in times of need.

St John Museum

Located in Williamstown, the Museum is open on Thursdays and Sundays to the general public for guided tours. The museum is staffed by a dedicated team of volunteers who continue to catalogue & archive historical memorabilia for the collection and exhibits.

Operations Branch Support

Community Care members continue to provide valuable support to the Operations Branch in a number of areas. Our members provide assistance across various functions. These include assistance to: our State Communications Centre; First Aid Services; competitions; and administration of our member service records and hours.

Margaret Kentler

In May 2008 the Ophthalmic Branch mourned the passing of its Chair, Margaret Kentler. Her battle with her health and her service to St John was inspirational. In her honour, the Commissioner has announced a new St John award for Cadets aged from 14 to 17. Margaret first joined St John Ambulance in 1955 and gave more than 50 years of dedicated service. She was active in Volunteer First Aid Services and Community Care Branches, and had been Chair of the Ophthalmic Branch since 2002.

For her extraordinary contribution she was made a Dame of the Order of St John in 1992, personally invested by Grand Prior Richard, Duke of Gloucester. Margaret's passion and dedication for St John Ambulance Australia (Victoria) was inspirational and unique. She will be sadly missed by all at St John.

Jerusalem

St John Ambulance Australia continues to support two Palestinian Ophthalmic Nurses, who provide outreach services from the St John Eye Hospital in Jerusalem.

The Hospital continues to grow in strength. There has been an extension of clinical services and improvement of teaching and training programs. The aging buildings have undergone extensive re-equipping and refurbishment.

In June 2008, Dr John Talbot became the Order Hospitalier and Chairman of the Board of Trustees of the St John Eye Hospital, Jerusalem. Dr Talbot has emphasised the importance of the ongoing support of the Pories to the work of the Hospital.

Ophthalmic Committee member Dr Robert West, a glaucoma specialist from Melbourne returned for a third visit to the St John Eye Hospital in 2008. During his two weeks in Jerusalem, Dr West performed operations, conducted glaucoma clinics, conducted lectures and visited the various St John Eye Hospital outreach programs.

East Timor – Oecussi Eye Program

St John again successfully partnered with the Royal Australasian College of Surgeons to support the East Timor Eye Program and deliver eye care services to the people of Oecussi. The aim is to ultimately eradicate cataract blindness from Oecussi under the National Health Plan.

The visit to Oecussi took place in August, with a medical team of six volunteer doctors, nurses and a bio medical technician. The team performed 64 cataract operations and fitted 350 people with glasses following full eye examinations.

For the first time, two non-medical volunteers participated in the visit. Mike Mooney, Chairman of St John (NT) and Mark Compton, Receiver General, had the opportunity to see first hand the work being done in Oecussi. They were not just visitors as they played a role in preparing the patients for surgery. St John is very interested in the potential for St John non-medical volunteers to undertake an active role in its eye health programs. We look forward to being able to expand such opportunities for St John volunteers in the future.

Support for National Programs

This year the Victorian Annual Ophthalmic Appeal raised \$5,000 towards the various National Programs. The Branch also participated in the Annual Tin Shake with the help of the Yarra Division.

Thank you to those who made donations towards the work of the Ophthalmic Branch. We appreciate your support and look forward to an ongoing partnership.

The Future

The Victorian Ophthalmic Committee is keen to develop local eye care programs to benefit Victorians capitalising on the existing St John networks. To this end the Committee has investigated a number of opportunities and hopes to have some programs in place by the end of 2009.

Justin Dunlop CSJ

Chair, Community Care / Ophthalmic

Commercial Services

Theron Vassiliou

General Manager
Commercial /
Deputy CEO



“Amongst a rapidly changing economic landscape, 2008 has seen the commercial division continue to maintain positive results whilst also investing in future capability.”



The Commercial Division provides First Aid Training and Merchandise to consumers and organisations. The net financial contribution from these activities supports our humanitarian and community operations and helps build a stronger, more effective and independent organisation.

As outlined in the 2007 report, the Division's brief is to grow the financial contributions available to fund St John's activities, whilst also growing the long-term economic sustainability of our commercial business in the competitive marketplace - all within the distinct value and ethics-set of the organisation.

2008 marks the first full financial year of the Commercial Division operation since the various department elements were brought together. By measure of financial result alone - a small improvement upon the net contribution generated in 2007, in the midst of a fast declining market - these changes have proven fruitful.

Over the year, the commercial management team have worked through a range of initiatives and developments, some of which include:

- Further refinement of the training academy concept to improve the quantity and quality of new trainer resources as well as continued development of our existing people;
- A range of creative and proactive sales and marketing campaigns;
- Refinement and launch of several innovative product developments within the first aid training sector; and
- Extension of St John's training and customer service footprint into several key regional centres.

The net result of those efforts is a commercial business that, in the face of adverse economic conditions not seen for many years, has been able to maintain revenues at the outstanding level of the previous year, reduce costs whilst also maintaining investment in longer term development activities, and produce a final net contribution result some 2.4% over 2007.

As the year drew to a close, we were delighted to learn that St John had been successful in winning the Victorian Government Department of Education Anaphylaxis Training tender; strong recognition of St John's ability to deliver high quality training across the State, and apt given our organisation's long history of working with the community to improve first aid and related health outcomes.

On the official close of 2008, I would like to thank our clients and partners for again choosing St John; your custom and support is an important factor in our ability to present the special and visible community response that St John has been providing to Victorians for 125 years. I would also like to provide special thanks to the talented and dedicated commercial team that have played such a significant factor not only in the year's success, but also in positioning our business well ahead of the challenges likely to be faced in 2009.

Theron Vassiliou

General Manager Commercial / Deputy CEO



Finance

Robert
(Bob) Miller
Treasurer



“The overall performance for the year ending 31st December 2008 was an outstanding one by any measure.”



While Commercial revenues remained steady in 2008, First Aid Services revenue decreased by 13.4%. That said, ongoing proactive management of costs resulted in improved commercial margins over the previous year. The overall performance for the year ending 31st December 2008 was an outstanding one by any measure. I congratulate our entire team for achieving such a tremendous result in particularly difficult economic conditions.

Fundraising revenues increased in 2008 due to the ongoing good work of the fundraising team. Direct mail appeals were particularly successful and once again we received a number of Commonwealth and State Government grants.

St John Headquarters increased its subsidy to First Aid Services during the year to \$1,091,000 (2007: \$666,000). Our First Aid volunteers attended 6,347 public duties including the F1 Grand Prix, AFL and NRL Football matches as well as major music events.

There were no material transactions within St John Holdings during the year.

Income

The positive sales trend experienced in the previous year deteriorated as 2008 progressed as the global economic crisis started to affect the Australian economy. Whilst revenues fell short of our ambitious budget, tight cost disciplines resulted in an increased margin over 2007.

Demand for First Aid Services duties continued to increase. However our ability to service events was impeded by limited growth in volunteer numbers and in 2009 our volunteer services team will invest significant resources in volunteer recruitment and retention.

Whilst a realignment of our public duty fee matrix resulted in some improvements to cost recoveries, we continued to offer many of our public First Aid Duty Services at rates below cost, in order to meet contractual obligations. As has been the case for quite some years this continues to add pressure to our infrastructure and subsequently restricts our capacity to provide capital for new equipment to our volunteer teams. A key priority for 2009 is to completely realign our public duty rates with our costs.

Financial Summary

	2008 \$000's	2007 \$000's	Variance \$000's
Commercial Revenues	9,610	9,612	(2)
Fundraising Revenues	1,567	1,441	126
First Aid Services Revenues	3,455	3,990	(535)
Other Non-Commercial Revenues	341	307	34
Total Revenues	14,973	15,350	(377)
Surplus / Loss	1016	1002	14

We acknowledge the Commonwealth Government Attorney General's Department and the Victorian State Government who provided a number of equipment and project grants throughout the year. St John is an independent not-for-profit organisation and not part of any government agency or authority. As a result we generate more than 90% of our revenue requirements through our business activities and fundraising initiatives. Without the generous support of the philanthropic community in Victoria we could not continue to provide our services to the Victorian community and we sincerely thank them along with all the individuals who made donations or bequests to St John during the year.

Expenses

Our management team has done an outstanding job once again in continuing to reduce the fixed-cost base of the organisation in order to direct maximum investment in volunteer vehicle fleet improvements, communications and information technology infrastructure and personnel training.

Capital Expenditure

We made a significant capital investment of \$1.285M during the year, focused on new vehicles, communications and information technology as well as member health and safety related projects. Highlights include:

- Four new build Mercedes Benz Sprinter ambulances were commissioned (\$480,000) funded by the FCL Family Charity, Helen McPherson Smith Trust and corporate donations.
- Four new build Mercedes Benz Vito first aid vehicles were commissioned (\$300,000) funded by individual donors who wish to remain anonymous and internal resources.

- Water treatment plant upgrade to Douglas Donald Recreation Centre (\$37,000) funded by a Commonwealth Department of Environment & Water Resources.
- First Aid Services radio, computer and other operational equipment (\$143,000) funded by internal resources.
- Computer infrastructure upgrades (\$106,000) funded by internal resources.

Outlook 2009

Our priorities for 2009 include:

- To implement a series of extensive volunteer recruitment and retention programs to improve volunteer numbers
- To increase our revenues and margins in our first aid training and kits business in-line with our ambitious budget
- To increase financial support from philanthropic organisations and government and build on the success's of 2008
- To develop new sponsorship agreements with strategic partners
- To continue to invest in our people and other assets in-line with our strategic plan to enable us to conduct all our activities in a professional and safe manner
- To complete the realignment of our first aid public duty fee matrix in-line with the costs of resources committed.

Robert (Bob) Miller

Treasurer

Governance

State Council



Robin Syme President	Peter Cudlipp Chairman	Robert Miller Treasurer	Dr Iain Nicolson Commissioner	Neil Dine Chair, Training	Justin Dunlop Chair, Community Care / Ophthalmic	Dr Allan Mawdsley Appointed Member Order Affairs	Supt Rod Collins Appointed Member Chief Commissioner of Police Nominated Delegate	Cameron Oxley Appointed Member Legal	Scott McMurtrie Elected Member	Alan Marshall Elected Member	Stephen Horton CEO (Ex Officio)
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St John Ambulance Australia Victoria Incorporated is part of a nationally federated system, St John Ambulance Australia. In Victoria the St John role is to:

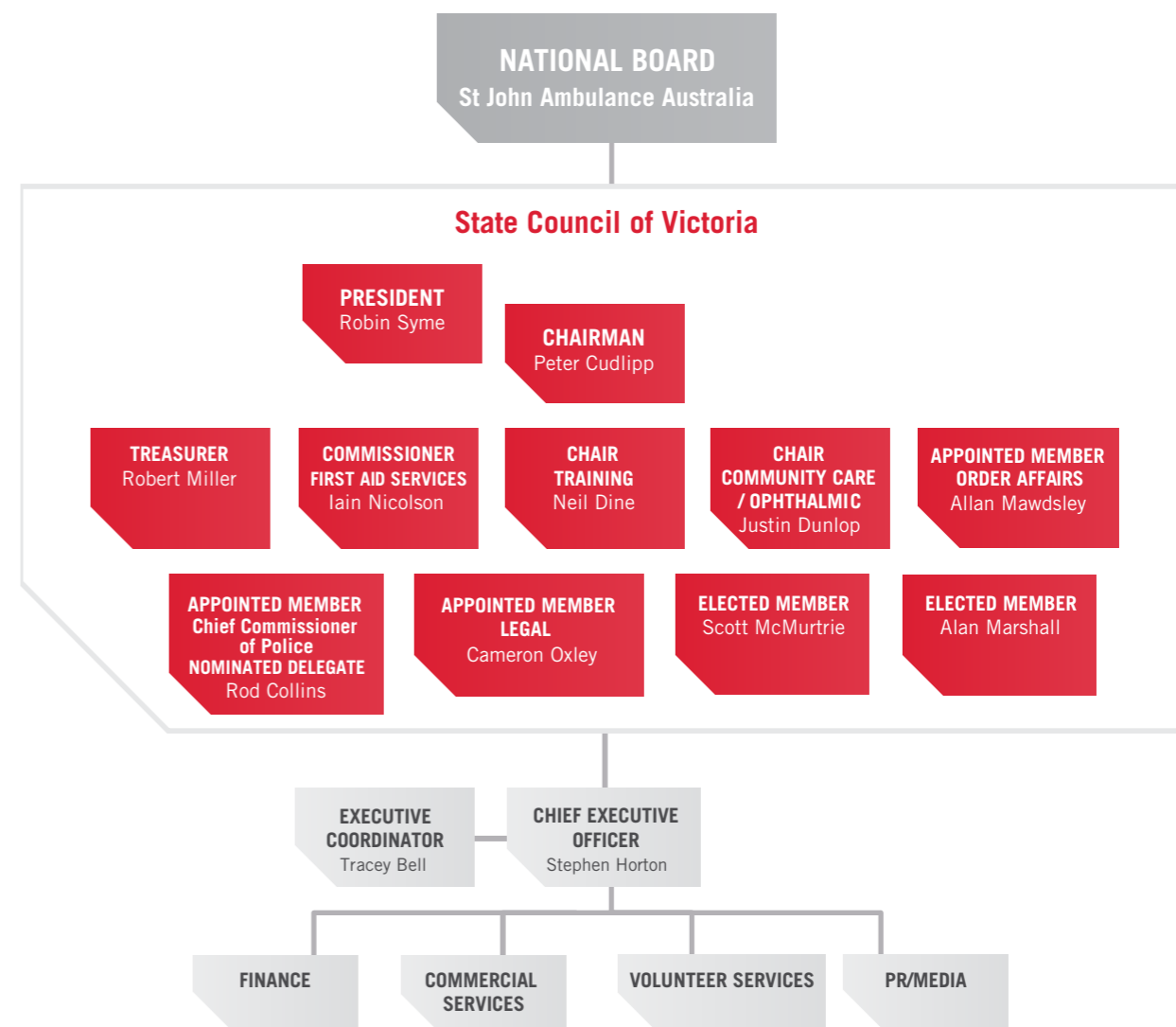
- ▀ Provide First Aid at public and sporting events;
- ▀ Provide First Aid in civil emergencies under Victoria's Emergency Management system;
- ▀ Conduct workplace and public First Aid Training courses;
- ▀ Sell First Aid Kits, components and manuals;
- ▀ Provide services to those in the community who are aged, infirmed or isolated under the Commonwealth Government's Friends for Older People scheme and the State Government's Visiting Friends program;
- ▀ Provide ophthalmic surgeons and support to the St John Eye Hospital in Jerusalem; and
- ▀ Uphold the traditions, objectives and ideals of the Order of St John.

The Rules of Association allow for a maximum Council membership of 14 members. The Chairman of St John Vic is a member of the St John Ambulance Australia National Board.

The Finance Committee oversees the organisational financial strategy and financial management systems to address risk and ensure the long-term financial viability of St John. The Committee consists of Mr Robert Miller (Chair), Mr Peter Cudlipp, Mr Stuart McEwan and Mr Stephen Horton. The Chairman Mr Robert Miller is a member of the St John Ambulance Australia Risk and Compliance Committee.

Member Attendance

2008 Attendee List	Eligible to Attend	Attended
Mr Robin Syme	1	1
Mr Peter Cudlipp	8	8
Mr Robert Miller	8	8
Dr Iain Nicolson	8	8
Mr Neil Dine	8	6
Mr Stephen Horton	8	8
Mr Justin Dunlop	8	7
Dr Allan Mawdsley	8	7
Mr Rod Collins	8	5
Mr Scott McMurtrie	8	5
Mr Cameron Oxley	7	6
Mr Alan Marshall	4	4



Order Affairs

Dr Allan Mawdsley

Order Affairs



“The 2008 Priory Meeting was held in Adelaide, South Australia, where Victoria was represented by a large contingent at the Chapter Meeting and again at the annual Church Service.”

The 2008 Priory Meeting was held in Adelaide, South Australia, where Victoria was represented by a large contingent at the Chapter Meeting and again at the annual Church Service.

The Order of St John in Victoria

The Order in Victoria held a church service in St Paul's Cathedral on Sunday 19th October 2008. The very impressive service was conducted by the acting Dean of the Cathedral. Our new Chaplain, the Archbishop of Melbourne, the Most Reverend Dr Philip Freier, was not able to attend on that day.

The Annual Dinner of the Order in Victoria was held at the William Anglis Institute on Friday 10th October 2008. After dinner there was a historical presentation titled “The Beginnings of St John in Victoria” by Dr Allan Mawdsley KStJ.

There was an Investiture held at Government House on Saturday 2nd February 2008 by our Deputy Prior, the Governor, Professor David De Kretser, of members whose admissions and promotions were announced in 2007.

There will be an Investiture early next year for the following members of St John whose admission or promotion in the Order was announced at the end of 2008.

Dr J Allan Mawdsley KStJ

Order Affairs



The following members of St John were admitted or promoted in the Order:

Promoted to the Grade of Knight of Grace

Peter James Burke
Frederick Davidson

Promoted to the Grade of Commander

Peter Cudlipp
Jerome Currie
Justin Dunlop
Alan Marshall

Promoted to the Grade of Officer

Judy Bacon
Diana De Silva
Wayne Donaldson
Ann Fogarty
Victor Ivory
James Mays
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St John

1883-2008

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Service Medals



10th Bar, Representing 62 Years Service

Mervyn Goodall OAM, KStJ (2006)

8th Bar, Representing 52 Years Service

Dorothy Bache DStJ
Joan Patterson DStJ

6th Bar, Representing 42 Years Service

Michael Sellar OStJ

5th Bar, Representing 37 Years Service

Anthony Baker MStJ
Neil Dine CStJ, JP
James Humphrey CStJ

4th Bar, Representing 32 Years Service

Lloyd Davies MStJ
Gavan John Keane OStJ

3rd Bar, Representing 27 Years Service

Robert Correa MStJ
Jerome Currie CStJ
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2nd Bar, Representing 22 Years Service

Helen Hoffmann MStJ
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1st Bar, Representing 17 Years Service

Joyce Clark
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12 Year Service Medal

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“We sincerely thank each donor who has supported the work of St John.”

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St John

1883-2008

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YEARS

