



➤ Caring in many ways

ANNUAL REPORT 2011



St John

first to care



Taking care

All around New Zealand, 24 hours a day, and 365 days a year – St John members care for communities, help people in medical and accident emergencies, and relieve sickness and injury.

Our vision is enhanced health and well-being for all New Zealanders.

Our four strategic goals are:

- 1** Best possible patient care
- 2** Independent living with St John
- 3** Strong communities that care and share
- 4** One St John – healthy and vibrant



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This page: Emergency Medical Dispatcher Frances Aperehama in the Northern Communications Centre.
Front cover: Ambulance Officers Peter Roberts, Andy Bowles and Bruce Clark care for patients 22 February 2011 Latimer Square, Christchurch (image: David Wethey).

> St John responds to community need and builds on community support

The past year has been eventful for St John in New Zealand. Every day in every way St John people are out in the community helping people in need. That is what we do. But this year has seen a surfeit of tragedies with the heart-wrenching Canterbury earthquakes, the Pike River mining tragedy and the Albany tornado challenging so many.

St John responded superbly to the year's tragedies. The ability of our people to undertake their roles and react with agility and resilience through severe crises is truly commendable. It was stressful and difficult and I am enormously proud of the teams who provide first aid and emergency care to others in trauma situations throughout the country – especially those from Christchurch who had their own problems and concerns but who still soldiered on. Our entire organisation has done marvellously well fulfilling the obligations of our role in society during this extraordinary year and I thank all members for their work.

Community strength

St John operates in communities only because of the great support we receive from our communities. The fact that we have 146 St John Area Committees and over 200 ambulance stations throughout the country, from North Cape to Bluff, reflects the depth of engagement the community has with us and that St John has with the community we serve.

As Chancellor, I travel the country and I delight in the strength and breadth of St John support and in our people. The strength of community support for St John throughout the country is unbelievable sometimes. The Canterbury township of Leeston highlights this. Leeston ambulance station needed an upgrade and this required an additional \$319,000. The community response was outstanding. Within four months the local St John Area Committee had the necessary extra funds. I attended the opening of the new station and the community support for St John was obvious.

Strengthening governance

In St John we are constantly looking for improvement in key areas and that includes our organisational governance and structure. On 1 December 2010 our new Central Region was created by amalgamating the former Central and Midland Regions. The new Central Region extends from Mercer in the north to Wellington. During the year we also merged the two South Island Regions to form one new region with one management team. The new larger regions are now well placed to make better use of resources, introduce more consistency in the way services are delivered, take more advantage of future opportunities and help us to deliver the best possible services.

Organisational excellence

The Priory Trust Board and St John Executive Leadership Group are continuing to ensure that St John tries all the time to do everything better. The approach to organisational excellence is being progressively woven into St John

Priory Trust Board Back row: Don Hunn, Ian Civil, Jaimes Wood, Garry Wilson, Amanda Stanes, Richard Blundell. Front row: Murray Jones, John Hall, Ann Greenaway, Souella Cumming, Steve Evans, Ed Sullivan. Absent: John Harman, Geoff Ridley, John Wadams.





His Excellency The Right Honourable Sir Anand Satyanand and Lady Susan.

culture and practices. This year providing improved governance training programmes for the Priory Trust Board and the three Regional Trust Boards will be part of our organisational excellence effort. Already we have improved our financial monitoring and reporting activities and begun to introduce a balanced scorecard approach to management reporting.

Funding pressures

St John receives its income from three sources: government funding, revenue from commercial operations, and charitable donations.

One of the challenges St John faces is that we continue to provide a better, more comprehensive ambulance service than we receive funding for. Demand for our services is growing much faster than our funding. St John receives approximately \$680 per incident response from the Accident Compensation Corporation, which is about what it costs us (and similar to the revenue our Australian colleagues receive). From the Ministry of Health we receive an average of \$250 per incident – less than the costs we incur. The shortfall is made up from charitable contributions and donations, volunteer effort and this year, by calling on our reserves.

We are making a significant loss in providing our ambulance services. That loss is at a level that is not sustainable and we have to address this issue with the Government. It's pleasing that discussions have been initiated.

Gratitude for support

It's my great pleasure to sincerely thank our retiring Prior and Governor-General of New Zealand, His Excellency The Right Honourable Sir Anand Satyanand and his wife Lady Susan for the tremendous support they have given to St John during the past five years. Both Sir Anand and Lady Susan have supported St John in many ways, taking special interest in encouraging achievement among our young people. Sir Anand awarded more than 300 Grand Prior's Awards – the premier Youth award in St John – and Sir Anand and Lady Susan were applauded by our youth members for being "so natural and nice" (to quote one of our recent Grand Prior's Award recipients). I also congratulate and thank Sir Anand for so ably chairing meetings of Priory Chapter, our highest governing body.

This year a number of Chapter members and Priory Officers retired from service. I extend to them all my warmest thanks for their valuable contributions. I also acknowledge the valuable contribution over the past three years of the outgoing office bearers of St John Area Committees and welcome the incoming members. ■

Garry Wilson
Chancellor

Volunteers (by Region)

Northern	2,682
Central	2,674
South Island	2,909

Paid staff – including casuals (by Region)

Northern	774
Central	684
South Island	692

NOTE: Total paid staff – full-time equivalent (FTE): 1,768

Total members (by Region)

Northern	5,642
Central	5,262
South Island	5,507



> St John plays an increasing role in health, satisfying the needs of the communities our charity serves, while helping to maximise impact from the health budget.

A challenging year

A series of unplanned events turned what was an already very full year into the busiest year our organisation has seen. Our systems, resources, people and capability were significantly tested. We met the challenges and are very proud of our team's achievements.

This year we continued to refine our strategy and our four strategic goals:

- Best possible patient care
- Independent living with St John
- Strong communities that care and share
- One St John – healthy and vibrant.

We are also developing our strategic intentions so our plans fit with Government, particularly the *Better, Sooner, More Convenient* primary healthcare approach.

Our people

St John was recently recognised in the Reader's Digest survey – being voted *most trusted iconic New Zealand brand* and ambulance officers were again included high

on the list of the *most trusted professions*. We are proud to say that all of our people have contributed to our work that is recognised in this way.

To develop our capacity to face the challenges ahead we continually aim to provide appropriate leadership across our organisation and to create a culture of collaboration.

We believe that these are both critical elements to ensuring our organisation flourishes and our development programme is supported by our partnership with Mt Eliza University of Melbourne Business School. We are expanding this work into the governance area in the next financial year.

Encouraging fresh ideas and initiatives will continue to make us a successful healthcare organisation and create an environment for our people to achieve success.

Increasing our operations

St John responded to the tender to be the new service provider for

the existing ambulance service in Taranaki. Our proposal was successful and we became the new provider from 1 February 2011. Taranaki personnel and the community responded very positively to the transition. Both the Taranaki District Health Board and the National Ambulance Sector Office (NASO) were pleased and satisfied with the transition.

The financial year

Events that unfolded during the year made it challenging from a financial perspective. Part of this challenge lies in the fact that we are a charity, independent of Government, with significant contractual relationships with Government.

Our revenue totalled \$223 million, including government funding of \$127 million for services, with the balance coming from our commercial activities, fundraising, training and donations.

The Government reimbursed our earthquake-related operational costs. However, the impact of the Christchurch earthquakes on

Executive Leadership Group. From left to right: Brian Scott, David Thomas, Tony Blaber, Gerry Fitzgerald, Tom Dodd, Jaimes Wood, Sonya Gale, Eddie Jackson, Michael Brooke, Stephen Franklin, Michael Boorer, Peter McDowall.



our financial performance means that we reported a deficit of more than \$2 million after providing for earthquake-related costs, such as insurance excesses, rents and costs to re-establish our infrastructure in Christchurch.

This year of deficit follows a year in which we reported a surplus of over \$13.4 million. Both years are unusual and eliminating one-off items, we would report \$9.4 million and \$2.3 million surpluses respectively. Neither year's surpluses would be sufficient to fund our capital programme.

It is not well known that St John contributes \$65 million a year to ambulance services and we are not fully funded by government to provide this essential service.

Ambulance integral to health

Our position within the health sector is as the emergency arm of the sector. The ambulance delivery model we have been using for many years is unsustainable and the big challenge we need to confront is how to meet the increasing demand with insufficient resources. Patient numbers increased by over 24,000 in the last year – 6.6%.

We have begun work on a plan for transforming the ambulance service delivery model. Aspects of this transformation work will be at the forefront of ambulance service development internationally. Collaborating with Government organisations, such as the Ministry of Health, Accident Compensation Corporation and District Health Boards (DHBs), will be crucial to the service developments we look to put in place.

We have also started developing the future shape of our non-emergency patient transport services and this will be increasingly important as the health system seeks to provide more services for patients closer to

home. In the future, patients will, we believe, access healthcare more readily by using a mobile health force or by using health transport services to take them to medical and emergency centres.

St John is also talking to the Government about the impact ambulance services have on the health sector generally. Our ambulance service is the second biggest source of patient workload for hospital emergency rooms. St John has had good discussions with several District Health Boards through the year managing to get this on their agendas and to recognise that there are opportunities to manage the increasing patient volumes in different and more efficient ways. We are entering our 2011/12 year in dialogue with five District Health Boards on the benefits of collaborating with ambulance services to influence the management of hospital workloads.

We are also beginning to work with the Government to ensure a more strategic and integrated view of our healthcare service offering, in contrast to the traditional and simple transactional approaches to purchasing our ambulance services.

We expect these new innovative approaches to service development will see new projects introduced with broad sector involvement that can help to achieve improvements for the whole-of-health system.

An ambitious project agenda

The list of projects we are advancing serves to illustrate the opportunities that exist for us.

One project that was implemented in the last year is the purchase of new 'turnkey' ambulances, which are delivered at a lower cost. These have been built in New Zealand keeping manufacturing jobs here. The final result is a specialist medical vehicle with modern

styling, the latest technology and a layout that allows ambulance officers to provide the best possible patient care.

We also worked with Police, Fire and Deaf Aotearoa New Zealand to deliver the new TXT 111 emergency service. This initiative won a top prize at the Institute of Public Administration New Zealand (IPANZ) Public Sector Excellence Awards.

Community engagement

New Zealanders are generous in recognising and supporting St John. Our staff and volunteers work hard every day to gain and maintain the respect of all New Zealanders.

Support from communities – encouraged by our partner ASB and all their staff – contributed to fundraising income of \$20.3 million in the past year. We are very grateful for this support as our engagement with the communities of New Zealand is critical to our continuing success. ■



Jaimes Wood
Chief Executive



Best possible patient care through crises and emergencies

Demand for ambulance services continues to increase

St John members attended more than 336,000 emergency incidents last year – a 9% increase on the previous year. We treated and transported more than 396,000 patients – 6.6% more than in the previous year.

Nearly 5,000 St John members provide emergency ambulance, patient transfer services and events support – nearly 63% of them volunteer their time and expertise.

By June 2011, 89% of ambulance responses were with a fully crewed ambulance (i.e. double crewed) – this is a 2% improvement on the previous year and is due to the positive impact of the additional resources introduced during the 2009/10 year.

We have nine contracted ambulance response time targets, agreed with the Ministry of Health and with the Accident Compensation Corporation (ACC) and in line with New Zealand ambulance standards.

For life-threatening calls* – we are contracted to arrive at:

- 50% of calls in urban areas within 8 minutes and 95% of calls within 20 minutes
- 50% of calls in rural areas within 12 minutes and 95% of calls within 30 minutes
- 50% of calls in remote areas within 25 minutes and 95% of calls within 60 minutes.

Our response time performance deteriorated for four of our six urban response time targets. Urban response represents the greatest volume of our ambulance work and performance is substantially affected by increased volumes not being met by increased resources. We did achieve modest improvements in rural calls being responded to within the target time of 12 minutes and remote area calls responded to within the target time of 60 minutes.

Vital and immediate response to Christchurch

The Christchurch earthquakes and aftershocks had a significant impact on our operations. Their effects

Patients treated and transported by ambulance officers (by Region)

Northern	162,805
Central	126,129
South Island	106,797

Includes accident, medical, patient transfer and private hire.

Emergency incidents attended (by Region)

Northern	131,522
Central	113,308
South Island	92,113

Kilometres travelled by ambulances (by Region)

Northern	6,773,363
Central	6,604,856
South Island	4,591,139

*These are calls to patients who are or may be immediately life-threatening and will benefit from timely clinical intervention.

and scale made them the most significant events we have had to deal with. Our teams responded with commitment, efficiency, care and skill.

After the September earthquake we were the lead agency at the welfare centres where we treated over 500 patients. We distributed 300 first aid kits to households in some of the worst affected areas in Avonside.

The commitment of St John members and our ability to take a whole-of-organisation approach meant we also came together quickly, efficiently and skilfully to respond to the 22 February earthquake.

St John crews responded to brain injuries, chest and limb injuries and crush injuries – transporting patients from around the stricken city and treating patients in the temporary triage centre we established at Latimer Square.

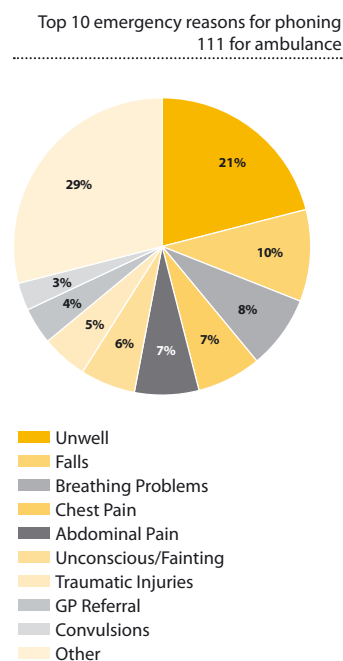
Our crews, perhaps for the first time, faced the reality of

transporting patients who had received emergency amputations in the field, and operating triage on a large scale.

Transforming our service delivery

We have long been aware that the health environment is changing, demand for our services is increasing and our funding isn't. We are working to transform our current service delivery model by innovating our services and processes and better integrating with our health partners. At the same time, we are working to improve performance to get better results for the patients we care for.

We are committed to the health sector and we want to derive better value for it. For ambulance services to be financially sustainable, New Zealand needs to look beyond the traditional ambulance service model of treating and transporting, to more innovative models of community healthcare.



This year St John sought new approaches and identified new tools and collaborative partnerships that we will introduce in the next 12 months and which will inform and support our transformation of ambulance services.

Ahead of that commitment to ambulance transformation, we participated in several projects with other healthcare providers, which are examples of how we are responding to the changing health needs of New Zealanders.

St John Urgent Community Care Service

In Horowhenua St John worked with the MidCentral District Health Board and local Primary Healthcare Organisation to improve patient services and reduce hospital visits and admissions. The Urgent Community Care (UCC) service provides a 24 hour a day, seven day a week response in the community, using a team of specially trained paramedics with extended assessment and treatment skills. St John UCC paramedics work



Image: Nelson Mail

in liaison with GP practices, district nurses, pharmacists, physiotherapists, and care facilities.

Patients who call 111 for an ambulance receive a response best suited to their needs. Patients are treated by St John paramedics locally or at home and spared the long journey and stress of being taken to the emergency department at Palmerston North Hospital.

Launched in December 2010, results have exceeded expectations. The goal had been to cut ambulance transport to hospital by 20% over 12 months. To the end of June 2011 the UCC team had responded to 2,090 patients of whom 1,068 were able to be appropriately treated and remained at home. In a full year we expect this service to see more than 3,500 patients with over 1,800 of those being treated at home. The transport ratio (the proportion of incidents we attend, where we transport patients to hospital) has reduced substantially to an average of 59% per month in the region.

St John and Christchurch DHB

Working with the Christchurch District Health Board, St John was involved in a pilot to analyse the experience and treatment of particular groups of patients – from the dispatch of their ambulance to their discharge from hospital. We connected patient information held in different places and identified opportunities to reduce acute hospital admissions.

This study allowed us to better understand how we can influence hospital systems and opens up opportunities for collaboration with other District Health Boards.

Patient Access Centre

In Waikato St John collaborated with Midlands Health Network in a pilot to support its new model of patient care. We established a team of St John-trained operators in

Hamilton as a centralised telephone and online contact team to manage inbound and outbound patient contact from three NorthCare medical practices. The service, launched by the Minister of Health Hon Tony Ryall in April 2011, reduces waiting time for patients, achieves better results from clinic visits and provides access to health advice making it easier for patients to get the health support they need.

Measuring and improving performance

In 2011 we piloted Lightfoot Solutions UK signalsfromnoise® measurement tool.

The tool evaluates daily ambulance data against performance targets including, for example, the number and timing of transports, distances, turnaround times, trends and seasonal influences. Armed with this improved information we are improving outcomes for our patients, ensuring we deliver the right response, at the right time, for the right people.

Using the tool on Auckland ambulance data we found simple changes improved 'out-of-chute times' i.e. the time it takes from the ambulance crew being alerted to a call to when they start responding to the call. By re-allocating deployment resources and altering voice messaging from our communications centres, Auckland dispatchers reduced response times. Performance improved by 10% and the time to allocate a response vehicle reduced from 108 seconds to 78 seconds (27%).

Communications Centres

In the last year Telecom directed 1.14 million emergency 111 calls to New Zealand's three emergency agencies. Nearly 31% of those calls (352, 985) were 111 emergency calls for an ambulance, which were managed by 142 call takers and dispatchers. The volume of 111 emergency calls for ambulance was up 6.5% on the previous year.

Events serviced

Northern	2,853
Central	3,413
South Island	3,162

Events volunteers

Northern	614
Central	521
South Island	571

St John is the lead provider of ambulance communications services in New Zealand. St John owns and runs the ambulance communications centres in Auckland and Christchurch and is in a joint venture in the third communications centre in Wellington, with Wellington Free Ambulance.

We are continuing work to increase the resilience of our service at our physical sites. This supports our plans for one virtual Ambulance Communications Centre operating in three locations using one set of standards and procedures, supported by world-class computer aided dispatch and triaging that is interoperable with Fire and Police.

Care at public events

This past year over 1,700 St John events volunteers provided care at over 9,400 events. Volunteers and paid staff provide levels of resourcing and clinical practice that are appropriate to the event, from basic first aid through to advanced paramedic services. First aid and emergency care was provided at rugby games, horse races, music concerts, school, club and charity events, including the Hagley Park Memorial Service in Christchurch after the February earthquake, attended by more than 30,000 people. ■



Caring for Christchurch

The St John response to the Christchurch earthquakes was immediate. We were able to get staff and equipment from around the country to Christchurch to care for the health and well-being of the Christchurch community and maintain services in the rest of the country.

Within 10 minutes of the Christchurch earthquake at 12.51 pm on 22 February the St John National Crisis Coordination Centre (NCCC) was established in Auckland to coordinate our emergency response and support St John Christchurch teams.

The figures around our response to the 22 February earthquake are impressive.

- In the first 24 hours after the earthquake 161 frontline staff, paid and volunteer, were relocated to Christchurch.
- St John had the responsibility for running the 'air desk' and within 24 hours we were coordinating 14 helicopters and six fixed wing aircraft and crews in Christchurch to assist with patient evacuations.
- Forty ambulances from the South and North Islands were sent to Christchurch in the first few days following the

earthquake – to supplement the 14 ambulances available.

- We were the lead healthcare provider at the five Christchurch welfare centres; our teams estimate they supported over 4,500 people at centres.
- St John assisted in the transfer of over 160 residents out of Christchurch – from hospitals, rest homes and care facilities – and over 300 between facilities in Christchurch.
- Over 600 St John frontline staff travelled to Christchurch to support the community – in addition to the 135 Christchurch Operational staff.

Our response was a collective and collaborative effort. We worked with Police, Fire, Civil Defence and other health services to manage the emergency needs of the Christchurch community. Our Intensive Care Paramedics accompanied the Urban Search and Rescue (USAR) teams and provided medical support and emergency vehicles.

St John has seen the impact of two major earthquakes in a short space of time. People are living on their nerves and this has a marked effect on people's health and well-being.

Since the February earthquake – in Christchurch we have seen an increase in breathing and heart problems, chest pains and what we call 'welfare calls' from people who are scared and looking for reassurance and advice.

Our recovery remains focused on returning services to business as usual and on ensuring we are adequately resourced to do that. ■



Our response work in Christchurch.



“ Malcolm Brown’s St John story.

Doing the best for people.

Intensive care paramedic Malcolm Brown vividly remembers saving the life of another ambulance officer. “He was having chest pain while my partner and I were taking him to hospital and arrested in front of us.

When someone goes into cardiac arrest their heart experiences chaotic electrical activity. Every minute of that and your chances of survival go down 10%. Your best chance is being defibrillated. We gave his heart a short, powerful electric shock with a defibrillator.

That guy had probably died before our eyes. We defibrillated him and he made it. Being able to do that for someone is very rewarding – and seeing them around later is a good feeling. I ran into him again just a couple of weeks ago.

I enjoy helping people, the teamwork at the ambulance station, the variety. We have the ski field, oil industry, a long coastline and an agricultural base as well as the urban areas.

At the same time you see a lot of very sad things. But you can impact a sad situation by making it better, by doing the best you can.”



“ Nicky Green’s St John story.

Care at the end of the line.

Nicky Green has ‘delivered’ at least five babies by phone in her 12 years with the St John ambulance communications centre, ‘NorthComm’, in Auckland.

“One of these saw a thank you to St John in the newspaper birth notices,” she says.

NorthComm is the busiest of St John’s three communications centres that handle 111 calls, as well as non-urgent medical calls from hospitals and the public.

Now a St John trainer, Nicky says communications centre staff have to be able to deal with extraordinary stress. “You’ll get a mother screaming because her baby’s not breathing but you have to detach yourself from the emotion.

Other callers may have minor complaints or, as with some elderly people, something may be seriously wrong but they’re reluctant to ‘be a problem’.

All calls can be potentially life-threatening and are triaged as such.”

Nicky says it takes a year before a communications centre trainee is fully competent. “It’s very rewarding. I wouldn’t think of doing any other job.”

STATISTICS AND FACTS

Statistics and facts 1 July 2010-30 June 2011

	Northern Region	Central Region	South Island Region	Total 2010/11	Total 2009/10
Patients treated and transported by ambulance officers ¹	162,805	126,129	106,797	395,731	371,224
Kilometres travelled by ambulances	6,773,363	6,604,856	4,591,139	17,969,358	17,166,606
Ambulance and operational vehicles	173	218	219	610	601
Ambulance stations	45	77	83	205	193
Emergency incidents attended	131,522	113,308	92,113	336,943	309,051
Vehicles attending emergency incidents ²	149,712	125,401	98,888	374,001	349,806
Events serviced	2,853	3,413	3,162	9,428	9,574
Events volunteers	614	521	571	1,706	1,714
People trained in first aid	18,553	22,897	16,853	58,303	57,398
Children who participated in the St John Safe Kids programme	15,760	–	25,554	41,314	35,983
Caring Caller clients	517	349	208	1,074	1,035
Caring Caller volunteers	563	394	233	1,190	1,176
Community Care in Hospitals volunteers ³	309	322	229	860	846
Health Shuttle client trips	2,036	45,967	3,742	51,745	37,573
Area Committee volunteers	269	393	519	1,181	1,173
Total volunteers ⁴	2,682	2,674	2,909	8,283	8,045
Paid staff (including casuals) ⁵	774	684	692	2,394	2,320
Youth members (Penguins and Cadets)	2,186	1,904	1,906	5,996	5,714
Total members ⁶	5,642	5,262	5,507	16,673	16,079

KEY 1 – Includes accident, medical, patient transfer and private hire 2 – Based on the number of vehicles
 3 – Friends of the Emergency Department and Hospital Friends volunteers 4 – Includes National Office
 5 – Total paid staff – full-time equivalent (FTE): 1,768; includes National Office 6 – Includes National Office

Note: In February 2011 St John began running the Ambulance Service in Taranaki.



Strong independent communities with St John

St John medical alarms

St John medical alarms help people live safely and independently in their own homes by providing direct access to expert St John support and emergency help whenever they need it.

Our alarm service is available nationwide, with monitoring centres in Christchurch and Auckland for added resilience. The advantage of this was illustrated after the 22 February Christchurch earthquake. Our South Island alarm monitoring centre was severely damaged and monitoring was instantly transferred to our centre in Auckland. During the Canterbury emergency, when many people with St John medical alarms lost phone and power to their homes, St John teams, in difficult circumstances, contacted all medical alarm clients in Christchurch and made sure they were safe.

Helping New Zealanders live independently in their own homes and communities is an expanding focus for St John. Innovative collaborations between healthcare

organisations are increasingly important as the face of healthcare changes to meet the needs of an ageing population. Examples of this innovation are:

- We launched a new medical alarm this year that offers patients the reassurance of an activity sensor. The alarm looks for morning activity that is in line with the client's usual routine. If the alarm doesn't register movement at this time, a plan is activated to verify the client's safety and provide help if needed – all without the need for them to push their alarm button. This is an invaluable service for those with diabetes, particularly sufferers of hypoglycaemia.
- During St John Sunflower Month in March 2011 we partnered with 75 GP medical practices across the country to run 'Living at Home Safely' meetings with their elderly patients. Together with speakers from other agencies, including Police, Fire, Age Concern and ACC, we presented to around 4,000 senior citizens.
- We now offer a toolkit for GPs that simplifies the medical alarm

referral process and an electronic referral programme that allows medical alarm referrals to be sent direct to our monitoring centre from the GP's own Practice Management Software system.

Teaching first aid skills

St John taught first aid skills to over 99,000 people across the country this year.

St John people respond to hundreds of emergencies every day. But everyone needs to know what to do when faced with a life-threatening emergency or when someone is injured and hurting. This year we taught more than 41,000 children, from pre-school to 13-year-olds, basic skills in first aid through our Safe Kids programme. We provided different levels of first aid courses for more than 58,000 adults, from Kaitia to Bluff.

Positive and tailored learning

Providing a positive and quality learning experience for participants is key to St John First Aid teaching. We want first aid students to enjoy learning the essential skills they might need one day. This year we further tailored courses to meet

Tony Kissick's St John story.

Prepared to save a life.

If ASB Rural Manager Tony Kissick came across one of his rural customers immediately after they'd been attacked by a bull, or having a stroke, he'd now know what to do – thanks to attending an ASB First Aid on Farms workshop.

"It would be so easy to rush in. But I now know how to assess the situation first, then what I can do to increase a person's chances of surviving."

In March Matamata-based Tony attended an ASB-funded St John workshop alongside 17 of his rural customers and says the response was 'really positive'.

"We thought providing first aid courses would really benefit rural communities. Knowledge of basic first aid skills could help farming people if they had an accident or could even save someone's life. Rural communities are often a long way from medical help, so knowing first aid can be really important. It's a generational thing as well. If younger people on farms are trained and get their first aid skills, they can look after the older farm folk, stabilising the situation until the ambulance arrives."

The success of pilots in Matamata and Gore saw the ASB First Aid on Farms workshops rolled out to rural areas across New Zealand. The half-day workshops are held on local farms and cover assessing a patient, CPR, bleeding, sprains, breaks, poisoning and burns.

In July 2010 the ASB and St John partnership was recognised with a Robin Hood Foundation Social Heroes Award in the Skills Transfer category for offering free CPR training to 10,000 New Zealanders.

specific company or business needs. Courses focus, for example, on covering cardio pulmonary resuscitation (CPR), dealing with sporting injuries or on required first aid unit standards. Our courses range in duration from two hours to five days and the course levels, names and content we now have in place make it easy for customers to progress and build on their first aid knowledge.

First aid for industry

St John offers first aid training appropriate to the risk level that industries assess themselves at. We are building long-term training relationships with commercial clients for delivering first aid.

This allows us to plan and deliver first aid training more effectively. Refreshing or covering some first aid skills online is now an option – where work demands make it hard for personnel to be away from their jobs for a whole day.

ASB First Aid on Farms

The St John partnership with ASB continued to reach into communities this year to help save lives and enable New Zealanders to look after each other in an emergency. In March we piloted ASB First Aid on Farms courses, designed for farmers and their staff. These courses were well received and more will be run at rural locations around the country. ■

People trained in first aid (by Region)

Northern	18,553
Central	22,897
South Island	16,853

Children who participated in the St John Safe Kids programme (by Region)

Northern	15,760
South Island	25,554



Taking care in our communities

St John community programmes help people live independently, connect people to their communities and improve their well-being.

Health shuttles

St John provides a free non-emergency Health Shuttle service helping people with health or mobility problems get to medical appointments. Investigating how St John's Health Shuttle service might more seamlessly and efficiently link people with other healthcare services was a focus for us this year.

We supported two new Health Shuttle services during the year and scoped another seven to be implemented next year. We started a new community Health Shuttle service with Whanganui District Health Board in the Waimarino district around Ohakune and Wanganui transporting people to Wanganui Hospital. With Kimi Hauora Wairau (Marlborough Primary Health Organisation) we introduced a wheelchair-friendly weekday service transporting rural people to health appointments in Blenheim.

Friends of the Emergency Department and Hospital Friends

St John coordinates two hospital volunteer programmes – Friends of the Emergency Department (FEDs) and Hospital Friends – involving 860 volunteers around the country who donated over 106,000 hours of their time in hospitals during the year. The FEDs programme started nine years ago and now includes Hospital Friends in hospitals that don't have dedicated emergency departments. Volunteers donate two to four hours on a weekly shift roster giving care and non-clinical help to patients and families. In some localities there are more volunteers than available placements.



Maggie Huggins takes the blood pressure of Silver Fern Camilla Lees at the launch of the Strike Foundation 'Down with Blood Pressure' campaign in May 2011.

Community Care in Hospitals
volunteers (by Region)

Northern	309
Central	322
South Island	229

Health Shuttle
client trips (by Region)

Northern	2,036
Central	45,967
South Island	3,742

Hospital Friends and FEDs are very rewarding programmes for all involved and this year St John introduced new volunteer teams in four hospitals. We established teams of Hospital Friends at Oamaru Hospital and at Bay of Islands Hospital, Thames Hospital and Dargaville Hospital.

Caring Caller

St John also assists people to live independently in the community through our Caring Caller service where more than 1,100 St John volunteers regularly phone 1,000 housebound New Zealanders. Volunteers call people who may be isolated, unwell, elderly, in recovery or who for whatever reason have little contact with others. That regular call is a friendly check on a person's well-being and helps people have the confidence to remain in their own home rather than move to other care.

We were delighted that 30 staff from our community partner ASB joined this community initiative and became St John Caring Callers too. ASB generously encouraged their call centre staff to volunteer for this very rewarding St John community programme.

Pet therapy visits

Many people in rest homes, hospitals and other care facilities enjoy therapeutic cuddles and pats with pets thanks to our partnership with SPCA. In this joint Outreach Therapy Pets programme last year 286 volunteers and pets visited 300 establishments each month, bringing comfort to residents and patients in Auckland, Bay of Islands and Waihi areas. Volunteers and their specially trained pets began visiting Auckland's Starship Hospital this year, allowing child patients there the benefits of interacting with loving furry animals. After 30 children with heart conditions were relocated from Christchurch to Auckland

following the February earthquake, three dogs and a team of handlers spent time with them and their families as part of this programme.

Blood pressure awareness campaign

In May 2011, 210 St John members across New Zealand helped to support the Stroke Foundation in raising public awareness about the importance of lowering blood pressure to reduce the risk of stroke. Information about blood pressure and other risk factors for stroke was provided during the checks and people with raised blood pressure were referred to their GPs for medical advice and treatment. ■

Caring Caller clients (by Region)

Northern	517
Central	349
South Island	208

Caring Caller volunteers (by Region)

Northern	563
Central	394
South Island	233

Area Committee volunteers (by Region)

Northern	269
Central	393
South Island	519

Clockwise from below: Caring Caller Michael Beaumont; poster promoting the 111 TXT service for the Deaf; Hospital Friend Wes Xia with Annie Kopara at Thames Hospital.





Wayne Fisher's St John story.

First aid for the soul.

"Working as a St John Friend of the Emergency Department (FED) volunteer is a little like administering first aid for the soul", says Wayne Fisher, who is a volunteer at Tauranga Hospital.

"I'm a salesman by trade but the highlight of my week is Thursdays between 6pm and 10pm when I am

on deck at the hospital. Being a FED volunteer is about getting alongside people, listening and reassuring patients – and sometimes their families – that they're in the right place, in good hands.

People can be alone or extremely stressed. In a hospital setting they're not strong. Sometimes my aim is simply to take their mind off things, to provide some calm for people who really don't want to be there. I can start with 'Hi, my name's Wayne' – and end up getting a life history.

One night a mum came in with three young kids. They'd been to a self-defence class and the older daughter had a suspected broken ankle. She was in a lot of pain and wanted her mother close. The two other young kids were a bit out of sorts so I swooped them up and sorted out blocks and puzzles. One other night I was asked to assist an elderly patient who had a fractured leg. I'm happy to, the way I look at it is, this is someone's grandmother, someone's mother.

It's my community, I live here and this is a rewarding way to give back.





Taking care at events

- St John Events teams provided first aid and medical support at nearly 9,000 events across New Zealand and treated over 31,000 patients in the 2010/11 year.



Clockwise from right: Warbirds over Wanaka; Balloons over Waikato, Hamilton; Christmas in the Park, Auckland.



Providing for community needs

The emergency and charitable services we are able to deliver in communities throughout New Zealand are only possible because of the generous support we receive.

The St John annual appeal is held each June during St John week. The week is our opportunity to showcase St John, our services and our appeal. The 2011 appeal promotion differed from previous years in two significant ways. Firstly, we conveyed the message that St John is a charity far more vigorously than we have in the past.

Secondly, we adopted a promotion style that enabled our own people to tell their stories. The advertisements featured St John members describing their work and conveying their messages in their own words. None of our advertisements were scripted.

We also opted to promote our appeal through electronic media to a greater degree than previous years.

Despite the difficult economic climate, this year more than \$1.375 million was raised during the appeal period – an increase of 23% on the 2010 result. This was raised

through envelopes, advertising and online campaigns, the efforts of our volunteer committees throughout the country, our partner ASB and the response of our loyal donors.

Businesses increase their support for St John

In addition to the outstanding support received from our partner ASB, St John has gratefully received increasing support from several businesses throughout the country. Wesfarmers NZ, Muffin Break, Bunnings Warehouse and Foodstuffs South Island all contributed significantly to our 2011 St John annual appeal. Other businesses collectively contributed over \$25,000.

Lion Foundation – here for good

New Zealand's most significant community gaming trust, Lion Foundation, continued to support St John for a sixth year in 2011. Contributions from Lion Foundation of almost \$2.5 million were received during the year, contributing towards the purchase of new ambulances, fleet running costs, volunteer support and equipment purchases.

“ No one underestimates the incredible service provided by St John year after year and in sometimes exceptionally difficult circumstances. We are proud of the contribution we have made over the last six years. As daily news reports highlight, there is stress on our health system and lack of funds available to fully protect, nurture and enhance the health of our people. We are delighted to play our part. We're proud to be able to fund St John to the level that we do; it is New Zealand's most trusted charity and we recognise how important it is to the wider community that we support”.

Phil Holden

Lion Foundation Chief Executive Officer

FUNDING OVERVIEW

St John is a charity and we rely on financial and volunteer support from the community to help fund the range of services we provide to improve the health and well-being of all New Zealanders.

St John provides emergency ambulance services for nearly 90% of New Zealanders and to 97% of New Zealand's geographical area. We are strongly based in local communities and we rely on the goodwill of many people and organisations.

How ambulance services are funded

Contracts with the Ministry of Health, ACC and District Health Boards fund just under 80% of our ambulance service direct operating costs. Our ambulance services run at an annual operating loss of \$16 million.

The community value of the contribution of our volunteers to ambulance operations has been estimated as upwards of \$30 million per year.

The economic opportunity cost of St John's investment in the infrastructure of ambulance operations is estimated at \$19 million.

A total estimated St John contribution of \$65 million is made annually to fund ambulance services.

We do not have long-term contracts with the Ministry of Health or ACC. We negotiate these annually.

Funding the shortfall

The operating shortfall is made up from community donations, fundraising, revenue from our commercial activities (first aid kits, first aid training, medical alarms and defibrillators), as well as income from emergency ambulance part charges.

Funding demands

The demand for ambulance services is increasing and we have an extensive capital expenditure programme to replace vital equipment, as well as much needed building projects.

Our planned capital expenditure programme over the next three years is in excess of \$79 million.

Government does not fund our capital expenditure programme.

Reliance on community support

Funding from community donations and fundraising (grants, donations, bequests and sponsorship) amounted to \$20.3 million for the year ending 30 June 2011.

The 146 St John Area Committees contribute significantly to the

fundraising and maintenance of our buildings, vehicles and equipment that are vital to sustain the provision of emergency ambulance services in local communities.

Community support also helps to fund our non-ambulance services, such as our Youth programmes, Friends of the Emergency Department, Hospital Friends, Caring Caller, St John Safe Kids and Outreach Therapy Pets.

What our commercial activities help fund

Our commercial activities provide value to customers and also help us to fund the delivery of ambulance services and non-ambulance services to communities across the country. ■



When it's a matter of life or death, we're there for you. We need you to be there for us too.

St John is a charity and we need your donation to keep saving lives

Please support our 2011 Appeal from 20 – 26 June

Working Together
St John ASB

stjohnappeal.org.nz
0800 ST JOHN (0800 785 646)

flashlight
appeal 2011

St John
first to care



The drive and ambition of young St John members is greater now than ever and with the tools they can access, their learning starts at a younger age. Research we did this year shows that our young members who were born at the turn of the millennium and just before, are more confident, internet savvy and very social.

How St John remains relevant to this emerging generation has been our focus this year as we look towards the next decade.

Expanding programmes

St John Youth programmes depend on support from our volunteer leaders, all 961 of them this year, making for a healthy 1:6 ratio of leaders to young members. St John operates two streams of Youth programmes where young people are encouraged to develop their own personal strengths while caring for others, learning first aid and making friends in the process.

Across the country 5,780 young people were involved in St John as at 30 June 2011. Some 1,114 children participated in our Penguin programme (for children aged 6 – 8 years). Another 4,666 young people aged from eight to 18 years were involved as St John Cadets.

Setting an audacious goal

In October 2010 a Youth Think Tank of young St John members and leaders set an audacious goal for the next 10 years – to have 10,000 young St John members in New Zealand by 2020 and another 10,000 young members engaged virtually online. In an exciting twist, we believe those virtual online members need not only live in New Zealand, as young people from other St John organisations around the world could participate.

Our young members, and those we want to attract, were born into the online environment and they've embraced it with gusto and confidence. With this understanding, our Youth team began developing an approach to our online Youth strategy to be implemented over the coming years. Our research included workshops with industry experts, youth members, young non-members and school visits.

Inspiring our youth

A young person attending St John for a number of years develops strong clinical skills and competencies in healthcare. To create better value and improve the clinical and volunteer pathways for them as they grow older and become more capable, we reviewed how Youth members

transition through our organisation to reach the adult age of 18 years.

We are doing work to match skills gained with qualifications achieved and, following feedback from our Youth Think Tank, we examined how we could better support, engage and inspire our Youth volunteers in more meaningful ways. The results of this work will be clearer in the next year. Ensuring that individuals can grow as volunteers and have opportunities is important for retaining our members, as well as best using the skills they bring. ■



Youth Festival 2011, Hamilton.

Youth members – Penguins and Cadets
(by Region)

Northern	2,186
Central	1,904
South Island	1,906

Note: Excludes leaders 18+ years



Jackie Greenall's St John story.

Helping is humbling.

Volunteer ambulance officer Jackie Greenall has seen frightening road crashes where people have survived incredible injuries.

"I remember one chap, he'd been in a head-on collision," she says, "There were only two cars on the road, the drivers had been drinking. I sat with one driver and my partner went to the other.

Everything in him was broken. He lived but I don't know how. It was the first bad crash I went to. I was so grateful for the St John training I'd been given." The other driver survived as well.

Jackie has been a volunteer ambulance officer for 11 years and loves it, fitting in a 12-hour shift once a week around work and family, while also managing Balclutha's St John youth division. "It's just being able to make a difference, to have that skill to know what to do, that we have the backing from St John."

Jackie completed primary care training in 2001 and met husband Craig at St John while studying for a national certificate course. Craig, an electrician, is a volunteer ambulance officer too and has recently gained his National Diploma in Ambulance Practice.

"The job can be a little bit humbling. It's a challenge but it's really worthwhile. We get a lot of elderly, lots of medical incidents, kids, a few disasters. I'm always amazed at how grateful people are for the help we give them."



The Groen's St John story.

Their skills help others.

"Teaching my children to save lives is the best thing I've done for them," says West Auckland mum Carolyn Groen.

Carolyn became a parent helper when her children, James and Justine, joined the St John Youth programme soon after starting school.

Justine, now 12, and James, 10, have already used their skills several times.

"Our 83-year-old neighbour had seen us in our St John uniforms, so she called us when she needed help putting on bandages and a sling."

James says his mum has a heart condition and with his St John skills, he feels more confident about being able to help her. "I also helped a boy who fell over and hurt his leg. And when I broke my arm skateboarding I knew to stay calm and what to do."

Says Justine: "I really enjoy St John because you learn something valuable for the future – how to help save lives. And they do lots of fun activities."

> DONORS AND SUPPORTERS



Sincere thanks

> We acknowledge the contributions of the following individuals and organisations for their conspicuous support during the 2010/11 year.

Air New Zealand
ASB Bank Limited
Auckland City Council
Discretionary Fund
Central Lakes Trust
Chi Hang and Yuen Chi Sik
Eastern and Central
Community Trust
Estate of Arthur Bayford
Estate of B C A Carton
Estate of Cecil Day
Estate of C G Houston
Estate of D Lyon
Estate of D T Morrison
Estate of Edna Cox
Estate of Eric Phillips
Estate of Freda Baldwin
Estate of G A Lee
Estate of I T Stowe
Estate of Joyce Miller

Estate of Kathleen Coull
Estate of Maria Kniazidis
Estate of M I H Osborne
Estate of M J Hobbs
Estate of Ngaire Mills
Estate of Olive Stewart McLaughlin
Estate of R K Port
Estate of T Bennett
First Sovereign Trust
Foodstuffs South Island
Community Trust
Freemasons NZ
Fresh to Go
Guardian Trust
Hyundai NZ
J N Lemon Trust
John and Glenice Gallagher
J R Stevenson Family Trust
Kevin Hickman
MacKay Strathnaver Trust

Mainland Foundation
McConnell Group
Muffin Break
New Zealand Lottery Grants Board
NZ Community Trust
NZ Racing Board
Otago Community Trust
Perpetual Trustees
Pub Charity
Public Trust
SKYCITY Hamilton Community
Trust
The Canterbury Community Trust
The Lion Foundation
Transpower
Trust House Charitable Trust
Waikato District Health Board
WEL Energy Trust
Wesfarmers Industrial and Safety
NZ Limited

FUNDING FACTS



Clockwise from left: Staff at Hawkins Construction who, along with the wider McConnell Group, donated \$60,000 to help St John in Christchurch; Operations Director Michael Brooke and Hyundai executive Hoo-Keun Kim at the St John National Crisis Coordination Centre, in Auckland – Hyundai donated \$200,000 to St John in Christchurch; Tanya Baker (Renaissance Florists), Alana Reid (St John) and Chris Clark (ASB) deliver flowers via ambulance on Valentine's Day to raise funds for St John in Queenstown (*image: Queenstown Times*).

➤ Raising funds for St John services, infrastructure, equipment and other resources is a significant undertaking. We take this activity very seriously and respect the contributions of all New Zealanders. Here are some facts and trends:

- St John is a member of the Fundraising Institute of New Zealand and supports the industry's codes of ethics and professional conduct
- 87 New Zealanders generously made provision for St John in their will during this past year
- 40% of our fundraising revenue is raised or received by our 146 volunteer Area Committees operating around the country
- St John employs 12 people whose roles are solely or partly devoted to fundraising
- more than \$1 million was donated to St John during the year specifically in recognition of the role our members played following the Canterbury earthquakes.



Individual donors

2008/09	90,153
2009/10	100,430
2010/11	102,897

Business supporters

2009/10	1,598
2010/11	1,697

St John appeal results

2008/09	\$777,436
2009/10	\$1,116,757
2010/11	\$1,375,761



**Taking care
of business**

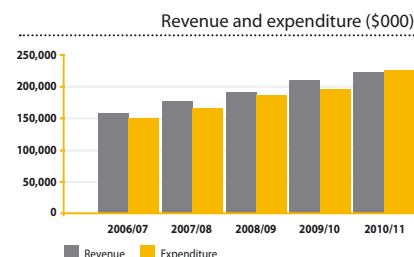
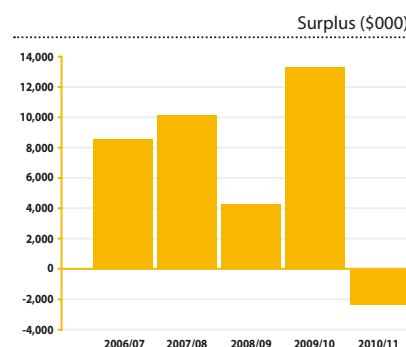
- > These summary consolidated financial statements incorporate the financial statements of more than 150 St John entities. This is the fourth year that we have prepared summary consolidated financial information for St John NZ.

Overall, St John NZ reported a deficit of \$2.3 million for the July 2010-June 2011 financial year. The return on revenue for the current year was a negative 1.0% and the return on average assets employed was negative 0.8%. The deficit of \$2.3 million is a significant turnaround from the previous year's surplus of \$13.4 million and is due to a number of factors.

The 2009/10 results included a \$4.0 million one-off adjustment due to timing of contracting periods and the actual employment of an additional 85 ambulance officers during that year. The underlying surplus was \$9.4 million of which \$5.0 million related to local community support to St John Area Committees.

The 2010/11 deficit of \$2.3 million is due to the impact of the Canterbury earthquakes (4 September 2010, 22 February 2011 and 13 June 2011) on our South Island Region. The impact of this is an impairment write down of assets by \$5.7 million as at 30 June 2011. Offsetting this are non-specific payments from our insurers to date totalling \$1.7 million. St John has a substantial insurance claim against its insurers, which has not been resolved at this time.

Taking into consideration the impact of the earthquakes, the underlying position for 2010/11 is a surplus of \$2.3 million of which \$1.3 million relates to local community support to St John Area Committees.



Total consolidated operating revenue was \$223.0 million, an increase of \$14.0 million or 6.7% over the previous year. The increases in operating revenue were attributable to additional Ministry of Health funding of \$3.2 million, \$2.8 million in additional income for ACC transports and \$3.6 million from growth in commercial activities.

Total operating expenditure was \$225.4 million, an increase of \$29.6 million or 15.1% on the previous year. The impact of the Canterbury earthquakes accounts for \$9.0 million of the increase in expenditure.

St John targets the achievement of a financial surplus of 3% to 4% of revenues each year to provide funding for ongoing enhancement of its current infrastructure and to provide for its expansion of health-related services for the community.

Over the last five years we have committed \$119 million to improving our core infrastructure and have budgeted to spend at least a further \$79 million over the next three financial years (2011/12 to 2013/14).

Balance sheet

Consolidated net assets for St John NZ stand at \$266.0 million, a decrease of \$2.1 million on the position at 30 June 2010 of \$268.1 million.

Working capital decreased from \$62.4 million at 30 June 2010 to \$54.3 million at 30 June 2011 due to the extensive capital expenditure programme in 2010-2011.

\$199.9 million or 75% of St John NZ net assets are in property, plant and equipment to maintain operations, including those assets used in the provision of emergency ambulance services. Working with communities throughout New Zealand to fundraise for capital projects, St John has built up a

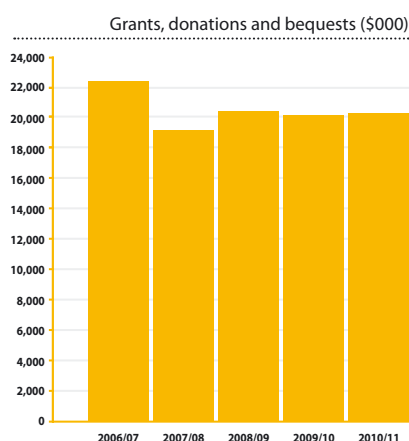
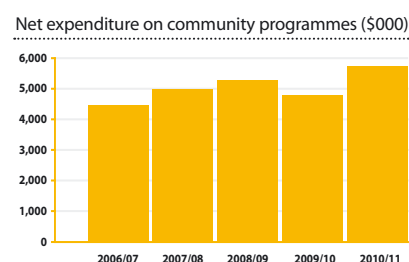
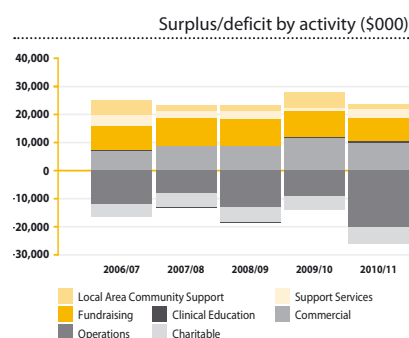
substantial portfolio of land and buildings of \$152.0 million as at 30 June 2011, which St John holds in trust for the benefit of those communities.

St John is committed to a programme of capital expenditure to ensure it has appropriate facilities and equipment to service the ongoing and increasing health needs of New Zealand communities. Our approach to financial stewardship is risk averse and we aim to continue building a strong and healthy balance sheet that will support the long-term financial sustainability of one of New Zealand's leading providers of health services. This is a prudent approach given the uncertainties around future funding increases for core emergency ambulance services and for health services in general.

Operating activities

St John operations include emergency ambulance services, emergency communications centres, inter-hospital transfers, private ambulance hire and events work. In the 2010/11 financial year the financial result for this group of activities was a deficit of \$20.2 million, \$19.2 million directly attributable to emergency ambulance and communications centres (\$4.5 million earthquake-related). The operating deficit includes the one-off costs associated with the Canterbury earthquakes. The projected operating shortfall for operations in financial year 2011/12 is \$15.0 million. This level of deficit is unsustainable and we have embarked on a substantial project to transform service delivery to reduce the call on community support for ambulance funding.

St John community programmes include Friends of the Emergency Department, Hospital Friends, Caring Caller, Health Shuttles,

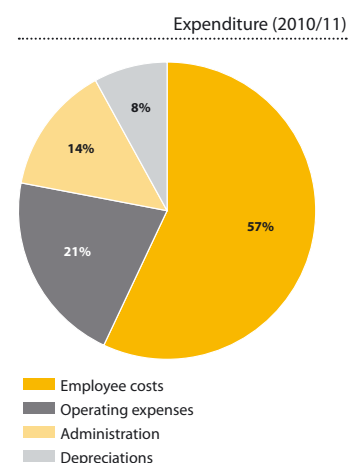
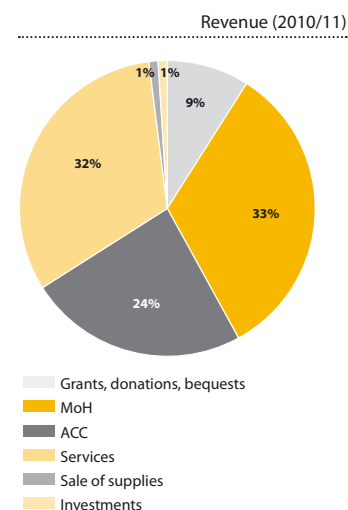


St John Safe Kids, Outreach Therapy Pets and Youth programmes. \$5.7 million (\$4.8 million last year) was invested in the delivery of these programmes across New Zealand in the 2010/11 year – contributing meaningfully to the health and well-being of many thousands of New Zealanders. Further expansion of these programmes is planned and we forecast an increase in expenditure to a total of \$5.9 million in the next financial year.

A range of services and products are marketed on a commercial footing. These services deliver value to customers and provide a source of additional revenue and surplus that can be applied to the funding of the annual ambulance operating deficit and to the funding of other community programmes. The surpluses from these activities contributed

\$10.2 million (\$11.6 million last year) in the 2010/11 year.

The work of St John and the delivery of services is reliant on the generosity of individuals, businesses and community funders who provide financial support through donations, bequests, sponsorship and grants. Overall, St John received donations of \$20.3 million during the year – slightly up on the previous year – of which the community, through our Area Committees, contributed \$6.5 million. ■



Five-year trends

	2006/07 (\$000)	2007/08 (\$000)	2008/09 (\$000)	2009/10 (\$000)	2010/11 (\$000)
Total Revenue	158,713	176,547	191,179	209,176	223,169
Total Expenditure	150,187	166,427	186,986	195,796	225,438
Net Surplus/(Deficit)	8,526	10,120	4,193	13,380	(2,269)
Assets					
Current	76,761	87,962	84,919	90,092	86,221
Property, plant and equipment	175,728	180,211	189,613	198,164	199,897
Other non current assets	6,696	7,718	7,595	9,117	13,499
Total Assets	259,185	275,891	282,127	297,373	299,617
Liabilities					
Current	21,537	25,544	26,190	27,729	31,916
Non current	1,071	50	1,447	1,558	1,709
Total Liabilities	22,608	25,594	27,637	29,287	33,625
Total Equity	236,577	250,297	254,490	268,086	265,992

The Priory in New Zealand of the Most Venerable Order of the Hospital of St John of Jerusalem

Summary consolidated financial statements

30 June 2011

Summary consolidated statement of financial position St John NZ (Consolidated)

As at 30 June

	2011 (\$000)	2010 (\$000)
Current assets	86,221	90,092
Property, plant and equipment	199,897	198,164
Other non current assets	13,499	9,117
Total non current assets	213,396	207,281
Total assets	299,617	297,373
Current liabilities	31,916	27,729
Non current liabilities	1,709	1,558
Total liabilities	33,625	29,287
Net assets	265,992	268,086
Equity	265,992	268,086

Summary consolidated statement of comprehensive income

For the year ended 30 June

St John NZ (Consolidated)

	2011 (\$000)	2010 (\$000)
Revenue from grants, donations and bequests – operational	16,381	14,899
Revenue from grants, donations and bequests – capital	3,928	5,301
Revenue from the rendering of services	196,040	184,419
Revenue from the sale of supplies	1,727	1,251
Revenue from insurance (6)	1,701	-
Investment income	3,392	3,306
Total revenue	223,169	209,176
Share in surplus of joint venture	159	169
Employee costs	(127,920)	(114,303)
Administrative costs	(31,029)	(30,057)
Depreciation expense	(17,847)	(17,671)
Impairment costs (6)	(5,734)	-
Reversal of impairment costs	9	43
Amortisation expense	(1,325)	(815)
Finance costs	(36)	(33)
Other expenses	(41,715)	(33,129)
Net (loss)/surplus	(2,269)	13,380
Other comprehensive income for the year	175	216
Total comprehensive (loss)/income for the year	(2,094)	13,596

Summary consolidated statement of changes in equity St John NZ (Consolidated)

For the year ended 30 June

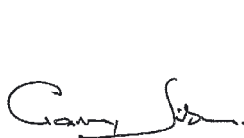
	Retained Earnings (\$000)	Revaluation Reserve – Available for Sale Assets (\$000)	Revaluation Reserve – Rare Assets (\$000)	Other Reserves (\$000)	Total (\$000)
Balance as at 1 July 2009	233,571	231	109	20,579	254,490
Surplus for the year	13,380	-	-	-	13,380
Other comprehensive income	-	216	-	-	216
Total comprehensive income for the year	13,380	216	-	-	13,596
Balance as at 1 July 2010	246,951	447	109	20,579	268,086
Loss for the year	(2,269)	-	-	-	(2,269)
Other comprehensive income	-	175	-	-	175
Total comprehensive loss for the year	(2,269)	175	-	-	(2,094)
Transfer from/(to) reserves	9,226	-	-	(9,226)	-
Balance as at 30 June 2011	253,908	622	109	11,353	265,992

➤ **Summary consolidated statement of cashflows**
For the year ended 30 June

St John NZ (Consolidated)

	2011 (\$000)	2010 (\$000)
Net cash flows from operating activities	23,020	30,373
Net cash flows used in investing activities	(48,054)	(36,572)
Net increase/(decrease) in cash	(25,034)	(6,199)
Cash and cash equivalents at the beginning of the year	52,155	58,354
Cash and cash equivalents at the end of the year	27,121	52,155

On behalf of the Priory Trust Board, which authorised the issue of the summary consolidated financial statements on 17 October 2011.



Garry Wilson
Chairman



Jaimes Wood
Chief Executive

These statements should be read in conjunction with the notes to the summary financial statements.

➤ **Notes to the summary financial statements**

For the year ended 30 June 2011

1 Summary of accounting policies

Statement of compliance and reporting group

These summary consolidated financial statements have been extracted from the audited full consolidated financial statements of The Priory in New Zealand of the Most Venerable Order of the Hospital of St John of Jerusalem ('Parent'), and its subsidiaries and in-substance subsidiaries ('St John NZ (Consolidated)') also referred to as 'St John NZ'.

St John NZ's financial statements incorporate the financial statements of National Office and all entities controlled by the National Office (its subsidiaries and in-substance subsidiaries) being The Order of St John Northern Region Trust Board, The Order of St John Central Regional Trust Board, The Order of St John South Island Region Trust, five trusts and St John Emergency Communications Limited (and its joint venture, Central Emergency Communications Limited).

The full consolidated financial statements have been prepared in accordance with Generally Accepted Accounting Practice in New Zealand ('NZ GAAP'). They comply with the New Zealand Equivalents to International Financial Reporting Standards ('NZ IFRS') and other applicable financial reporting standards as appropriate for a public benefit entity.

The audit report on the full consolidated financial statements was unmodified.

These summary consolidated financial statements have been prepared in accordance with FRS-43 'Summary Financial Statements' and have been extracted from the audited full consolidated financial statements for the year ended 30 June 2011 which were approved by the Priory Trust Board on 17 October 2011. The summary consolidated financial statements can not be expected to provide as complete an understanding as provided by the full consolidated financial statements. For a full understanding of St John NZ's financial position and performance these summary consolidated financial statements should be read in conjunction with the audited full consolidated financial statements.

The audited full consolidated financial statements are available on application to the following address:

Accountant
St John National Office
PO Box 10 043
Wellington 6143

The reporting currency is New Zealand Dollars rounded to the nearest thousand except for certain disclosures (in Note 6) which have not been rounded.

2 Commitments for expenditure

	2011 (\$000)	2010 (\$000)
Capital commitments – property, plant and equipment	2,087	10,040
Capital commitments – maintenance contracts	–	651
	2,087	10,691

3 Leases

	2011 (\$000)	2010 (\$000)
Non-cancellable operating lease payments		
Less than 1 year	1,321	1,062
Later than 1 year less than 5 years	2,717	1,709
Later than 5 years	1,208	973
	5,246	3,744

Notes to the summary financial statements (continued)

For the year ended 30 June

St John NZ has operating lease agreements related to properties rented by St John NZ for administrative purposes. St John NZ does not have an option to purchase the properties at the end of the lease. St John NZ also has operating leases for photocopiers, with an average length of lease of three years.

4 Contingent liabilities

St John NZ has no contingent liabilities (2010: nil).

A letter of credit is held with the bank to guarantee payroll payments to employees to a maximum of \$575,000 (2010: \$575,000).

5 Related party disclosures

Related parties of National Office include subsidiaries of the National Office entity and the Regional Trust Boards, which are under common control of The Priory in New Zealand of the Most Venerable Order of St John. Amounts owed from related parties totalled \$1,535,000 (2010: \$1,664,000) and to related parties totalled \$202,000 (2010: \$23,000). The balances are payable on demand with no interest. In addition, receipts from related parties totalled \$2,578,000 (2010: \$438,000) and payments to related parties totalled \$225,000 (2010: \$215,000).

Ed Sullivan, who served as a Trustee of the Priory Trust Board until 30 June 2011 and who acted in the capacity of Chairman of the Risk and Audit Committee of the Priory Trust Board until 14 October 2010 and Chairman of the Board of Trustees of one of the entities consolidated as part of St John NZ, was formerly also a Director of South Canterbury Finance and is a director of Raymond Sullivan McGlashan Law (RSM).

St John NZ had no investments in South Canterbury Finance as at 30 June 2011 (2010: \$352,517) but did receive interest of \$3,669 (2010: \$48,834). Of the total investment at 30 June 2010, St John Financial Control Board Timaru withdrew \$127,517 in July 2010 and the balance of the St John NZ investments of \$225,000 were covered by the Government Retail Deposit Guarantee scheme and were repaid during the year.

RSM has provided legal services to entities within St John NZ and St John NZ has invested \$1,103,442 (2010: \$1,204,046) in interest-earning mortgage-based investments and investment property through the nominee account, solicitors deposit account and / or brokered by and/or with clients of RSM, of which \$308,000 (2010: \$308,000) has been provided for.

6 Effects of the 4 September 2010, 22 February 2011 and 13 June 2011 Canterbury earthquakes

The earthquakes that hit the Canterbury Region on 4 September 2010, 22 February 2011 and 13 June 2011 prior to balance date have caused damage to many of St John NZ's buildings and assets.

St John NZ has had structural engineers assess the affected buildings to ascertain whether there has been major structural damage and the likely cost of repairing these assets. In addition, an independent valuation of the land has been undertaken. St John NZ has also received a valuation of the fair value of the land and buildings, based on an undamaged basis, from a third party valuer, to help the Trustees determine whether a repair or rebuild is feasible. On the basis of this, St John NZ has determined the recoverable amount under a fair value basis and adjusted the carrying value of the affected assets accordingly.

St John NZ has concluded that certain of the buildings are impaired significantly and may have to be rebuilt. As such these assets have been fully impaired by \$5,347,000 as at balance date. In addition, repairs to other buildings have been identified and have either been repaired at a cost of \$152,000 or have been temporarily impaired until such time as these repairs can be made (a further \$387,000).

Insurance

Substantial insurance claims, covering both material damage and business interruption, have been made as at balance date. Our insurers have agreed to indemnify St John NZ for loss resulting from the earthquakes on 4 September 2010, 22 February 2011 and 13 June 2011 although the amounts payable remain to be fully resolved. In the interim the insurers have provided non-specific progress payments amounting to \$1,695,692 against these claims.

Nature of Assets Affected

Land

It has been assessed that there has been no material damage or impairment to the land owned by St John NZ.

Buildings

The buildings at 150 St Asaph Street and 174 Durham Street in Christchurch and at Darfield have been extensively damaged and are expected to be rebuilt rather than repaired. Additionally, a number of other smaller sites have received damage and have already been repaired or will be repaired in the near future.

Plant and equipment

There has also been damage to other miscellaneous plant and equipment items, which have been impaired to the value of \$100,000.

Treatment

Expenditure incurred to date of \$1,358,587 relating to the costs of remediating the damage, and also the additional costs caused by the business interruption, have been recognised as an expense.

St John NZ is in continuing discussions with the insurers regarding substantial claims which are greater than the level of impairment within these financial statements. As insurance receivables have to be virtually certain before meeting the criterion for recognition, only those amounts that have met this criterion, being \$1.7 million, have been included in the Statement of Comprehensive Income.

The actual amount recoverable from the insurer, once all negotiations are complete, may differ materially from the maximum amount claimed.

7 Subsequent events

On 5 September 2011, St John NZ received notification of a grant for \$2,800,000 which will be accounted for in the 2011/12 financial year, from the Christchurch Earthquake Appeal Trust in recognition of the key role played by St John NZ in Christchurch since the earthquakes began on 4 September 2010.

On 26 September 2011 there was a fire in the St John NZ vehicle workshop in Auckland. The damage to St John NZ property is covered by existing insurance cover and although a final estimate of the cost of remediation cannot be determined, St John NZ has adequate financial resources to cover any related expenditure.



**INDEPENDENT AUDITOR'S REPORT ON THE SUMMARY FINANCIAL STATEMENTS
TO THE TRUSTEES OF THE PRIORY IN NEW ZEALAND OF THE MOST VENERABLE ORDER
OF THE HOSPITAL OF ST JOHN OF JERUSALEM**

Report on the Summary Financial Statements

The accompanying summary financial statements of The Priory in New Zealand of the Most Venerable Order of the Hospital of St John of Jerusalem ('The Priory Trust Board') and subsidiaries ('the Group') on pages 28 to 30 which comprise the summary consolidated statement of financial position as at 30 June 2011, and the summary consolidated statement of comprehensive income, summary consolidated statement of changes in equity and summary consolidated statement of cash flows for the year then ended, and related notes, are derived from the audited consolidated financial statements of St John NZ (Consolidated) for the year ended 30 June 2011. We expressed an unmodified audit opinion on those financial statements in our report dated 17 October 2011.

The summary financial statements do not contain all the disclosures required for full financial statements under generally accepted accounting practice in New Zealand. Reading the summary financial statements, therefore, is not a substitute for reading the audited consolidated financial statements of the Group.

This report is made solely to the Trustees of The Priory Trust Board, as a body, for the purpose of expressing an opinion on the summary financial statements for the year ended 30 June 2011. Our audit has been undertaken so that we might state to The Priory Trust Board's Trustees those matters we are required to state to them in an auditor's report on summary financial statements and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company's shareholders as a body, for our audit work, for this report, or for the opinions we have formed.

Trustees' Responsibility for the Summary Financial Statements

The Trustees are responsible for the preparation of a summary of the audited consolidated financial statements, in accordance with FRS-43: Summary Financial Statements.

Auditor's Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with International Standards on Auditing (New Zealand) (ISA (NZ)) 810: Engagements to Report on Summary Financial Statements.

Other than in our capacity as auditor and the provision of risk advisory services, we have no relationship with or interests in The Priory in New Zealand of the Most Venerable Order of the Hospital of St John of Jerusalem and group.

Opinion

In our opinion, the summary financial statements derived from the audited consolidated financial statements of The Priory Trust Board and subsidiaries for the year ended 30 June 2011 are consistent, in all material respects, with those financial statements, in accordance with FRS-43: Summary Financial Statements.

Chartered Accountants
17 October 2011
Auckland, New Zealand

This audit report relates to the summary financial statements of St John NZ (Consolidated) for the year ended 30 June 2011 included on St John NZ (Consolidated)'s website. The Trustees are responsible for the maintenance and integrity of St John NZ (Consolidated)'s website. We have not been engaged to report on the integrity of the entity's website. We accept no responsibility for any changes that may have occurred to the summary financial statements since they were initially presented on the website. The audit report refers only to the summary financial statements named above. It does not provide an opinion on any other information which may have been hyperlinked to from these summary financial statements. If readers of this report are concerned with the inherent risks arising from electronic data communication they should refer to the published hard copy of the audited summary financial statements and related audit report dated 17 Oct 2011 to confirm the information included in the audited summary financial statements presented on this website. Legislation in New Zealand governing the preparation and dissemination of financial statements and summary financial statements may differ from legislation in other jurisdictions.



“ Lisa Buckingham’s St John story.

Privileged to help.

Lisa Buckingham was one of 60 Auckland St John ambulance officers despatched to Christchurch the morning after the terrible February earthquake. Lisa was keen to help and to free up St John colleagues in Christchurch so they could be with their families.

“I saw my Nana the evening before I left. She was worried about what I’d be facing and told me not to be a hero – which is funny because she was in the Air Force in WWII!”

Lisa had worked in Christchurch after the earthquake in September 2010. “This time it was different. Whole roads were covered in liquefaction, it was everywhere. Buildings I used to go into were destroyed; a cupcake shop that we used to visit was just rubble.”

Getting around the damaged city to help people was a mission. “At one point I saw a desk in the middle of the road – I realised that people were putting furniture out to stop vehicles driving into holes.”

Lisa worked on the evacuation of rest homes, with the first aid teams at the welfare centres, and responding to 111 calls. She dealt with people who were exhausted and traumatised, people with injuries, those with medical conditions exacerbated by the earthquake, and respiratory and mental health issues. “The catastrophic event had changed lives in an instant – in less time than it takes to make a coffee. As a paramedic, this was probably the biggest event I will face in my career.

Many people desperately needed to talk, so a big part of what we did was to listen.” Lisa was deployed to Christchurch twice after the February earthquake and says it was a privilege to be able to do something tangible to help.”

OFFICERS OF THE ORGANISATION

The International Order

Sovereign Head

Her Majesty The Queen

Grand Prior

His Royal Highness The Duke of Gloucester
KG GCVO GCStJ

Lord Prior

Professor A R Mellows OBE
GCStJ TD

The Priory in New Zealand

Priory Chapter

Prior

His Excellency The Right Honourable Sir Anand Satyanand
GNZM QSO KStJ

Chancellor

Mr G M Wilson KStJ

Chief Executive

Mr J D Wood OStJ

Bailiffs and Dame Grand Cross

June Lady Blundell ONZ QSO
GCStJ

Mr N B Darrow GCStJ

Sir Randal Elliott KBE GCStJ

(passed away July 2010)

Mr J A Strachan GCStJ

Elected and Appointed Members

Mrs M P A Corkindale CStJ*

Mr L O Cullerne CStJ*

Mr T Dick KStJ JP+

Mr I L Dunn KStJ JP

Mrs T H Gibbens OStJ+

Ms B A Greenaway CStJ*

Mr J A Hall KStJ+

Mr J M Hanrahan CStJ*

Mr N K F Harris KStJ JP*

Mr R G Harris CStJ*

Mrs S M Hennessy CStJ

Mr D C W Lang KStJ*

Mr P G Macauley OStJ

Mrs S G MacLean CStJ

Mr G J Mangin CStJ*

Mr M T McEvedy QSO KStJ JP+

Mr I M Lauder CStJ+

Mr B M Nielsen CStJ+

Mr R E Pettitt CStJ*

Mrs B M Simpson DStJ*

Mr M J Spearman CStJ+

Mr D J Swallow KStJ*

Major B P Wood OStJ DSD+

Priory Officers

Priory Dean

The Ven M Black CStJ+

The Rev Dr S H Rae MNZM KStJ*

Registrar

Mr M V F Jones KStJ QSM*

Mr J D Wills MStJ+

Hospitaller

Mrs J A Hoban DStJ

Director of Ceremonies

Mr I L Dunn KStJ JP*

Mr P D Wood CStJ+

Medical Advisor

Mr I D S Civil MBE KStJ ED

Librarian

Ms B A Greenaway CStJ*

Principal Chaplain

The Rev C R Tremewan KStJ*

Assistant Director of Ceremonies

Mr P D Wood CStJ*

Priory Trust Board

Chancellor

Mr G M Wilson KStJ

Chief Executive

Mr J D Wood OStJ

Regional Members

Mr R D Blundell OStJ

(from March 2011)

Dr S A Evans KStJ

Mr J A Hall KStJ*

Mr M V F Jones KStJ QSM*

Mr G T Ridley OStJ

(from April 2011)

Mr A J M Wadams CStJ

(term ended February 2011)

Appointed Members

Mrs P E Beattie CStJ+

Mr I D S Civil MBE KStJ ED

Ms S Cumming

Ms B A Greenaway CStJ*

Mr J M Harman KStJ

(term ended December 2010)

Mr D K Hunn CNZM

Mr L W Short+

Mrs A J Stanes (from December 2010)

Mr J G O Stubbs CStJ+

Mr E O Sullivan KStJ*

Cadet of the Year

Laura Flemming

Subcommittees and Subsidiary Boards

Risk and Audit Committee

Chairman

Mr E O Sullivan KStJ (term ended October 2010)

Committee Members

Ms S Cumming

Mr J M Harman KStJ (term ended December 2010)

Mr P M Legg OStJ

Mr R E Pettitt CStJ

Mr G M Wilson KStJ

Mr P W Young MStJ

Human Resources Committee

Chairman

Mr D K Hunn CNZM

Committee Members

Mr J A Gallagher CNZM KStJ JP

Mr G T Ridley OStJ

Mr M J Spearman CStJ

Mr G M Wilson KStJ

Mr J D Wood OStJ

Secretary – Human Resources Director

Mr T Dodd

Clinical Governance Committee

Chairman

Mr I D S Civil MBE KStJ ED

Committee Members

Mr M R Brooke CStJ

Dr S A Evans KStJ

D K Hunn CNZM

Dr R A Smith OStJ

Mr J D Wood OStJ

St John Emergency Communications Ltd

Chairman

Mr E O Sullivan KStJ

Directors

Mr A E Blaber OStJ

Mr G M Wilson KStJ

Mr J D Wood OStJ

Secretary – Finance and Administration Director

Mr M F Boorer MStJ JP

Central Emergency Communications Ltd

Chairman

Mr J D Wood OStJ

Directors

Mr R Martin

Ms R A McLeod

Mr E O Sullivan KStJ

Secretary – Finance and Administration Director

Mr M F Boorer MStJ JP

* term ended 23 June 2011, the end of the 2008–2011 Triennium

+ term commenced 24 June 2011, the beginning of the new Triennium

Regional Trust Boards

Northern Region

Mr R D Blundell OStJ

Mr I D S Civil MBE KStJ ED

Mr M R P Crosbie

Mr I L Dunn KStJ JP

Mr P G Macauley OStJ

Mr T W Martin CStJ

Mr L W Short

Mr M J Spearman CStJ

Mrs A J Stanes

Mr A J M Wadams CStJ

Central Region

Mr D J Ashby OStJ

Mr G Crowley

Mrs B A Durbin

Dr S A Evans KStJ

Mr N K F Harris KStJ JP

Mr D C W Lang KStJ

Mr P M Legg OStJ

Mr R P Sinclair CStJ

Mr J G O Stubbs CStJ

Mr R B Wheeler CStJ

Mr K I Williamson OStJ QSM JP

South Island Region

Mr G J Alexander OStJ

Mrs P E Beattie CStJ

Mrs J M Conroy

Mr G S R Eames KStJ

Mr J P Ferguson JP

Mr G J Gillespie CStJ

Mr J A Hall KStJ

Mr A G Hide OStJ

Mr M V F Jones KStJ QSM

Mrs S L Kletchko

Mr G J Mangin CStJ

Mr R E Pettitt CStJ

Mr G T Ridley OStJ

Mr G R Stewart MStJ

Mr J A White KStJ

Mr P W Young MStJ

Area Committees are recognised as a foundation of St John and play a vital role in linking St John to local communities.

The work carried out by Area Committees is as diverse as the communities they serve. Their many activities include informing local communities about St John programmes, contributing to planning processes, helping to raise funds within their communities and supporting St John paid and volunteer members. Their work is invaluable.

Northern Region

Bay of Islands

Chair – Andy Sandeson
Treasurer – Maureen Greaves
Secretary – Maureen Greaves

Bream Bay (Ruakaka)

Chair – John Burrows
Treasurer – Sue Forsyth
Secretary – Bev McCracken

Coromandel

Chair – Ray Hintz
Treasurer – Robyn Jones
Secretary – Robyn Jones

Doubtless Bay

Chair – Meg Brown
Treasurer – Pam Kay
Secretary – Lynn Pooley

Far North (Houhora)

Chair – Archie Clark
Treasurer – Eleanor Goble
Secretary – Pat Brennan

Hauraki Plains (Ngatea)

Chair – Lesley Gordon
Treasurer – Patricia Porter
Secretary – Patricia Porter

Helensville

Chair – Jim Hayes
Treasurer – Robert Mckeown
Secretary – Nancy Head

Hibiscus Coast (Orewa)

Chair – Barbara Everiss
Treasurer – Margaret Christie
Secretary – Yvonne Cox

Kaikohe

Chair – Peter Macauley
Treasurer – Ina Fielding
Secretary – Peter Bell

Kaitaia

Chair – Eric Shackleton
Treasurer – Erin Collings
Secretary – Deirdre Crene

Kerikeri

Chair – John Woolley
Treasurer – Patricia Shaw
Secretary – Patricia Shaw

Manukau (Howick)

Chair – Kevin Simpkin
Treasurer – Kathleen Whitta
Secretary – Ngaire Devereaux

Mercury Bay

Chair – David Harvey
Treasurer – Debbie Farrell
Secretary – Debbie Farrell

North Hokianga (Kohukohu)

Chair – Helen Driver
Treasurer – Ann Stones
Secretary – Ann Stones

North Shore

Chair – Peter Geenty
Treasurer – Peter Horrocks
Secretary – John Langstone

Northern Wairoa (Dargaville)

Chair – Sally Parkinson
Treasurer – Keith Brightwell
Secretary – Elaine McCracken

Otamatea (Maungaturoto)

Chair – Trevor Brjevich
Treasurer – Pamela Foster
Secretary – Eileen Parsons

Paeroa

Chair – Leslie Cullerne
Treasurer – Helen Appleby
Secretary – Hilary Haysom

Papakura

Chair – Beverley Dunn
Treasurer – Elizabeth Donald
Secretary – Jackie Johnstons

Pukekohe

Chair – Graham Williams
Treasurer – Rodney Stewart
Secretary – Deirdre Stewart

Russell

Chair – Raewyn Hanlon
Treasurer – Glenyce Fox
Secretary – Glenyce Fox

South Hokianga (Rawene)

Chair – Bill Carter
Treasurer – Garth Coulter
Secretary – Alexa Whaley

Tairua

Chair – Trevor Martin (Acting)
Secretary – Pat Kake
Treasurer – Pat Kake

Thames

Chair – Leon Broughton
Treasurer – John Wiseman
Secretary – Sally Wilson

Waiheke Island

Chair – Pat Burgess
Treasurer – Gina Ford
Secretary – Gina Ford

Waihi

Chair – Harvey Till
Treasurer – Alice Hicks
Secretary – Alice Hicks

Waiuku

Chair – Kevan Lawrence
Treasurer – Linda Baker
Secretary – Joan O'Sullivan

Warkworth

Chair – Alan Boniface
Treasurer – Brian Russell
Secretary – Marion McDermott-Jones

Wellsford

Chair – Peter Corry
Treasurer – Kay Corry
Secretary – Jackie Thornborrow

West Auckland (Te Atatu South)

Chair – Murray Spearman
Treasurer – Chris Johnstone
Secretary – Lindsay Huston

Whangamata

Chair – Trevor Martin
Treasurer – Lyn Bryant
Secretary – Lyn Bryant

Whangarei

Chair – John Bain
Treasurer – Murray Webster
Secretary – Murray Webster

Central Region

Benneydale

Chair – Anne Kelly
Area Executive Officer – Judy Deed

Bush

Acting Chair – Anne Bennett
Secretary – Gillian Patterson
Treasurer – Gillian Patterson

Cambridge

Chair – Henry Strong
Area Executive Officer – Julie Strong

Carterton

Chair – Peter Leighton
Secretary – Catherine Brazendale
Treasurer – Terry Blacktop

Dannevirke

Chair – Don Stewart
Secretary – Francie Edgington
Treasurer – Alison McKenzie

Edgecumbe

Chair – Ray Brown
Area Executive Officer – Ray Brown

Featherston

Chair – Paul Mason
Secretary – Heather March
Treasurer – Barbara Wilson

Feilding

Chair – Steve Tatton
Deputy Chair – Ayvonne Hook
Area Administrator – Brian Crothers

Foxton

Chair – John Story
Secretary – Julie Crombie
Treasurer – Tony Hoggart

Gisborne

Chair – Pat Naden
Area Executive Officer – Carnie Nelson

Greater Wellington District

Chair – John Wills
Area – Coordinator – Glenda Donnell
Treasurer – Warwick Eves

Greytown

Chair – Brian Robinson
Secretary – Bert Pedersen
Treasurer – Bert Pedersen

Hamilton

Chair – Paul Stuthridge
Area Executive Officer – Harmen Van Weerden

Hawera

Chair – Eric Little
Secretary – Mary Schrader
Treasurer – Graeme Harvie

Hawke's Bay

Chair – Anne Reese
Area Administrator – Karen Crysell-Jerphanion
Area Administrator – Diane Oliver
Treasurer – Roger Sinclair

Hunterville

Chair – Ted Wilce
Secretary – Pat Lambert
Treasurer – Judy Klue

Huntly

Chair – Graeme Tait
Area Executive Officer – Claire Molloy

Inglewood

Chair – John Mackie
Secretary – Sandra Moratti
Treasurer – Joan Fergusson

Katikati

Chair – Mike Williams
Area Executive Officer – Karen Gordon

Kawerau

Chair – Suzanne Hutchinson
Area Executive Officer – Suzanne Hutchinson

Kawhia

Chair – Alan Locke
Treasurer – Shirley Ussher
Area Executive Officer – Sue Dimond

Levin

In recess at this time

Mangakino

Chair – Brian Hill
Area Executive Officer – Elva Lorenz

Martinborough

Chair – Bill Stephen
Secretary – Ray Bush
Treasurer – Terry Blacktop

Marton

Chair – Doug Evans
Secretary – Frances Whale
Treasurer – Gaylene Jones

Masterton

Chair – Noeline Butters
Secretary – Kelly Lochhead
Treasurer – Kelly Lochhead

Matamata

Chair – David Latham
Area Executive Officer – Geraldine Loveridge

Morrinsville

Chair – Neil Rogers
Area Executive Officer – Donna Ogden

Mt Maunganui

Chair – Jane Swainson
Area Executive Officer – Richard Waterson

Murupara

Chair – Ross Burns
Area Executive Officer – Robin Findon

Ngaruawahia

Chair – Tracey Powrie
Area Executive Officer – Vicki Ryan

North Taranaki

Acting Chair – Doug Ashby
Area Administrator – Bruce McCardle

Ohura

Chair – Scott Gower
Area Executive Officer – Linda Mackinder

Opotiki

Chair – Preston Craig
Treasurer – Theresa Walker
Area Executive Officer – Gloria Lewis

Opunake

Secretary – Nevis Brewer

Otaki

Chair – Kevin Crombie
Treasurer – Kevin Crombie
Secretary – Georgie Naef

Otorohanga

Chair – Daphney King
Area Executive Officer – Sheena Tunbull

Palmerston North

Chair – Brian Crothers
Area Administrator – Toddy Greig

Piopio

Chair – Doug Oliver
Area Executive Officer – Rose Young

Putaruru

Chair – Andrew Begbie
Treasurer – Beryl Garnett
Area Executive Officer – Jean Marshall

Raglan

Chair – Neil Tapp
Area Executive Officer – Jan Tapp

Reporoa

Chair – Colin Millar
Treasurer – Jackie Brown
Area Executive Officer – Megan Martelli

Rotorua

Chair – Ross Burns
Area Executive Officer – Robin Findon

North Island

Ruatoria

Chair – Frances Manual Domb
Area Executive Officer – Aroha Matamua

Stratford

Chair – Judy Shaw
Secretary – Peter Fairclough
Treasurer – Peter Fairclough

Tainui (Mokau)

Chair – Eric Cryer
Treasurer – Gail Pratt
Area Executive Officer – Gaynor Andrews

Taumarunui

Chair – Bill Carter
Treasurer – Jeremy Stubbs
Area Executive Officer – Bill Carter

Taupo

Chair – Michael Downard
Area Executive Officer – Christina Keir

Tauranga

Chair – Jane Swainson
Area Executive Officer – Richard Waterson

Te Aroha

Chair – Phillip Legg
Treasurer – Elspeth Robinson
Area Executive Officer – Annie Bradburn

Te Awamutu

Chair – Ross McGowan
Area Executive Officer – Thacy Chisholm

Te Kauwhata

Chair – Gaylene Wheeler
Treasurer – Hazel Boldero
Area Executive Officer – Val Andrews

Te Kuiti

Chair – Tom Falconer
Treasurer – Linda Hemera
Area Executive Officer – Lorrene Te Kanawa

Te Puke

Chair – Barry Gernhoefer
Treasurer – Peter Wells
Area Executive Officer – Barry Gernhoefer

Te Whanau-a-Apanui (Te Kaha and Waihou Bay)

Chair – Elaine Hutchison
Area Executive Officer – Pania McRoberts

Tokoroa

Chair – John Henry
Treasurer – Hazel Pennefather
Area Executive Officer – Christine Freeman

Tuwharetoa (Turangi)

Chair – Dianne Trethowen
Area Executive Officer – Deidre Ewart

Wanganui

Chair – Jennifer Burkett
Area Administrator – Mary Flynn
Part-time Area Administrator – Judith Munn
Deputy Chair – Margaret Lankow

Whakatane

Chair – Lyn Price
Area Executive Officer – Sandra Laing

Top to bottom: Pasifika Festival, Auckland;
St John Youth Festival participants, Waikato River;
St John in Taranaki.



➤ AREA COMMITTEES CONTINUED

South Island Region

Alexandra

Chair – Darrel Robinson (acting)
Area-Executive Officer – Sandra Skinner

Amuri

Chair – Donald McLean
Treasurer – Dennis Hall
Secretary – Maree Hare

Ashburton

Chair – Phil Godfrey
Treasurer – Elaine Vallender
Secretary – Elaine Vallender

Banks Peninsula

Chair – Peter Dawson
Treasurer – Colleen Elder
Secretary – Colleen Elder

Bluff

Chair – Astrid Brocklehurst
Treasurer – Roy Horwell
Secretary – Roy Horwell

Buller

Chair – Graeme Alexander
Treasurer – Nichola Cunneen
Secretary – Bev Ray

Catlins

Chair – Graham Evans
Treasurer – Margot Dempsey
Secretary – Lenore Kopua

Chatham Islands

Chair – Glenise Day

Cheviot

Chair – Emmet Daly
Treasurer – Dorothy Couch
Secretary – Karen Crampton

Christchurch

Chair – Graham Gillespie
Treasurer – Karen Wright
Secretary – Kimberley Barton

Clutha

Chair – Colin Ward
Area Executive Officer – Cheryl Stevenson
Treasurer – Noelen Scott

Cromwell

Chair – Susan Dickie
Treasurer – Peter Mead
Secretary – Vicki Topping

Cust/Oxford

Chair – Bernard Kingsbury
Treasurer – Sue Gillespie
Secretary – Elizabeth Smith

Dunedin

Chair – Joyce Whyman
Area Executive Officer – Eileen Stephen

Ellesmere

Chair – Jack Pearcy
Treasurer – Glenys Mitchell
Secretary – Glenys Mitchell

Fiordland

Chair – Stewart Barnby
Treasurer – Peter Dolamore
Secretary – Peter Dolamore

Geraldine

Chair – Ross Irvine
Treasurer – Gaynor Patterson
Secretary – Gaynor Patterson

Golden Bay

Chair – Stuart Chalmers
Secretary – Belinda Barnes

Greymouth

Chair – Therese Gibbens
Treasurer – Helen Foote
Secretary – Helen Foote

Hokitika

Chair – Sue Cotton
Treasurer – Anne-Marie Carter
Secretary – Abbie Provis

Hokonui

Chair – John Mills
Area Executive Officer – George Wallace
Secretary – Vicki Kelly

Invercargill

Chair – Rev Richard Gray
Area Executive Officer – Sally Jarvie
Treasurer – Blair Morris

Kaipoi

Chair – David Madeley
Treasurer – Rob Rae
Secretary – Maree Dvorak

Kaikoura

Chair – Mark Hislop
Treasurer – Jillian Dunlea
Secretary – Gwenda Addis

Lawrence

Chair – Maryn Cameron
Treasurer – Judy Sanson
Secretary – Judy Sanson

Mackenzie

Chair – Stephen Whittaker
Treasurer – Jan Garrow
Secretary – Karen Waters

Malvern

Chair – Arthur Marsh
Treasurer – Marie Leeds
Secretary – John Leeds

Maniototo

Chair – Val McSkimming
Treasurer – Ewan Kirk
Secretary – Denise Baddock

Marlborough

Chair – Graeme Faulkner
Treasurer – Jock Struthers
Secretary – Helen Faulkner

Mayfield

Chair – Brent Murdoch
Treasurer – Kevin Taylor
Secretary – Kevin Taylor

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Milton

Chair – Brian McLeod
Treasurer – Denise Finch
Secretary – Ruth Robins

Motueka

Chair – Fred Wassell
Treasurer – Fiona Hodge

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Chair – Dennis Creed
Treasurer – Russell Holden
Secretary – Sarah McCabe

Northern Southland

Chair – George Stewart
Treasurer – Annette Freeman
Secretary – Glenda Chan

Oamaru

Chair – Jeanette Erikson
Area Executive Officer – Murray Jones

Otautau

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Treasurer – Janice Manson
Secretary – Christine Thomas

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Chair – Andrew Hide
Treasurer – Brent Hassall
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Secretary – Rev. Leah Boniface

Roxburgh

Chair – Doug Dance
Treasurer – Lyn Owens
Secretary – Gerardine Middlemiss

South Westland

Chair – Barbara O'Neill
Treasurer – Vacant
Secretary – Vacant

Taieri

Chair – John Hanrahan
Treasurer – Craig Sutherland
Secretary – Sandra Wilson

Temuka

Chair – Peter Jones
Treasurer – Kathryn Calder
Secretary – Lance Scott

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Chair – Alan Shuker
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Secretary – Helen Page

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Twizel

Chair – Murray Spence
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Waimate

Chair – Mike Young
Treasurer – Lynda Holland

Secretary – Lynda Holland

Waitaki

Chair – Graham Hill
Treasurer – Elaine Barwell
Secretary – Anne Harris

Wakatipu

Chair – Marty Black
Area Executive Officer – Lynn Cain
Treasurer – Lynley Barnett

Wanaka

Chair – Phill Hunt
Area Executive Officer – Barbara Roxburgh

West Otago

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Treasurer – Marilyn Redditt
Secretary – Janet Affleck

Winton

Chair – Sam Dynes
Treasurer – Lyndsay Macdonald
Secretary – Leslie Ellis

South Island

Clockwise from left: Queenstown public CPR demo; Annabel Taylor, Fiordland; emergency services attend an accident near Roxburgh (image: *Otago Daily Times*).



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