



CareFlight
Proudly sponsored by **NRMA**

Annual Report
2009

Our vision

is to be Australia's most trusted rapid response critical care service

Our mission

is to save lives, speed recovery and serve the community by providing the highest standard of rapid response critical care

Our values

- Caring for our patients
- Accountability to the community
- Respect for each other
- Excellence in what we do
- Fairness in all our dealings
- Loyalty to our organisation
- Integrity as our anchor
- Growing our people
- Holding true to our charitable purpose
- Teamwork with our partners

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A message from the Motor Accidents Authority (MAA)

The MAA is proud to be a supporter of NRMA CareFlight and values the vital role the organisation plays in bringing specialist medical care to critically injured people in NSW, many of whom have been injured in motor vehicle crashes.

Having committed \$7 million over seven years to fund the expansion of NRMA CareFlight's Head Injury Retrieval Trial (HIRT), the MAA is looking forward to results of the trial starting to become available over the next year. Being involved in research programs such as this, which have the potential to save lives and significantly improve health

and social outcomes, is fundamental to the MAA's corporate objectives.

The MAA was also pleased to provide funding to NRMA CareFlight to assist in the purchase of new headquarters at Northmead, NSW. The new premises will enable NRMA CareFlight to grow, improve operational efficiency and provide a safer work environment for staff.

For more information on the MAA visit www.maa.nsw.gov.au.

Carmel Donnelly
Acting General Manager
Motor Accidents Authority of NSW

A message from NRMA Insurance

NRMA Insurance has been part of CareFlight's journey for the past 19 years. During this time NRMA CareFlight has rescued and saved the lives of thousands of people.

Our branch employees have continued their support of CareFlight's very valuable service to the community through local fundraising activities during the year.

We'd like to acknowledge and thank all members of the team at CareFlight for their tireless work and their commitment to our community over the past year.

NRMA Insurance



Victoria Avenue in Castle Hill became a temporary helipad to allow an NRMA CareFlight trauma team to treat an injured motorcyclist. 55-year-old Michael was stabilised at the scene and taken to Westmead Hospital for surgery. He made a complete recovery.



Our doctors cared for 2,132 patients



We trained 90 critical care doctors and nurses in pre-hospital and transport medicine



CareFlight International Air Ambulance transported 263 patients to or from 18 countries



The community contributed \$11,941,279 in support of our lifesaving work



Our helicopters flew a total 764 flying hours and covered an estimated 173,000 km



our year at a glance

Our doctors care for more patients than ever before

Our doctors had their busiest year yet as we grew our national footprint, taking CareFlight's aero-medical critical care service to remote locations in Western Australia, northern Queensland and the Northern Territory.

Our hallmark operation, HIRT, continues to be a major focus of our medical operations and to provide a valuable service to the community. HIRT trauma teams cared for 334 patients, many of them children, in the Greater Sydney Area. Through our medical contract with the Ambulance Service, CareFlight doctors cared for an additional 1,535 patients across New South Wales.

The high demand for places in our medical education and training programs compelled us to increase the number of training courses we run each year, as we continued to provide pre-hospital care training to the Ambulance Service as well as to our own growing pool of registrars and other doctors from around Australia. We also employed three consultants in medical education to enhance our ability to train doctors and nurses across our expanding network.

Community support reaches an all time high

Our supporters dug deep in the face of the global financial crisis, giving generously to help fund our lifesaving work.

CareFlight Bear sales were up, netting \$1.8 million and the community responded enthusiastically to our four direct mail appeals, donating a record \$1.3 million. We concentrated on developing sustainable income streams and as a result our new regular giving program grew by 96 per cent.

Again the community rallied to support and host events to raise funds for NRMA CareFlight. Over the year, 36 official fundraising events were held, raising nearly \$472,000 to keep our doctors flying.

We thank the many individuals, clubs, trusts, foundations and businesses who supported us, all our volunteers who worked so hard behind the scenes and NRMA who continued to provide support beyond their sponsorship dollars.

Our helicopter service goes national

We maintained our presence in northern Australia, providing support to the Australian Defence Force as well as commencing an exciting new service operating out

of Darwin in support of the NT Department of Health and Families and NT Emergency Services.

We acquired a third helicopter to meet the growing demand for our services.

The night vision goggle project gathered momentum and we gained further NVG operational experience while undertaking search and rescue and medical missions across Australia.

CareFlight International Air Ambulance spreads its wings

Another year of growth and expansion saw us open a base in Cairns in far north Queensland. Together with our bases in Sydney, Darwin and Perth, we have Australia and the regions within the great arc which sweeps from the north-west to the south-east of our continent well covered.

Darwin has become our busiest base and the growth in the Darwin operation is expected to continue. Sydney is performing strongly with the commercial long-haul repatriations more than doubling over the past year. The Perth base is now well established and the workload is increasing.

CareFlight acquires new national headquarters

Administration facilities have always been a second order priority for CareFlight, because any expenditure in this area would have diverted funding from our core charitable purpose – to save lives. Now, after years of working in demountables next to the helicopter pad, CareFlight is finally moving its administration offices into a 'proper' building!

Thank you to the NSW Government who made this possible by giving CareFlight a very generous grant for the specific purpose of upgrading our premises – your gift will improve the efficiency of our service, provide a safer work environment for our team and allow for CareFlight's future growth.

Pictures clockwise from left: Dr Dan Durack treated a patient injured in a car crash; CareFlight Bears were more popular than ever; 12-year-old ex-patient Nadia Rossi visited us at the base after recovering from a head injury sustained while trampolining; the HIRT team cared for an injured cyclist; pilot Bo Conneryd joined us from Norway; WA Health Minister Jim McGinty opened the Perth base; the new CareFlight headquarters; Tahmoor Community Day raised funds for CareFlight.

Report from the Chairman and CEO

We are very pleased to report a good year for CareFlight – a year of achievement, record mission numbers and record revenue.

The year reflects the hard work of the talented and dedicated men and women of CareFlight who we are proud to call our colleagues. It is also the result of important strategic decisions we made several years ago – decisions that have placed CareFlight in a stronger position to continue our lifesaving work and to seize new opportunities in the highly specialised and rapidly growing market for critical care patient transport.

Responding to the changing aero-medical landscape

CareFlight today is a very different organisation from that of only a few years ago. To understand why, we need to look at how we arrived at our present position.

From the time it was established in 1986, CareFlight's business was built on two key planks:

- the provision of helicopter services to the Ambulance Service of New South Wales (Ambulance Service); and
- the supply of doctors to work on the helicopters contracted to the Ambulance Service.

In 2006, following an open tender process, two things happened:

- we lost the contract to provide helicopter services to the Ambulance Service; and
- we negotiated a long term contract to supply doctors to the Ambulance Service.

In short, although we improved our position on the medical front, we lost the core of our aviation business.

This fundamental change in our landscape forced us to re-evaluate our business model. To survive, we had to broaden our business base, diversify our fee for service revenue streams and find alternative opportunities for our aviation team. At the same time, however, we had to remain true to our mission and retain our focus on our core work of rapid response critical care.

So we made important decisions, and set to work. This is what we did:

Expansion of CareFlight International Air Ambulance

We saw potential to expand our international air ambulance business. We recruited a talented team, invested in back-office systems, refined our clinical governance and case management processes, improved the co-ordination and communication with our aviation partner Pel-Air and started to more actively market our critical care patient transport capability. Within the space of two and a half years we opened new bases in Darwin, Perth and Cairns, to create a national network.

Opportunities in northern Australia

We identified new fee for service opportunities for our helicopter service in northern Australia. The first opportunity came in the form of

Aero-medical Evacuation (AME) support for the Australian Defence Force (ADF) in its training exercises across the north of our continent. The second opportunity was to provide a Helicopter Emergency Medical Service (HEMS) to the Northern Territory Department of Health and Families (NT DHF). Today we have two helicopters and two crews operating in northern Australia, supporting the ADF and NT DHF.

Brand strategy

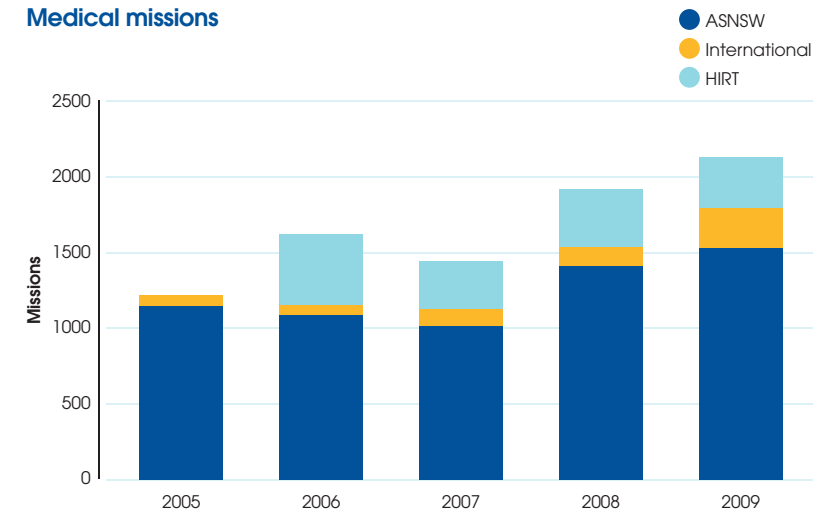
We recognised the need to revitalise the CareFlight brand and developed a new CareFlight Brand Blueprint in which we clearly articulated our vision, mission, values and strategy. This brand blueprint provides a coherent, over-arching brand framework for our organisation, helping our staff to:

- understand the impact that their individual actions and attitudes have on the achievement of organisational goals; and
- articulate our vision and mission to customers and stakeholders.

Operating performance

Even as we were re-positioning our organisation in the face of the changing landscape, we grew our existing services, strengthened our support operations and systems and maintained the high standards of performance that are the hallmark of the CareFlight service.

Medical missions



Medical services

Our medical missions – the most important measure of our impact and effectiveness in meeting our charter – continued the pattern of growth evident over the last five years.

In delivering our service, we never lose sight of the fact that these missions are at the heart of what CareFlight does. They are our reason for being – our *raison d'être*. However much we may grow in scale, complexity and sophistication, our ultimate focus and concern is the treatment and care of individuals. Many of them are critically ill or injured, hovering at the boundary of life and death. Our task is to stabilise them and transport them to the major tertiary hospitals in Australia for the specialised medical treatment that they need, and to keep them alive on the journey. Many of them survive the journey only because of the expert clinical management provided by our highly trained and skilled doctors, nurses and paramedics.

Helicopter services

Our helicopter teams flew a total of 764 flying hours without any major safety incidents. Flying time included a significant number of aircraft

movements between Sydney and our northern operations. Much of the transit time was flown at night to enable our crews to gain experience in the use of our new night vision goggle technology.

Apart from winning the new NT DHF and ADF work, the highlight of the year was finally securing Ambulance Service approval to commence night operations in the context of our Head Injury Retrieval Trial. After a test phase to iron out response processes and communication issues relating to night HIRT operations, we expect to be fully night operational by early September 2009.

Fundraising and community engagement

Just as we are seeking to diversify our fee for service revenue streams, so the fundraising department is seeking to diversify our charitable

revenue streams. Recently, we have had considerable success with a new program which encourages existing bear and direct mail supporters to also support our regular giving and bequest programs.

Our charitable fundraising programs remain fundamental to the economic viability of CareFlight. They sustain our charitable purpose and make possible the innovation and 'value-add' that CareFlight has historically brought, and continues to bring, to the field of aero-medical patient care and transport.

Financial position

We ended the year with a surplus of \$226,866. Our summarised financial statements can be found in the Finance Manager's Report on pages 25-26.

New headquarters building

Funded by a generous grant from the NSW Government, we purchased a brand new building to serve as our new corporate headquarters.

The fit-out of the building is currently underway and we expect to take occupation in early October 2009. The new building will provide a much improved working environment for our staff. From a brand perspective, the new building is much more in keeping with the professionalism of the organisation than the demountables that have served as our administrative headquarters for so many years.

The contract to purchase the building was settled on 11 June 2009, after

However much we may grow in scale, complexity and sophistication, our ultimate focus and concern is the treatment and care of individuals.



Left: Chairman
Dr Andrew Refshaug
Right: CEO Derek
Colenbrander

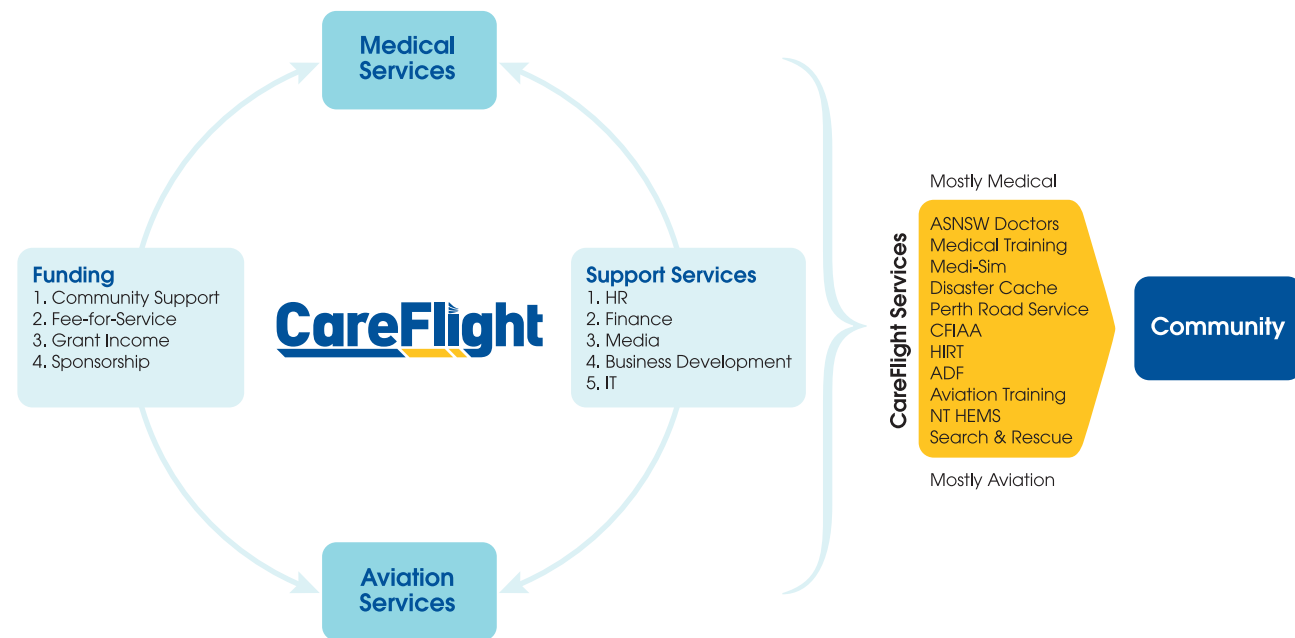
financial year end. Accordingly, the impact of the NSW Government grant will only be reflected in our financial statements in the next financial year. The impact will be powerful, as it will boost our capital by \$2.2 million.

A transformed organisation

Put it all together and CareFlight is today very different from the CareFlight of only three years ago. In the space of those three short years CareFlight has:

- transformed into a national organisation, with bases in Sydney, Cairns, Darwin and Perth;
- increased mission numbers to the point where, on average, CareFlight doctors treat and transport six patients per day, every day of the year;
- increased its gross revenue from \$21 million per annum to \$29 million per annum, an increase of 38%;
- grown and diversified its fee for service revenue; and
- acquired a brand new headquarters building.

The diagram below shows how it all comes together at CareFlight:



Thank you

We would like to acknowledge and thank the NSW Government for the generous grant of \$2.2 million to purchase our new headquarters at the corner of Redbank Road and Barden Street, Northmead, just 500 metres from our existing operational base in the grounds of Westmead Hospital.

We extend our particular thanks and appreciation to MAA Chairman Rick Grellman and Lifetime Care and Support Authority CEO David Bowen (until recently also General Manager of the MAA) for their support. We also thank MAA Acting General Manager Carmel Donnelly for her ongoing support of CareFlight.

NRMA Insurance, our major corporate sponsor, has been part of the CareFlight story for the past 19 years. We thank them for their continuing support.

To our many loyal supporters and donors in the community, we extend our heartfelt appreciation for your continuing support. It is the cumulative power of many small donations which sustains CareFlight's service to the community.

CareFlight's greatest asset is the energy, talent and commitment of its people. The fact that no balance sheet can capture or record the value of that asset does not make it any less real. We thank them for their service and contribution to another successful year in the history of CareFlight.

In less than two years time we will celebrate our 25th anniversary. Despite the growth and changes in CareFlight, as we track towards our first quarter century we remain committed to our charitable purpose, ever mindful that the justification for our existence and the support and trust of our donors, is service to the community. As we have done since the day CareFlight was established, by our actions we seek to demonstrate that we are worthy of the community's support.

Dr Andrew Refshauge
Chairman

Derek Colenbrander
Chief Executive Officer



Dr Bernie Hanrahan visited Sharveemuel in hospital.

Flying wheel injury in North Ryde

11-year-old Sharveemuel had immigrated to Australia from Malaysia with his family just three weeks before he was involved in the most horrific freak accident. He was standing at a bus stop with a group of children in North Ryde when a wheel flew off a passing car, bounced from the gutter and ploughed into the group. The wheel, which was travelling between 60 and 80 km per hour, struck Sharveemuel in the head and chest, rendering him unconscious.

NRMA CareFlight's rapid response trauma team arrived within eight minutes of the alert, landing in an adjacent school yard. Dr Bernie Hanrahan and paramedic Aaron Davidson worked with road ambulance paramedics to stabilise the boy who had sustained severe head injuries, chest injuries and a fractured cervical spine and was still deeply unconscious. Because physiological shock causes vascular constriction making intravenous access very difficult, Dr Hanrahan utilised intraosseous cannulation (a procedure involving drilling directly into the bone marrow which is well supplied with blood vessels) to gain crucial access to his circulation.

By this time the ambulance was already en-route to Westmead Children's Hospital, with the medical team working in the back. They pulled over briefly so that Dr Hanrahan could intubate Sharveemuel and, once the tube was secured, resumed their dash to hospital while he was placed on a ventilator to control his breathing.

The hospital trauma team had been alerted and was on standby to rush Sharveemuel into the operating theatre for surgery. He was placed on an intracerebral monitor and then admitted to intensive care where he was kept in an induced coma for four days, after which the sleep-inducing drugs were turned off and the anxious wait for him to recover began. Ominously, his intracerebral pressure continued to be high and he remained in a coma for the next three weeks. Then, in the fourth week, he woke up and began writing notes to his mother – the only way he was able to communicate at that stage due to the tracheostomy tube still securing his airway.

Sharveemuel continues to make excellent progress and is expected to make a full recovery.

Report from the Medical Director

It was another very busy year for CareFlight Medical as we maintained our high clinical standards while managing the increasing diversity and geographic spread of CareFlight operations.

HIRT

The Head Injury Retrieval Trial remains a major focus of medical operations. At the beginning of 2008 the tasking of the HIRT helicopter to severely injured children was expanded. Between 2005 and 2008 the HIRT team had been dispatched only to children likely to have a severe head injury. Prior to 2005 these children were transported to the nearest adult trauma hospital, then secondarily transferred to a specialist paediatric hospital, a process that typically took about six hours. Children treated by the HIRT team, however, arrive at the specialist paediatric hospital directly from the accident scene less than an hour from the time of injury. This is due to the combination

of trauma specialist doctors providing advanced resuscitation and the speed of the helicopter. Recognising the value of this system, the Ambulance Service and NRMA CareFlight agreed on expanded tasking criteria so that the HIRT team now responds to children who appear to have any severe injury or who have been in a drowning.

Accident scenes at which small children have been critically injured or died are very traumatic for the medical crews involved. However, the teams are driven by the knowledge that the HIRT system has dramatically improved both the pre-hospital care of these children and their access to specialised paediatric trauma hospital

management, which will result in both improved survival rates and lower rates of long-term disability.

Ambulance Service caseload

The medical contract whereby NRMA CareFlight supplies doctors to the Ambulance Service bases at Bankstown and Orange remains the busiest component of CareFlight's medical operations. Working out of these bases, NRMA CareFlight doctors transport patients all over NSW and occasionally into Victoria and Queensland. NRMA CareFlight operates under stringent performance indicators, which we continue to substantially exceed in all areas.

While the Ambulance Service reimburses CareFlight for the salaries of these doctors, CareFlight provides pre-hospital training, medical supervision and management and logistical support, as well as covering recruitment and insurance costs, to ensure that this vital service is available to people all over NSW. These costs are met by our community fundraising.

Recruitment, education and training

CareFlight continues to be an employer of choice for doctors in their final stages of anaesthesia, emergency medicine or intensive care specialty training. This is due to CareFlight's longstanding reputation for outstanding medical education combined with the variety of work CareFlight has to offer. Trainees rotate through the Bankstown and Orange bases working on Ambulance Service helicopters, fixed wing aircraft



Dr Blair Munford, paramedic Cameron Marks and road ambulance paramedics treat the injured kite surfer.

Kite surfing crash in Umina

Richard, aged 48, was kite surfing on the Central Coast last December when a southerly buster picked him up and blew him over the beach and across the dunes before lifting him up into the air and slamming him into a pole. He then dropped an estimated 20 metres onto the road below, about 70 metres from the water's edge.

Richard suffered head injuries, fractured ribs, a fractured pelvis and severe facial fractures and lacerations, so clearly needed urgent stabilisation, then rapid transit to an appropriate hospital.

NRMA CareFlight was called and police officers blocked a beachfront road to allow the helicopter,

crewed by pilot Bo Conneryd and aircrewman Grant Waddups, to land close to the injured man.

The NRMA CareFlight medical team of Dr Blair Munford and paramedic Cameron Marks teamed with local Ambulance Service paramedics at the scene to stabilise the patient for transportation. He was placed on a spine board, given oxygen and pain relief and treated for his facial injuries.

Richard was flown to Royal North Shore Hospital where he spent five days in intensive care and a further 12 days in the ward before being discharged. He is making a good recovery.

patient story

and road vehicles; the Westmead base flying on HIRT helicopters and our international jet operations from both the Sydney and Darwin bases.

CareFlight continues to provide training in pre-hospital trauma care to the Ambulance Service at no charge, as well as to doctors from other Australian states and the Australian Defence Force. The scope of organisations to

which CareFlight provides pre-hospital trauma training is set to expand considerably during 2009.

CareFlight now has medical operations in four states and territories, which creates logistical issues for training, equipment and clinical governance. Differing medical registration regulations between states create a constant administrative load for our human resources team

as doctors require registration in each jurisdiction. National medical registration is to be introduced in 2010, which will substantially decrease this burden.

We currently employ more than 50 doctors and 90 nurses across the country. CareFlight has been able to recruit critical care nurses with very high levels of experience and senior nurses have been taking an increasing



CareFlight runs Pre-Hospital Trauma Courses for critical care doctors.



Dr Ken Harrison and Clinical Nurse Consultant Andrea Delprado conduct registrar training.

role in managing our medical operations and training. During the year CareFlight employed a dedicated Clinical Nurse Consultant in medical education for the first time, to bolster our ability to train doctors and nurses across the expanding network.

Two new consultants have also been employed as part-time educators and have been very effective in both conducting the registrar training and assisting with training for our international work. Last year we trained 22 doctors and 10 nurses – this year we trained 50 doctors and 40 nurses. We have now formalised an inter-hospital medical course tailored to our jet air ambulance missions and have delivered the course eight times during the year, in Sydney, Perth and Darwin.

National operations

Fortunately it was a quiet year for disaster responses. CareFlight's Perth air ambulance was tasked by the WA Government to a Qantas Airbus incident over north-west Australia in which a number of passengers were injured when the jet suddenly lost altitude due to a computer failure. The pilot made an emergency landing at the RAAF Learmonth base near Exmouth. Two patients were transported to Perth in the CareFlight medi-jet under management of a CareFlight trauma specialist and nurse, while another CareFlight doctor accompanied and treated about 300 patients with minor injuries who were flown to Perth on a special Qantas jet sent to transport the remainder of the stranded passengers.

A second incident saw CareFlight teams from both Darwin and Perth mobilised to treat asylum seekers who were severely burned in a refugee boat explosion near Ashmore Reef. The medical crews worked in partnership with teams from WA Health and the Royal Flying Doctor Service, delivering a very high level of critical care medicine to patients in an extremely remote location.

This year also saw CareFlight supplying doctors and medical equipment to the Australian Defence Force for the contract AME work that our helicopters commenced the previous year. In conjunction with our aviation teams, CareFlight has deployed doctors to a number of remote locations across the north of Australia.

Looking ahead

Later in the year we will be responding to a request for tender from the NT Department of Health and Families for a HEMS operation. The Department has foreshadowed that it will be seeking an integrated solution for both its aviation and medical requirements, and we will be working closely with our aviation team to develop a compelling tender proposal.

HIRT has now been running for four years. Discussions with the Ambulance Service are underway to establish a framework for evaluating the trial and transitioning the trial into a fully operational service.

Dr Alan Garner OAM, MB, BS, FACEM, MSc
Medical Director

Left to right: Medical Director Dr Alan Garner, Director of Medical Education & Disaster Planning Dr Ken Harrison, Supervisor of Training Dr Peter Clark, NSW Medical Services Contract Manager Dr Shane Trevithick, Clinical & Human Resources Manager Jude Petfitt



patient story

Toddler fall in Dee Why

It took the combination of his mother's CPR, a quick response from Ambulance Service, NSW Police and NRMA CareFlight and the subsequent care of the Sydney Children's Hospital to save two-year-old Charlie Steven's life when he fell from his bunk onto his head last July.

Charlie's mother found him unconscious and not breathing on the floor of his bedroom, called '000' and immediately began CPR under telephone guidance from the Ambulance Service.

NRMA CareFlight was airborne within minutes of the emergency call being made. On board were pilot Ian Smart, aircrewman John Costin, Dr Steve Walker and

paramedic Cameron Marks. The helicopter landed in a nearby park where police officers were waiting to transport the medical team to the toddler's home. Local ambulance paramedics were in attendance and had managed to restore Charlie's heartbeat by giving him cardiac defibrillation (shock treatment).

Dr Walker intubated Charlie and placed him on a ventilator to control his breathing. Once he was stable he was transported by road ambulance to the waiting helicopter and flown, under full intensive care, to Randwick Children's Hospital.

Incredibly, within 24 hours Charlie had made a full recovery and was sitting up asking for his mother.

“His heart had stopped beating. The chances of surviving when it happens out of hospital are very, very slim.”

Dr Steve Walker



Dr Steve Walker, paramedic Cameron Marks, Charlie and his parents, Allan and Kate Steven.

Report from the Chief Pilot

The year has literally flown by for the aviation team with a number of milestones and successes that go a long way to cementing our future in the broader Australian aero-medical landscape.

Personnel

The past year saw our aircrew and engineers flying far and wide, operating in New South Wales, Queensland, Western Australia and the Northern Territory. Given the pace of our operations, we appointed David Mann as Aviation Operations Manager and Steve Hughes as Business Relationships Manager. David was formerly Chief Aircrewman and Steve was previously Ambulance Service Station Officer and paramedic based at CareFlight.

Norwegian pilot Bo Conneryd joined the aviation team for a 12 month stint while his anaesthetist wife, Kerstyn, joined the medical team as a registrar. Their collective aero-medical experiences in the European HEMS environment brought a valuable resource to CareFlight and we hope to develop the relationship with Norwegian Air Ambulance (NOLAS).

We also welcomed new engineer and avionics expert Ken Mogus to CareFlight.

Night vision goggles

Our NVG project is now well established. We have conducted many rescue and retrieval missions throughout Australia using NVG, including 25 aero-medical night missions in the Northern Territory which clocked up 63 flying hours.

In February this year, Greg Ohlsson, our NVG Project Manager and goggle expert, visited our NVG sponsor, Aviation Specialties Unlimited in Boise, Idaho. Greg enhanced his NVG skills by completing his USA aviation licenses and participating in an NVG instructor's course. It was an opportunity to share experiences in a global context and the lessons learnt will make a valuable contribution to our own program.

During the year, CareFlight continued to participate in the CASA and industry working groups for NVG. Chief Pilot Jeff Konemann, Aviation Operations Manager David Mann and exchange pilot Bo Conneryd presented at each of the workshops.

HIRT

HIRT, our Sydney-based operation, continues to provide a valuable service to the people of New South Wales. Discussions are in progress with the Ambulance Service regarding the transformation of HIRT into a fully-fledged service.

In April 2009, NRMA CareFlight was granted approval by the Ambulance Service to use NVG in the HIRT role. After a phase-in period, during which we will be testing our night protocols and response times, we expect to formally commence night operations in the HIRT rapid response environment by early September 2009.

HIRT flew 334 missions this year, clocking up 230 flying hours.

Aircraft and engineering

We have grown our current fleet with the purchase of our previously leased BK117 VH-IME helicopter, and a lease on a second BK117 VH-BIF helicopter. Our first BK117 has been deployed to Darwin in support of the NT Government and local community, while the new BK117, affectionately known as 'Biff', allows us to meet our contractual obligations to the ADF. Our Agusta 109 Power continues as a dedicated HIRT helicopter.

The CareFlight helicopter, with its special medical and rescue capability, allows the NT government to provide more reliable support to the ill and injured in Top End communities, especially at night and in difficult to reach locations.



Left: CareFlight conducts water training at Wanda Beach. Right: Engineer Eddie Baldwin works on the BK117 VH-IME helicopter at Darwin Airport.



The HIRT flying trauma team treated a motorcyclist who sustained serious injuries in a crash during bike races at Oran Park in February.

rescue mission

Stranded by flood-waters at Mt Wells

On a Saturday evening in February, 41-year-old Bruce was forced to take refuge on the roof of his 4WD when he was caught out by rising floodwaters in an area known to be infested with crocodiles. He spent most of the night standing on top of the car before scrambling to high ground beside Saunders Creek near the settlement of Pine Creek, just as the vehicle was washed away.

Northern Territory police called CareFlight at 4.30am when local emergency services were unable to reach Bruce. Pilot Tony Birmingham and aircrewman John Costin, accompanied by a Darwin-based police officer, made the 120km dash south from Darwin to rescue him. They were able to fly around low cloud using NVG and lifted him to safety at about 7am.



Our NVG program is now well established.

The three helicopters give us greater flexibility in managing the competing demands of fulfilling our fee for service obligations, maximising HIRT online time, allowing downtime for engineering modifications and enhancements and maintaining our strict training and currency regime.

Our engineering team has risen to some significant challenges in managing the maintenance of our growing and wide-spread fleet of helicopters. The team now supplies around the clock engineering support to the far reaches of the country.

Australian Defence Force work

Over the past year CareFlight won 11 tenders to provide aero-medical services to the ADF in support of exercises conducted in northern Australia. These contracts have been in locations as far afield as Horn Island, Kowanyama, Mt Bunday, Pormpuraaw, Derby, Gove and Maningrida. Over the coming year we expect to support more exercises in Queensland and Western Australia with the aircraft being deployed to Port Hedland and Shark Bay in WA and Rockhampton in Queensland.

Originally the ADF aircraft was based at Westmead, which necessitated long ferry flights to deployment locations. These flights took up to four days and 20 flying hours and, while they provided an opportunity for the crews to build experience with night vision technology, in 2009 we decided to base the ADF aircraft in Darwin which is more central to the deployment locations. The move has meant reduced ferry flight time, reduced costs and a better financial return.

Thank you to all our supporters and donors for believing in our mission to bring better levels of patient care to people in need across Australia.

This financial return is a valuable source of revenue to CareFlight and goes directly to supporting our core charitable purpose of providing rapid response critical care to the community.

Northern operations

In late 2008 an opportunity arose to provide aero-medical services to the Northern Territory Government. This was due to a plague of kangaroos at Katherine airfield which prevented night time fixed wing operations. Because helicopters have the ability to land and take off vertically, helicopter operations are not affected by wildlife on the runway.

In December our BK 117 VH-IME undertook the long journey north, arriving in Darwin three days later. NT HEMS operations commenced immediately and to date we have flown 36 missions in support of the NT Aero-medical Service (NTAMS), a division of the NT Department of Health and Families (NT DHF). This work continues to grow as our relationship with NTAMS and the NT DHF develops.

We have also undertaken a number of missions on behalf of the Australian Maritime Safety Authority (AMSA) at the Top End, including tracking

distress beacons to locate stranded or overdue fishing boats.

Tenders

A request for tender (RFT) will be issued during the second half of 2009 for the NTAMS work in northern Australia. The tender will be seeking a long-term solution and provider for NTAMS. We believe that we are well placed to win this tender.

Finally

The past year has been exceptionally busy for the aviation team. We continue to market ourselves in a number of areas to broaden our horizons and position ourselves as a key player in the provision of aero-medical services in the Australian and extended region. With the ongoing dedication, input and support of everyone at CareFlight, we see a bigger and brighter future for us all.

To our supporters and donors a big thank you for believing in our mission to bring better levels of patient care to people in need across Australia.

Jeff Konemann
Chief Pilot

Left to right: Chief Pilot Jeff Konemann, Chief Engineer Luke Bradshaw, Aviation Operations Manager David Mann, Business Relationships Manager Steve Hughes

Sunrise at Winton in Queensland – the BK117 VH-BIF stopped to refuel on the way to Darwin



patient story

Critically ill baby flown to Darwin

Night vision technology made it possible for CareFlight to airlift a critically ill baby boy from Katherine to hospital in Darwin in January.

Alex was only 18 days old when he required specialist treatment for pneumonia and respiratory distress. The CareFlight helicopter, crewed by pilot Greg Ohlsson and aircrewman Ben Inglis and carrying a doctor and nurse from the NTAMS team, left Darwin at 11pm to retrieve the infant. NVG capability allowed them to land on the Katherine Hospital helipad instead of at Tindal Airport, significantly reducing the time taken to transfer the baby to Darwin.

The medical team requested that the CareFlight crew fly at a lower than normal altitude for Alex's respiratory benefit, so Greg flew the return journey at 1,500ft. Low-level night flying of this nature can be safely undertaken only by using night vision technology.

Baby Alex was delivered to the Darwin Hospital just under four hours after mission activation, in a stable condition.

It was the first civilian patient transport utilising NVG technology in the Northern Territory.

Report Fundraising Programs

Our supporters gave more than ever to help us fund the growth in lifesaving missions.

The community responded generously to our campaigns and appeals over the past 12 months, despite a challenging fundraising environment.

CareFlight Bears

Our fundraising flagship, the famous CareFlight Bears, grew by over 10 per cent as supporters opened up their hearts to help by adopting our cuddly teddy bears. All up, 106,000 CareFlight Bears found good homes. A highlight of our bear program was the number of first time bear buyers with more than 10,000 new people joining the CareFlight Bear family.

We introduced four new bears this year - Policeman Bear, Fireman Bear, New Patient Bear and New Doctor Bear. Due to popular demand, two of our best-loved classic CareFlight Bears, Florence Bear and traditional Pilot Bear, made reappearances.

Overall, our telemarketing program raised \$2.2 million net for CareFlight through bear sales and cash donations.

Mail appeals

Direct Mail again played a vital role in overall fundraising. Despite some financial hardship in the community from the latter half of 2008, our valued supporters dug deep, responding generously to all our appeals. This year we posted a record income of \$1.3 million from our four major appeals and welcomed over 2,000 new supporters into the CareFlight family.



To all our community supporters, thank you. Your generosity is a continual source of inspiration to us here at CareFlight.

Regular giving

Our new regular giving program was introduced during the year. We invited supporters who make automatically deducted monthly donations to become CareFlight Support Crew members. In acknowledgement of their support, we supplied a limited edition CareFlight Support Crew T-shirt and membership key ring, which have already become collectors' items.

Our regular giving program grew by over 96 per cent this year and we now have almost 1,000 members.

Their monthly gifts are invaluable in helping us save lives. They allow us to plan ahead to meet month-to-month funding requirements while reducing our processing costs.

The gift that outlasts a life

Our supporters are a special group of people whose care and generosity to others in the community sometimes outlives them. This past year we received over \$300,000 from bequests, a near-record amount. We at CareFlight fondly remember those whose generosity, when making their wills, enables others to live.



Left: Fundraising Manager Trent Osborn
Right: Database Manager Maria Dinnison



Bequest Commander Karen Walsh.

Recently a number of major charities combined to promote the concept of including a charity in your will. We encouraged our supporters to consider this important gift, resulting in a 40 per cent increase in the number of people who have included CareFlight in their will.

We have seen a corresponding growth in the number of our CareFlight Bequest Commanders, whom we acknowledge with a specially presented certificate of appreciation. Plans are underway to hold base visits over the next year as a way of acknowledging our bequest intenders and Commanders.

Other fundraising

We also raised vital funds through a number of other initiatives, including:

Magic Mania: We once again teamed with our longstanding friends at Magic Mania to provide fun-filled magic shows for underprivileged children throughout NSW while raising valuable funds for CareFlight.

Trusts and foundations: Many trusts and foundations provided generous funding for our operations this year, donating a total of over \$250,000. We would like to highlight the contributions of the Profield

Foundation and the Dunn Family Trust, who have supported us over a number of years.

CDSE scheme: Despite legislative changes affecting the income of licensed clubs, we still received generous support through the Community Development Support and Expenditure scheme. While there are too many clubs to thank individually, we wish to make special mention of Bankstown Trotting and Recreational Club, Lakemba Services Memorial Club and Ryde Eastwood Leagues Club.

Thank you

Finally, to all our community supporters, thank you. Your generosity is a continual source of inspiration to us here at CareFlight. We consider you team members, as it is your generosity that helps our doctors to save lives.

Trent Osborn
Fundraising Manager

patient story

A letter from a father

About 11 am on Tuesday morning this week, CareFlight responded to my daughter who injured herself at Penrith Anglican College. Ambulance and Police also attended the scene.

Tayla had suffered head trauma and also possible spinal injuries and was treated at the scene by CareFlight doctor, Dr Bernie Hanrahan. I attended Nepean Hospital where Tayla had been taken. While there, nursing staff advised me that there was a phone call for me and it was from Dr Hanrahan who was ringing to check on the welfare of Tayla.

To say that I appreciate the expert medical care rendered to Tayla by Dr Hanrahan and the Ambulance staff is immensely inadequate. And to know that Dr Hanrahan took the time to contact the hospital to check on how Tayla was going was unbelievable and something I will never forget. My wife and family are truly in your debt.

Tayla regained movement in her legs and is up and walking. I have no doubt a miracle occurred that day and that miracle includes the treatment and care by Dr Hanrahan and the CareFlight team, along with Ambulance personnel.

Peter Seymour

“ I have no doubt a miracle occurred that day.”



Tayla represented NSW in the U/17 cricket championships six months after her accident.

Report Community Engagement

Our partnership with the community is the backbone of CareFlight.

It is only through the support, enthusiasm and commitment of the community we serve that we are able to carry out our lifesaving mission.

Thank you NRMA

NRMA have continued to support CareFlight in many ways, such as running fundraising events at various branches, golf days in Wentworth Falls and Bowral and a community day in Tahmoor. All in all, NRMA branch-organised events raised over \$47,000 for CareFlight.

NRMA also provided road patrols for our Ventures, while NRMA staff volunteered to help at a number of events including our annual Woodford to Glenbrook Classic, the Youth Road Trauma Forum and the Sydney Christmas Parade. Thank you NRMA, for your support.

Woodford to Glenbrook

The annual Woodford to Glenbrook Classic grew to over 1,000 competitors this year, raising \$15,540 for CareFlight. The Run/Walk/Ride through the Blue Mountains has been a regular feature of the CareFlight events calendar for more than 10 years. We are very grateful to the National Parks and Wildlife Service for their support, and also to the many volunteers, including those from the Rural Fire Service brigades in the Blue Mountains and St John Ambulance, who helped make this such a successful fundraiser.

Tahmoor Community CareFlight Day

The untiring efforts of Di Lange, Di Clarke and their band of very willing volunteers again ensured the success of our annual Tahmoor Community CareFlight Day. The committee put

together an outstanding event and, despite the rain and smaller crowd, managed to raise over \$30,000 for NRMA CareFlight. Thanks to everyone who contributed to this event.

IGA Northern Locals

The NSW North Coast was emblazoned with CareFlight banners in the lead-up to the annual IGA Northern Locals Golf Day and Dinner Dance. A big thank you goes to the 19 IGA stores that raised \$43,451 for NRMA CareFlight and also to all their customers who supported the very successful fundraiser.

Sussex Inlet 'Choppers for Charity'

For the second consecutive year, NRMA CareFlight was the beneficiary of the annual 'Choppers for Charity' event in beautiful Sussex Inlet on the NSW South Coast. Months of planning were rewarded with a perfect weekend that included a barefoot lawn bowls competition, golf day, dinner dance, street parade and community festival. Thank you to the Sussex Inlet RSL Club, Chamber of Commerce, Rotary, Lions and other organisations that contributed so generously. The weekend activities raised \$15,082 for NRMA CareFlight.

Ventures

The NRMA CareFlight 4WD Ventures have really taken off with over 25

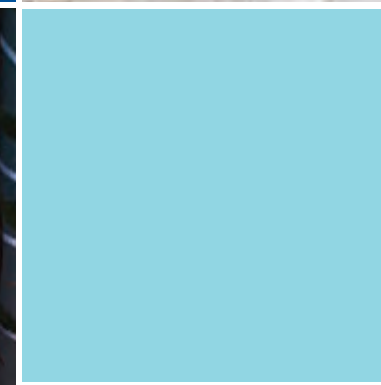
vehicles participating in each of the two events held this year. Friends and families banded together to raise more than \$44,000 for NRMA CareFlight in the lead-up to each event, with the ultimate reward being a trip away to some amazing destinations which included Kanangra Walls, Dingo Dell, Wombeyan Caves, Shallow Crossing, Tianjara Trail and Mogo Zoo. Such has been the success of our Venture events, that we're planning two more 4WD Ventures and a Caravan & Motorhome Venture in the near future.

Oktoberfest

Undoubtedly the biggest fundraising event of our calendar year is the hugely successful Oktoberfest held at Moore Park. The year's Oktoberfest was attended by over 400 people and raised \$151,717 for NRMA CareFlight. A huge thank you to our wonderful hosts John and Sandy Szangolies and their team for putting on such a fantastic event, and thank you also to the many organisations that contributed so generously by donating auction items, purchasing tables and bidding up a storm on the night.

Community talks and base visits

With interest in CareFlight at such a high level, the number of community talks has soared over the past year. We have



Clockwise from top left: Tahmoor Community CareFlight Day; runners line up for the Woodford to Glenbrook Classic; Ian Badham wishes Bill Harrigan luck; the Rescue Simulator is an attraction at events; IGA Golf Day; Oktoberfest; Choppers for Charity day at Sussex Inlet; Don Kemble and Trevor Olsen (General Manager of Sussex Inlet RSL Club) welcome Venture participants.

had visits from (and to) 113 groups and clubs, including Lions, Rotary, Probus, National Seniors, St John, Scouts and Guides. Many of these groups either made a donation to NRMA CareFlight or went on to actively participate in NRMA CareFlight fundraising activities.

Last but not least

A special thank you to all those who have hosted or supported events this year, raising awareness and funds to keep our doctors in the air. A total of 36 official events were organised, including a bowls day at Bribbaree,

a model airshow in Gosford, a car show in Liverpool, a James Bond movie premier hosted by Unity4 and an attempt at Kokoda by our good friend Bill Harrigan.

And finally, to our many, many volunteers who work behind the scenes organising raffles, auctions and collections and selling CareFlight merchandise, thank you – your contribution is invaluable.

Don Kemble
Community & Sponsor
Engagement Manager

It is through the support, enthusiasm and commitment of the community we serve that we are able to carry out our lifesaving mission.



Left: Marketing & Communications Manager Cameron Wade
Right: Community & Sponsor Engagement Manager Don Kemble

Report International Air Ambulance

CareFlight International Air Ambulance is moving ahead in leaps and bounds with another year of growth and expansion seeing us open a fourth base, this time in Cairns.

News from the bases

Just 12 months after opening the Perth base, we had a smooth transition to our fourth operations base, this time in Cairns. Currently the Cairns shifts are being covered by Sydney doctors, together with a small complement of local doctors. The doctors are assisted

by enthusiastic and dedicated local nurses from Cairns Hospital.

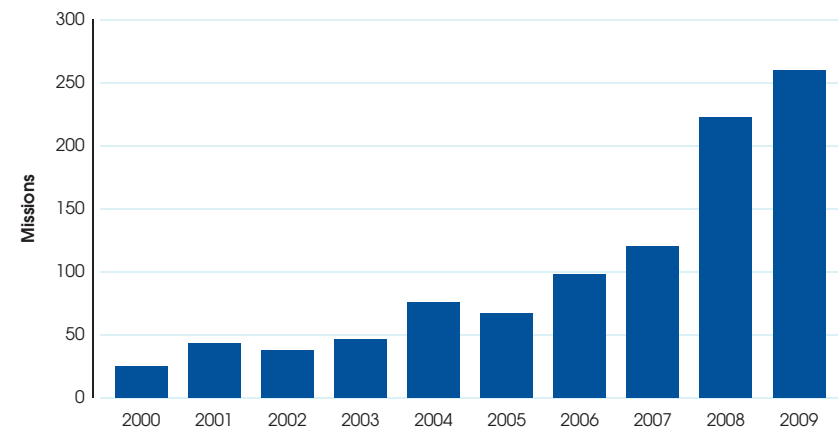
The jet missions have grown considerably and, with the establishment of the Cairns base, we now have Australia well covered. The Cairns base puts us closer to Papua

New Guinea, the Solomon Islands and other strategic locations in the South Pacific; completes our national coverage; and provides an important backup for Darwin and Sydney.

The workload out of Sydney has increased over the last 12 months despite the global economic situation. Our routine patient transfer work (escorting patients on scheduled airline flights), predominantly undertaken out of Sydney, has doubled and is showing excellent potential. The missions out of Noumea have remained the constant for the Sydney aircraft.

The New Caledonian provincial government specified that all aircraft flying into Noumea must be TCAS 2 (Traffic Collision Avoidance System) compliant, so the medi-jets will be fitted with the appropriate instrumentation at a cost of \$3 million to our long time aviation partner, Pel-Air.

Missions 2000 - 2009



Diabetic child airlifted from Bali

Lachlan was a perfectly healthy two-year-old when he went on holiday with his family to Bali in October. Within a couple of days he became unwell, progressing from being thirsty and drowsy to having difficulty breathing.

His parents rushed him to hospital in Denpasar where local doctors diagnosed diabetes, a life-threatening condition. He was admitted to intensive care and started on insulin and intravenous fluids. Because of his respiratory distress, he needed to be intubated and placed on a ventilator to control his breathing.

CareFlight International Air Ambulance was tasked and

Dr Gene Palmer, Dr Paddy Golden and nurse Stephen Horn flew from Perth to Bali by medi-jet to retrieve the critically ill little boy. Lachlan had been woken from the general anaesthetic and, although he was still very unwell, dehydrated and with high blood sugar levels, he was sufficiently stable to be transported without breathing support.

Lachlan was flown home under intensive care management, accompanied by his father. He was admitted to Princess Margaret's intensive care unit for specialist treatment before being discharged to the children's ward. Lachlan made a complete recovery.



Left: the CareFlight team of Dr Paul Bailey, Dr Gene Palmer, RN Sarah Ogborne and Perth Base Manager Steve Martz transports a patient with severe respiratory complications from Thailand to Perth. Right: new recruits undertake an intensive training course in retrieval medicine.

The number of Darwin base missions has risen significantly, overtaking the number of Sydney base missions. We expect the growth in the Darwin operation to continue for the foreseeable future.

Our Perth base is now well established and the work has increased. The introduction of our road ambulance service in Perth, which we operate in partnership with St John Ambulance, will add value to the operation.

Staff and training

We have to date recruited 90 nurses over the four bases to complement our doctor pool.

Our training division is run by an exceptional and highly experienced medical team led by Dr Ken Harrison, Logistics & Nurse Manager Paul Smith

and Clinical Nurse Consultant Andrea Delprado. The team has implemented an intensive three-day training session for our new recruits.

Senior nurses are coordinating the routine patient transfer missions, and their unique training and experience are invaluable in these extended missions where looking after patient needs is a priority.

Equipment

We are currently evaluating all our equipment and have an equipment replacement program in place. We have purchased two new Schiller monitors and defibrillators for the stretcher bridges, to replace our ageing Zolls.

We also plan to fit all four aircraft with two stretchers in the near future. The

first dual stretcher fit will go to our Darwin aircraft and the second to our Sydney aircraft, with the remaining two aircraft to be fitted as finances permit.

Finally

It has been a big and busy year for CareFlight International Air Ambulance. The plans we set in place this time last year are coming to fruition. Our aim to have a national network with a single phone call to activate any one of our four jets has been achieved. We are steadily strengthening our relationships with our major customers and alliance partners.

We look forward to expanding and exploring the many more opportunities that continue to present themselves.

Col Robshaw
CFIAA National Manager



Left to right: CFIAA National Manager Col Robshaw, CFIAA Medical Director Steve Walker, Logistics & Nurse Manager / Eastern Operations Manager Paul Smith

Board and Management

Board of Directors

Andrew Refshauge

MB, BS, FAICD
Chairman
In office since 18 December 2007

Ian Badham

BSc, OAM
Executive Director
In office since 9 May 1986

Sean Beehan

MB, ChB, FANZCA
In office since 18 July 2002

David Bowen

BA, Dip Law
In office since 18 December 2007

Derek Colenbrander

BA, LLB
Chief Executive Officer
Executive Director
In office since 9 December 2003

Gary Dransfield

In office since 15 June 2007

John Szangolies

FAICD, FCIA
In office since 31 August 2004

Company Secretary

Peter Quayle

BCom, FCPA
In office since 22 July 2004

Management and Senior Operational Team

Administration

Derek Colenbrander
Chief Executive Officer

Ian Badham
Media Relations Manager

Jude Pettitt
Clinical & Human
Resources Manager

Rajini Surendran
Finance Manager

Gary Williams
Chief Information Officer

Fundraising and Community Engagement

Trent Osborn
Fundraising Manager

Don Kemble
Community & Sponsor
Engagement Manager

Cameron Wade
Marketing & Communications
Manager

Maria Dinnison
Database Manager

Medical

Dr Alan Garner
Medical Director

Dr Shane Trevithick
NSW Medical Services
Contract Manager

Dr Ian Carter
Orange Base Medical Manager

Dr Peter Clark
Supervisor of Training

Dr Ken Harrison
Director of Medical Education &
Disaster Planning

Dr Blair Munford
Research

Dr Patrick Liston
Medical Quality Assurance

Aviation

Jeff Konemann
Chief Pilot

Luke Bradshaw
Chief Engineer

David Mann
Aviation Operations Manager

Steve Hughes
Business Relationships Manager

Greg Ohlsson
Training Manager

Ian Smart
Safety Manager

Daniel Waring
Chief Aircrewman

CareFlight International Air Ambulance

Col Robshaw
CFIAA National Manager

Dr Steve Walker
CFIAA Medical Director

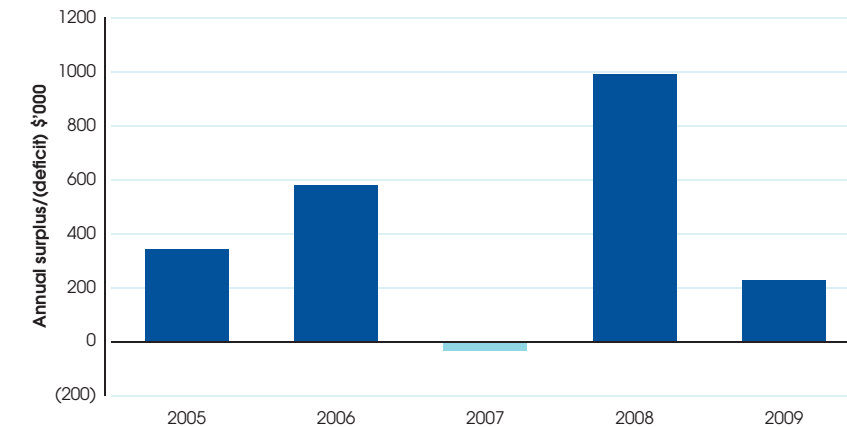
Paul Smith
Eastern Operations Manager

Peter Murphy
Northern Operations Manager

Steve Martz
Western Operations Manager

Report from the Finance Manager

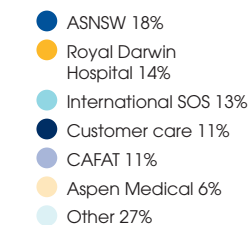
Net surplus/(deficit)



Fundraising revenue mix



Fee for service mix



We had a great year, successfully diversifying our customer base and increasing our total revenue to \$29 million.

This was up from \$22 million in 2008, an increase of 32%. The increased revenue streams help us to sustain our charitable purpose and achieve our vision.

Finance Manager
Rajini Surendran

Independent Audit Report to the Members of CareFlight (NSW) Limited

We have audited the summarised income statement for the year ended 30 April 2009 and the summarised balance sheet of CareFlight (NSW) Limited as at 30 April 2009, in accordance with Australian Auditing Standards. These summarised financial statements have been derived from CareFlight (NSW) Limited's Annual Statutory Financial Report.

In our opinion, the information reported in the summarised financial statements is consistent with the Annual Statutory Financial Report from which it is derived and upon which we expressed an unqualified audit opinion. For a better understanding of the scope of our audit, this report should be read in conjunction with our audit report on the Annual Statutory Financial Report.



KPMG
Sydney

Summarised Consolidated Income Statement

For the year ended 30 April 2009

| | 2009 \$ | 2008 \$ |
|---|-------------------|-------------------|
| Revenue | | |
| Ambulance Service of NSW | 2,788,528 | 2,341,836 |
| Motor Accidents Authority | 1,000,000 | 1,000,000 |
| Other medical and helicopter retrieval revenue | 13,094,853 | 5,407,039 |
| Fundraising | 11,941,279 | 13,483,329 |
| Other revenue | 2,655 | 42,626 |
| Total revenue | 28,827,315 | 22,274,830 |
| Expenditure | | |
| Operations and administration – cost of personnel | 10,219,115 | 7,977,331 |
| Direct costs of medical and helicopter retrieval | 9,484,825 | 4,726,836 |
| Cost of fundraising | 5,605,319 | 4,816,727 |
| Depreciation and amortisation | 968,008 | 1,074,701 |
| Insurance | 342,257 | 342,740 |
| Professional fees | 690,077 | 797,864 |
| General overheads | 1,170,142 | 1,150,977 |
| Net loss on sale of non-current assets | 7,520 | - |
| Impairment loss on non-current assets | - | 5,486 |
| Total expenditure | 28,487,263 | 20,892,662 |
| Surplus before net financing costs | 340,052 | 1,382,168 |
| Finance income | 388,040 | 178,043 |
| Finance expense | (501,226) | (576,702) |
| Net finance income and expense | (113,186) | (398,659) |
| Net surplus for the year | 226,866 | 983,509 |

Summarised Consolidated Balance Sheet

As at 30 April 2009

| | 2009 \$ | 2008 \$ |
|--------------------------------------|-------------------|-------------------|
| Current assets | | |
| Cash assets | 3,200,954 | 4,881,113 |
| Receivables | 2,827,751 | 1,669,791 |
| Inventories | 306,733 | 182,984 |
| Investments | 1 | 1 |
| Other | 441,969 | 558,300 |
| Total current assets | 6,777,408 | 7,292,189 |
| Non-current assets | | |
| Helicopter | 7,070,011 | 4,016,279 |
| Property, plant and equipment | 2,008,234 | 1,754,279 |
| Total non-current assets | 9,078,245 | 5,770,558 |
| Total assets | 15,855,653 | 13,062,747 |
| Current liabilities | | |
| Payables | 4,310,381 | 3,544,702 |
| Interest bearing liabilities | 2,639,261 | 1,106,459 |
| Provisions | 602,405 | 902,835 |
| Total current liabilities | 7,552,047 | 5,553,996 |
| Non-current liabilities | | |
| Interest bearing liabilities | 2,583,278 | 1,761,421 |
| Provisions | 90,680 | 52,144 |
| Total non-current liabilities | 2,673,958 | 1,813,565 |
| Total liabilities | 10,226,005 | 7,367,561 |
| Net assets | 5,629,648 | 5,695,186 |
| Capital funds | | |
| Reserves | 844,425 | 1,136,829 |
| Retained surplus | 4,785,223 | 4,558,357 |
| Total capital funds | 5,629,648 | 5,695,186 |

These summarised financial statements have been derived from CareFlight's Annual Statutory Financial Report for the year ended 30 April 2009, which can be viewed on CareFlight's website www.careflight.org



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Front cover photo (mother and child) courtesy Newspix/Tracee Lea

Front cover photo (car crash scene) courtesy Hawkesbury Gazette

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