

# CareFlight

Annual Report 2015



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## OUR VISION

To be Australia’s most trusted rapid response critical care service

## OUR MISSION

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

## OUR GUIDING PRINCIPLES

CareFlight has one set of Guiding Principles incorporating its values and cultural attributes. These guide behaviour and help to ensure we operate to the highest standards. Our Guiding Principles are based around our service to the community, excellence, unity and integrity, and they apply to all our activities and people. They describe our values, our culture and personality, both internally and externally, the way we work and what we stand for.

### Service – we:

- are dedicated first and foremost to the welfare of our patients
- hold true to and sustain our charitable purpose
- commit to engage with and be accountable to all we serve - the community, business, government and our partners
- are a professional, passionate, egalitarian organisation operating in an environment of innovation
- aim at all times to provide value to all our supporters and be worthy of their trust

### Excellence – we:

- adhere to the highest safety, operating and clinical standards
- promote the education, training, development and retention of our people
- dedicate ourselves to continuous improvement, innovation and research
- always strive for excellence in what we do
- contribute to the global emergency aeromedical research pool

### Unity – we:

- operate as one organisation with a united, national and international perspective
- respect each other and are loyal to our organisation
- support one another in the knowledge that “your success is my success”
- build teamwork with our partners in the chain of survival

### Integrity – we:

- adhere to the highest ethical standards
- foster a culture of statutory and regulatory compliance
- exercise fairness in all our dealings



A tourist family of five clawed their way out of their 4WD when it rolled in Kakadu National Park in August. They activated their Emergency Position Indicating Radio Beacon (EPIRB) which allowed ground and air rescue teams to soon locate them. The CareFlight doctor and nurse treated the mother for head injuries.

# CHAIRMAN AND CEO REPORT

Over the year in review, CareFlight reached 4,737 patients. This is the primary measure of our social impact. It is also the realisation of our mission to save lives, speed recovery and serve the community.

## Year in review

As the year came to a close, we found ourselves looking confidently and optimistically at the opportunities ahead. The successes and the disappointments of the past 12 months were critical in informing the new strategic plan that will underpin further growth in our service footprint and increase our social impact.



## Government tenders

An exceptional effort went into a bid for the long-term NSW Ambulance helicopter contract for Greater Sydney and southern NSW, ultimately awarded to Toll Helicopters in December 2014. Although this was a great disappointment, the subsequent debrief made it clear that it was in no way a reflection on CareFlight or the quality of our proposal. Rather, we learnt how difficult it is to compete against larger and better-resourced commercial operators.

Through the process we gained invaluable experience in major tenders, sharpening our focus on building the financial strength necessary to compete for major government contracts in future.

## Supporting the oil and gas sector

We commenced a six-year contract to deliver a tailored aeromedical solution for the giant Ichthys oil and gas project off Australia's north-west coast. The contract gives CareFlight both immediate and long term strategic benefits.

In the short term, the integrated rotary wing and fixed wing medivac capability, staffed by CareFlight doctors, nurses and paramedics, provides a new source of income and extra resources.

More importantly, within a very short period this service was there to respond to a number of life-threatening emergencies.

Looking to the future, the contract strengthens our beach-head in the mining, oil and gas sector. Here, CareFlight can establish our credentials as an innovative and effective partner in caring for people in some of the most challenging environments on the planet.

## Helicopter upgrade

In July 2014, CareFlight's 'bigger, faster,

further' new AW139 helicopter came on line. The AW139 underwent an extensive refit by our engineering team in our new Darwin hangar, preparing the aircraft for the tough conditions of the Top End. It is already delivering for sponsors TIO and our Top End donors who funded the upgrade, completing 99 missions and 265 flying hours by 30 April 2015.

## Rapid response service

Our Westmead rapid response helicopter service is fully funded by the community. As such, it fell outside the scope of the NSW helicopter tender process.

We saw a marked increase in demand for this service with 358 missions in total, a 24 percent increase over the previous year. We believe this reflects a better understanding and appreciation, by NSW Ambulance, of the value of the service and its unique capabilities.

“We saw a 24 percent increase in demand for our Westmead rapid response helicopter service.”

Pleasingly, the NSW Government and NSW Ambulance have indicated ongoing support for our specialist rapid response service. With this high profile service embedded in the system, we see opportunity to secure corporate sponsorship and reduce our current total reliance on donations to sustain the service.

## CareFlight Medical Escort (CME) work

The majority of patients whom we treat and transport in the Top End under

our contract with the NT Government are higher acuity stretcher patients needing urgent transfer to hospital. However, there are patients with less urgent medical needs who still need to be flown to hospital under medical escort. Since the start of our service in the Top End, CareFlight has transported this group of lower acuity non-stretcher patients under nurse escort, on a short-term contract basis.

During the course of the year we were pleased to reach 'in principle' agreement with NT Health to bring this group of patients within the framework of our main contract. This gives us tenure for our CME work, and allows us to plan and invest in service improvements for the longer term.

## CareFlight International

The tempo of our international and domestic med-jet work is steady at between three and four missions a week. The bulk of the off-shore component is concentrated in the Indonesian Archipelago and the South Western Pacific.

Our doctors and nurses also conducted a number of extremely lengthy commercial aircraft missions, to and from places as far afield as Vancouver, Estonia and Brussels. Some of these missions took six days to complete.

We have an exceptionally dedicated and capable team managing this complex international work with its challenging behind-the-scenes logistics and coordination requirements. Organising a long range mission often involves transiting through multiple jurisdictions, each with its own clearance and documentation requirements.

## Financial overview

Group revenue increased by \$7.3 million (10.7%), from \$68.0 million to



\$75.3 million, mainly due to our new oil and gas contract in north-west Australia. The net surplus for the year was \$1.4 million (2014 surplus \$0.5 million), an increase of 164% over last year. Net equity increased by \$3.9 million, up from \$8.1 million to \$12 million. The equity uplift essentially represents a combination of the surplus and currency driven aircraft revaluations (aircraft are valued in US\$ and then translated into A\$).

### Board and senior management changes

**Board**  
In February, Professor Danny Cass stepped down from the Board, a move linked to his decision to step down from his position as Head of Trauma of the Children’s Hospital at Westmead as he transitions to retirement.

As a paediatric surgeon, Danny saw firsthand the benefits of CareFlight’s rapid response care in getting paediatric trauma patients directly to specialist children’s hospitals. We thank Danny for his support of CareFlight and his service on the Board.

We are delighted to welcome Dr Nick Coatsworth who joined the Board in June 2015 and is the third NT-based Board member. Nick is a Fellow of the Royal Australasian College of Physicians and specialises both in respiratory medicine and infectious diseases. He currently holds the position of acting Executive Director at the National Critical Care and Trauma Response Centre in Darwin.

Nick is deeply committed to humanitarian causes. As a doctor with Medecins Sans Frontieres, he has worked in Congo-Brazzaville, Chad and Sudan in the Darfur region. He was elected to the Board of Medecins Sans Frontieres in Australia in 2008, serving as President in 2010 and 2011. Nick is very involved with indigenous health in remote communities in the NT.

**Senior management**  
The management team was very stable, strengthened during the year with two additional appointments.

Natalie Gallagher brings 18 years of HR experience, predominantly from the legal and finance sectors, to the role

of Human Resources Manager. With her experience and skillset, she is well equipped to lead our People Strategy and help make CareFlight an Employer of Choice.

Mark Lever, General Manager Public Affairs and Communications, has extensive experience in journalism, politics and the corporate world. His role is to guide brand development and build reputational capital to support our growth and diversification goals.

### Thank you

Firstly, we acknowledge our dedicated staff for their commitment to CareFlight: our doctors, nurses, pilots and aircrew who are up for every mission, no matter how long or demanding; our engineers who keep our aircraft safe and serviceable; our education and training teams who travel the country teaching life-saving skills where they are needed most; and our support staff who work hard behind the scenes to keep it all going. We thank them for their willingness to always go above and beyond.

We also thank our partners and sponsors for recognising the value of our work, investing in us and promoting our cause through their networks.

Finally, we express our deep thanks and appreciation to our donors, volunteers and supporters in the communities we serve. Their contributions make what can often be a life-saving difference to many people. We are grateful for their loyalty and support and, in carrying out our mission, seek to be worthy of their trust.

**Dr Andrew Refshauge - Chairman**  
**Derek Colenbrander - CEO**

From left, Chairman Dr Andrew Refshauge and CEO Derek Colenbrander.

## OUR SOCIAL IMPACT

Social impact is the effect of an activity on the social fabric of the community and well-being of the individuals and family.

Our social impact comes from saving lives and speeding recovery. Here is how we do it:

“The contributions of our donors, volunteers and supporters make what can often be a life-saving difference to many people.”



# MISSIONS



We treat and/or transport around 5,000 patients each year.

Mission Type	Patients
<b>Helicopter</b>	
- Westmead Rapid Response	261
- Top End TIO Rescue	111
- Paediatric & Newborn Emergency	274
- NSW Ambulance/ CareFlight doctor	583
<b>Aeroplane</b> (King Air, Medi-jet & Airline)	2,973
<b>Road Ambulance</b>	535
	<b>4,737</b>



April: A Queensland couple were lucky to survive a rollover which wrecked their 4WD and caravan on an isolated road 110km east of Darwin. They were treated at the scene by a CareFlight doctor and nurse before being flown to Royal Darwin Hospital.



April: CareFlight landed on busy West Pennant Hills Road during peak hour after a motorcyclist sustained critical injuries in a crash with a car. CareFlight doctors sedated and intubated the unconscious man before he was taken to hospital.



September: Two people were flown to hospital in Darwin after a fatal car crash near Jabiru in Kakadu National Park.



September: A 27-year-old woman was left unconscious with serious injuries when a horse she was treating kicked her in the face. A CareFlight medical team flew to the cattle station, 180km south of Darwin, to stabilise her before airlifting her to Royal Darwin Hospital.



April: Three young children were injured when the car in which they were travelling hit a power pole in Kingswood. One child was flown to hospital while the other two children were taken to hospital by road ambulance.



November: A 17-year old P-plater suffered head and abdominal injuries in a collision with a bus carrying school children. CareFlight's rapid response trauma team treated the young driver who was trapped for 25 minutes before being freed.



January: CareFlight flew a three-year-old girl to the Children's Hospital at Westmead after she was pulled unconscious from a family swimming pool on the NSW Central Coast.

### Raven's story

Burns to children are extremely dangerous and time is of the essence. So when CareFlight received an emergency call about a young boy with significant burns to his face and upper body, the crew were in the air within two minutes.

Raven, 13, had burns to 30 percent of his body. CareFlight's specialist doctor checked his airways, treated him for pain and kept him in the shower for the time needed to reduce the depth and severity of his burns. He then sprayed Raven with saline solution to keep his burns cool and wrapped him in plastic film for the journey to hospital.

Burns patient Raven with family, from left, Erika, Adrian and Melanie, at CareFlight's past patients day.

Raven was in an induced coma for three days and has since had multiple skin grafts. He will need ongoing treatment and will need to wear a compression

suit for some time. However, we were delighted that Raven was well enough to attend CareFlight's past patients day three months after his accident.





### From Sorong to Sydney

In June, CareFlight International Air Ambulance flew to Sorong in the eastern Indonesian province of West Papua to bring home a holidaying scuba diver who had developed an unexplained fever.

The patient was airlifted by local helicopter from the offshore dive vessel to Sorong Airport to rendezvous with the CareFlight medi-jet. The CareFlight medical team stabilised him before flying him, under intensive care, to Darwin and then on to Sydney.



February: CareFlight pilot Paul Archbold picked his way around an intensifying Cyclone Lam to fly a premature baby girl from Gove/ Nhulunbuy to Royal Darwin Hospital for urgent intensive care. In a nine-hour marathon mission to avoid the worst of the storm, CareFlight flew a paediatric specialist to Gove to fetch the baby and mother before transferring them safely to Darwin.



September: A 60-year-old man suffered serious burns on a yacht 100km north-east of Darwin off Melville Island. He was winched aboard the CareFlight T10 rescue helicopter in a rescue basket and then flown to hospital in Darwin.

### Kirk's story

Kirk, NT Manager for Wynyard Bus Lines, was changing the tyre of a coach when the jack slipped. The bus came crashing down, pinning him to the ground. Kirk's spine was fractured, two discs were torn and several nerves were crushed. He needed to be airlifted from Katherine to Royal Darwin Hospital for urgent treatment.

The CareFlight medical team administered medication for the intense pain and immobilised and stabilised Kirk before flying him to Darwin. He underwent months of treatment.

Kirk, through money tins on Wynyard Bus Lines coaches, has since raised over \$5,000 for CareFlight. It's his thank you to CareFlight for saving his life and his mobility. Kirk said, "When someone needs urgent medical attention in Katherine, there's only one way to get to them – by air. CareFlight NT is our lifeline."



Kirk, far left, organised fundraising tins after CareFlight saved him. Photo Lyndon Keane.

“When someone needs urgent medical attention in Katherine, there's only one way to get to them – by air. CareFlight NT is our lifeline.”











December: CareFlight was called to a 49-year-old woman who suffered multiple injuries in a rollover on Old Pacific Highway near the Brooklyn Bridge.

# READINESS

Our aircraft and medical crews are on standby to immediately respond to life-threatening emergencies.



CareFlight Service	Description	Location	Dispatch to Takeoff
	Westmead Rapid Response Service	Westmead Base, Sydney	 < 5 mins
	CareFlight Paediatric Emergency Helicopter Service	Westmead Children's Hospital	 Daylight < 15 mins Night < 30 mins
	CareFlight Top End Aeromedical Service • High acuity • Low acuity	Darwin, Gove, Katherine	 Priority 1 cases < 30 mins Priority 2 cases < 2 hours Priority 3 cases < 6 hours
	CareFlight Medi-jet	Darwin and Sydney	 < 2 hours

## Time to patient

An important measure of our readiness is our 'time to patient' – how long it takes to get our doctors and nurses to those in need of critical care. In practical terms, the way we measure this is by how fast we can safely get our teams airborne and on their way.

## Kakadu National Park rescue

A tourist was left unconscious when he slipped and fell head-first into a shallow rock pool at the top of remote Gunlom Falls in Kakadu National Park in August. Two flight nurses were winched down 60m, in very gusty conditions, to stabilise the injured man. He was then winched up to the helicopter and flown to Royal Darwin Hospital.



Photo Rachel Pocock.

## The right aircraft

Another dimension of readiness is having the right aircraft available at the right time for the right mission. CareFlight operates a fleet of medi-jets, aeroplanes and helicopters, each aircraft selected and configured to meet specific mission requirements.

- **Medi-jets:** transport patients to and from all Australian states and territories, South East Asia, South West Pacific and as far as India and China. The medi-jets are fast and have the range for long distance flights, minimising the need for refuelling stops.
- **King Air aeroplanes:** service the Top End of the Northern Territory, an area of around one million square kilometres. The seating and stretcher capacity, capability and range of these rugged aircraft make them ideally suited for their role. With purpose designed communication and navigation systems, they have been specifically modified for the harsh conditions of the NT.
- **Westmead rapid response helicopter:** flies to trauma incidents in and around the Greater Sydney Area. The BK117 can be airborne very quickly and, being a small aircraft, is suited for work in a densely populated urban environment.
- **Paediatric emergency helicopter:** flies ill babies and children from around NSW to specialist treatment centres in Sydney, Newcastle and Canberra. The Bell 412's purpose built aeromedical fitout includes plumbed medical oxygen and



Baby Molly with brother Bryn, father Guy and mother Abi. Photo Gillian Lett, Milton Ulladulla Times.

medical air. The configuration allows for concurrent transportation of twin specialised neonatal systems weighing 167kg each. A large seating capacity means a parent can accompany the patient on the flight. Long range fuel tanks ensure uninterrupted flights to remote NSW.

- **Top End helicopter:** responds to accidents and conducts search and rescue operations across the Top End and off the NT coast. The new AW139 CareFlight T10 rescue helicopter is configured for multiple roles and missions. Bigger, faster and with over twice the range of its predecessor, this helicopter has a cruise speed of 260 km/h and an endurance of four hours. It has a two-person rescue hoist and is night vision goggle equipped.

## Molly's story

Molly was born prematurely at 27 weeks, weighing just one kilogram. She spent six weeks in intensive care and a month in the high dependency special care unit before going home. Molly then fell dangerously sick with bronchiolitis and needed urgent specialist treatment not available in Nowra.

CareFlight was called to fly Molly to Sydney Children's Hospital, under the care of a Newborn and paediatric Emergency Transport Service (NETS) team. She was on life support in intensive care for 10 days before she started to breathe unassisted. Happily, Molly is now back home, healthy and growing.

Molly's mother Abi said, "The journey from Nowra to Sydney was important because if she hadn't made it to her ultimate destination of intensive care, we would have lost her."

“The right aircraft at the right time for the right mission.”





We bring a hospital standard of care to our patients.



Dr Adam Sroor is an emergency medicine specialist.

CareFlight medical teams

Much of CareFlight’s work is at the high end of the acuity spectrum. Caring for seriously ill and injured patients requires advanced clinical skills.

CareFlight recruits senior critical care specialists and registrars for our aeromedical operations. When they come to us they have extensive in-hospital experience in managing critical patients, including trauma. CareFlight then provides intensive training in the pre-hospital and transport environment.

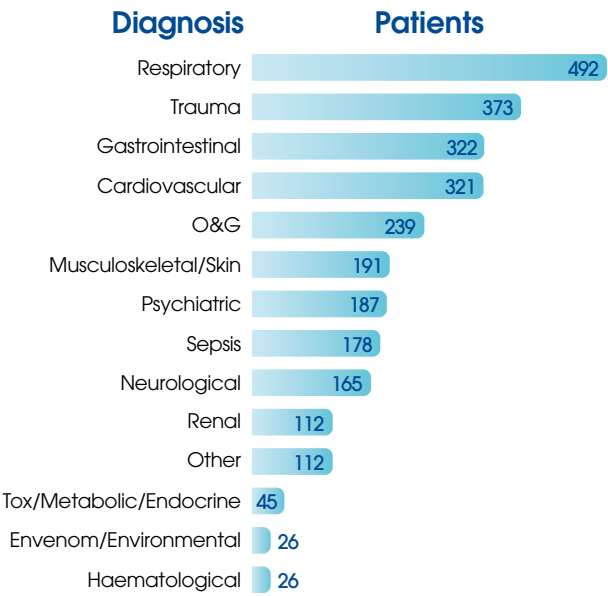
CareFlight nurses are required to have at least five years nursing experience, including emergency experience. With our Northern Territory caseload having a high proportion of obstetric work, most of our nurses are also qualified midwives.

The chart shows the top diagnosis related groups of patients we transported in the Top End this year.

“Caring for seriously ill and injured patients in the out-of-hospital environment requires advanced clinical skills.”



Flight nurse Angela Coward is trained in critical care.



The case mix illustrates the need for highly experienced and skilled clinical staff capable of dealing with a wide range of medical conditions in an out-of-hospital environment.

Carebundles

CareFlight has put in place a system known as Carebundles. The system is based on a comprehensive and extensively researched checklist of recommended evidence-based procedures for managing different types of major injury. CareFlight clinical crews carry pocket cards with Carebundle checklists. This assists the doctors to methodically apply clinical best practice in the often challenging circumstances at the scene of major road, workplace or home accidents. It also provides for a systematic approach to post-event reviews, reporting and data collection.

Late last year, the Australian Commission on Safety and Quality in

Health Care (ACSQHC) commended CareFlight on becoming Australia’s first helicopter emergency medical service to be accredited under National Safety and Quality Health Service (NSQHS) Standards. The accreditation is granted for levels of care normally only available in hospitals.

Aeromedical support for offshore oil and gas sector

Starting in June 2014, CareFlight has a six year contract to deliver aeroplane and helicopter aeromedical and logistics support to the INPEX-operated Ichthys LNG project. The contract

“Offshore tele-medicine means initiating early treatment with remote specialist oversight.”



A CareFlight intensive care paramedic stationed on an offshore drilling rig.



Retrieval specialist Dr Greg Dimond transmits patient data from the aircraft to consultant Dr Paul Bailey in Perth, using the Tempus Pro.

introduces a new standard in offshore medical care, with CareFlight bringing the emergency department to the rig.

The project features the Ichthys Field, some 800km<sup>2</sup> of water about 220km off the coast of north Western Australia; an 889km pipeline; and an onshore processing plant near Darwin.

CareFlight’s contract supports more than 2,000 workers with:

- a new aeromedical jet
- trauma teams and support staff based in the NT and WA
- intensive care paramedics stationed on the rigs
- 24/7 logistics support from CareFlight’s HelpPoint assistance centre
- tele-medicine

Offshore tele-medicine is a new initiative that links the rig to hospital specialists. It means bringing hospital level care to the patient and initiating early treatment with remote specialist oversight while a medivac team is on the way.

We provide tele-medicine through our patient care monitoring system, the Tempus Pro. The system transmits crucial patient data from the bedside on the offshore facility or the aircraft, to the consultant who provides advice within minutes.

Tele-medicine pre-empts heart attack

Tele-medicine was put into practice when a worker who was feeling unwell presented at a drilling rig’s medical facility. Test results sent to a specialist in Sydney confirmed the patient was suffering a heart attack.

Medics immediately applied advanced cardiac life support and activated a CareFlight trauma team. An on-line assessment of the patient’s ECG results was conducted in real time via a tele-diagnostic link to a cardiologist at

Royal Darwin Hospital. The cardiologist oversaw treatment while the patient was flown to Darwin Hospital.

As a result of early intervention, the patient made a full recovery.

EDUCATION



We train doctors, nurses, paramedics and first responders.

CareFlight delivers excellence and leadership in pre-hospital, critical transport and trauma training.

CareFlight provided:

1,067  
participant training days

347  
educator delivery days

172  
individual courses



CareFlight delivered a trauma training workshop in Dili.

CareFlight education grows

**More students** – Growing industry recognition of our education programs has seen an increase in the number of fee-paying participants at training events.

**Additional educators** – To cater to growing demand for our training services, CareFlight appointed additional medical staff, including our first specialist physiotherapy educator, and new logistics staff.

**Education for educators** – As part of our continuous drive for excellence, CareFlight provided further training for staff who deliver our education programs.

Special events:

**Take Heart Australia**  
CareFlight was invited to take part in the inaugural Take Heart Australia event in May. The event, which aims to promote and increase take-up of CPR training in the community, brought together over 400 people from a number of different agencies.

**CareFlight goes to Nashville**  
CareFlight was invited to present at the Air Medical Transport Conference (AMTC) in Nashville, Tennessee, in September. Our delegation’s presentation focused on how to create a research-based training program to develop a mission ready workforce, including what it means to be ‘mission ready’ when no two missions are the same.

**Trauma training workshop in Dili**  
CareFlight delivered community-focused training to 24 ambulance service officers in October to improve social services to Timor Leste. We also provided a range of training aids to facilitate the workshop. Participants received professional development certificates on completion of the training.

**Support for Royal Australian Signals**  
CareFlight supplied educators and equipment to the Defence Force School of Signals in June. This allowed over a dozen young army officers to complete their specialty training and ‘march out’ as fully fledged members of the Royal Australian Signals Corps.



Trained to go down the wire - NT doctors Colin Urquart and Toby Shipway, left, with flight nurse Gail Haitt, aircrewman Steve Martz and pilot John Beasy.

### NT doctors train for winch rescue

CareFlight is training doctors in the NT to go 'down the wire' from the CareFlight TIO rescue helicopter. This initiative will allow our doctors, as well as the flight nurses already trained, to be winched down to treat injured patients at inaccessible locations where the helicopter is unable to land.

Offering this training will also help CareFlight attract and recruit registrars to work in the NT.

### Nationally accredited CPR courses

After attaining Registered Training Organisation (RTO) accreditation in December 2013, CareFlight started conducting nationally accredited cardiopulmonary resuscitation (CPR) courses.

Over 12,000 people each year die from cardiac arrest. Of these, 95 percent die before ever reaching hospital because nobody around them feels capable

of administering CPR. CareFlight is doing its bit to improve survival rates by teaching CPR skills in the community.

### Pre-Hospital Trauma Course extended

In response to participant feedback, CareFlight extended our flagship Pre-Hospital Trauma Course for doctors, nurses and paramedics to include a skills evening. The additional time will help develop a high level understanding of invasive and non-invasive procedures specific to and potentially life-saving for trauma patients.

### Specialist training for INPEX contract staff

CareFlight developed and delivered specialist training for our paramedics stationed on oil and gas platforms under our INPEX contract. Because of the extreme location and isolation of the platforms, the paramedics need training in areas of care usually reserved for doctors and nurses.

“CareFlight is doing its bit to improve survival rates by teaching CPR skills in the community.”



Pre-Hospital Trauma Course training.



Cliff edge training for registrars.

## MediSim

Since its launch in 2011, MediSim has completed 123 workshops and trained 1,854 first responders from 44 organisations around Australia.

### Where MediSim went this year



### This year, MediSim:

- trained 576 emergency service volunteers
- held 38 workshops
- celebrated its 100th workshop in September in Ballarat
- took trauma care training workshops to South Australia for the first time
- travelled thousands of kilometres, from Bathurst Island in the NT to Hobart in Tasmania, across NSW and Victoria to Karratha in WA
- recorded its first Community Service Announcement for airing on national television - the advertisement was produced by Mint Films, at no cost to CareFlight

We thank the following who have made it possible for us to offer the MediSim program at no cost to participants:

- Origin Energy
- J&J Medical
- Motor Accidents Authority
- Spirit of Tasmania
- Lake Kununurra Discovery Holiday Park
- Peppers Resorts - Tasmania
- Barrick Cowal Gold Mine
- SNSW Farmers
- Bennelong Foundation
- Voyages Hotels and Resorts
- The Collier Charitable Fund



“MediSim teaches first responders to make critical decisions quickly and sustain life until professional help arrives.”

Volunteer emergency service personnel can be the first to arrive at the scene of trauma incidents in regional and rural areas. They may need to make critical decisions quickly and sustain life until professional emergency medical help arrives. The MediSim program teaches them how to do just that.

MediSim provides high quality trauma care training which is delivered by specialist doctors, nurses and paramedics. The practical component of the workshop uses life-like mannequins and a unique car crash rescue simulator to give participants an opportunity to practise in a realistic but safe and controlled environment.

Participant feedback this year

Question	Average rating /5
Did the workshop add to your skills and knowledge?	4.75
Did the instructors display knowledge?	4.94
Did the training aids enhance learning?	4.76
Was the content delivered effectively?	4.74
Will the training assist your role?	4.64
Would you recommend this workshop to colleagues?	4.88
Overall rating	4.785



NSW SES and VRA, Wollongong



WA emergency services, Kalgoorlie.



Tasmanian emergency services, Cradle Mountain.



SA CFS, Adelaide



Victorian emergency services, Ballarat.

MediSim: Watarrka ranger Melissa Merry’s perspective

Working as a ranger at Watarrka National Park in central Australia presents a range of challenges to NT Parks and Wildlife Commission staff. The most challenging part of our role is responding to visitor emergencies.

feel more confident in their abilities to manage emergencies. Talking through scenarios with experienced medics, taking part in complex scenarios that imitate real life situations and learning quick and easy ways of organising

critical medical and response information all make a big difference to the rangers who attended this training.

Melissa, centre, with Watarrka National Park rangers, NT.

With over 300,000 visitors per year to the park, combined with a remote and hazardous environment, this is a regular part of our job. All Watarrka rangers have First Aid and Advanced Resuscitation Certificates, and we are also fortunate to have the King’s Canyon Medical Clinic to assist us.

Having skills such as those taught at the MediSim workshop means that rangers



# INNOVATION



We are dedicated to continuous improvement through innovation and research.

CareFlight has a long history of research and innovation. For almost 30 years we have continuously searched for better ways to care for our patients.

Our Westmead rapid response service evolved from one of our most important research projects, the six-year long Head Injury Retrieval Trial (HIRT). This study demonstrated the benefits of providing specialist physician treatment at the accident scene for patients with severe head injuries.

“Our Westmead rapid response service evolved from one of our research projects, the Head Injury Retrieval Trial.”

The year saw CareFlight complete major projects and commence exciting new initiatives in operations across the country.

### PHANTOM Study

PHANTOM stands for Pre-hospital Assessment of Noninvasive Tissue Oximetry Monitoring.

The Phantom Study tests whether new technology for monitoring patients might provide better insights into what is happening in the crucial first hour after a brain injury. The study follows on from our research which investigated

ways to deliver the best pre-hospital care for patients with traumatic brain injury.

In the first stage of the study, a monitor will be attached to patients who have suffered a brain injury. The monitor should reveal new information about the delivery of oxygen and other vital nutrients to brain tissue.

In the second stage of the study, the research team will follow up patients after 12 months to determine if there are associations between the initial monitoring data, the injuries identified and the subsequent recovery.

The team is now recruiting patients for the study which will take at least three years. The project will see CareFlight researchers work with Hong Kong academics and the University of New South Wales group who are project leaders in the development of the bionic eye.

The PHANTOM study has also received support in the form of a grant from the Australian and New Zealand College of Anaesthetists.

“New monitoring technology might provide better insights into what is happening in the first hour after a brain injury.”



Flight nurse Jodie Mills was recognised for her paper on retrieval of psychiatric patients.

### Top End research

Our researchers in the Top End have been busy looking at the unique challenges of providing critical care to some of the most remote communities in the world.

- Research published in the last year includes:
- a study looking at antibiotic use for critically ill patients in wet tropical areas
  - the use of intraosseous access by retrieval teams
  - a novel, lower risk technique for intravenous access in out-of-hospital situations
  - the safe aeromedical transport of acute psychiatric patients. Flight nurse Jodie Mills presented a paper on this at the Aeromedical Society of Australasia annual scientific meeting in 2014. It received the award for the best scientific paper.

“The I-CARE stretcher allows seamless transition between transport modes, saving time, improving safety and reducing risk to patients.”

### I-CARE stretcher

CareFlight, together with INPEX and Aeronautical Engineers Australia, has developed a new, fully inter-operable ‘I-CARE’ stretcher system. The intensive care stretcher was designed for CareFlight’s work with the Ichthys gas project off north-west Australia.

The I-CARE system solves a major problem in transferring seriously ill and injured patients between multiple transport modes in complex pre-hospital situations. Patients no longer have to change stretchers or monitoring equipment while being transferred to hospital by helicopter, jet and then road ambulance. The seamless transition saves time, improves safety for staff and reduces risk to patients.

The I-CARE system won the highly commended award in the ‘Recognising achievement, innovation and commitment to improving health safety and environmental performance’ category at the Australian Petroleum Production and Exploration Association (APPEA) conference in Perth. The stretcher system is expected to become the industry standard.



The I-Care stretcher.

# COMMUNITY



We work with the community to raise awareness of our cause and funds to support our service.



## Rapid response service marks 10 years

CareFlight’s rapid response trauma service marked its 10 year anniversary in 2015. The service, which covers the Greater Sydney Area, is tasked to serious primary trauma missions requiring an intensive care medical crew.

To celebrate the milestone, CareFlight held a past patients day at our Westmead Operations base in February. The community event brought together many of our past patients and their families. Patients were able to meet with the doctors and crew who treated and transported them, and tour the helicopter and hangar.

Among the guests was NSW Health Minister Jillian Skinner. Minister Skinner said of the service: “CareFlight is one of the jewels in the crown of the state’s health service. It is a unique specialist rapid response service whose crews and clinicians save lives in what are sometimes very heroic retrievals.”



Top: Past patients joined us to mark our 10 years of rapid response service.

Far left: CareFlight CEO Derek Colenbrander, Dr Alan Garner who pioneered the HIRT study which evolved into the rapid response service, Health Minister Jillian Skinner and CareFlight Chairman Dr Andrew Refshauge.

Left: Guest Ashley.

## Fundraising

- It was a year of innovation as we sought to maximise donations to support our life-saving operations. We:
- established a face-to-face program to encourage regular giving, acquiring over 1,000 additional supporters through this new channel
  - expanded our fundraising programs to support national initiatives such as MediSim, with almost 40 percent of donations coming from outside NSW as a result
  - produced a new premium pilot bear that proved very popular with bear collectors
  - introduced a new business supporter program based on gold, silver and bronze membership packages

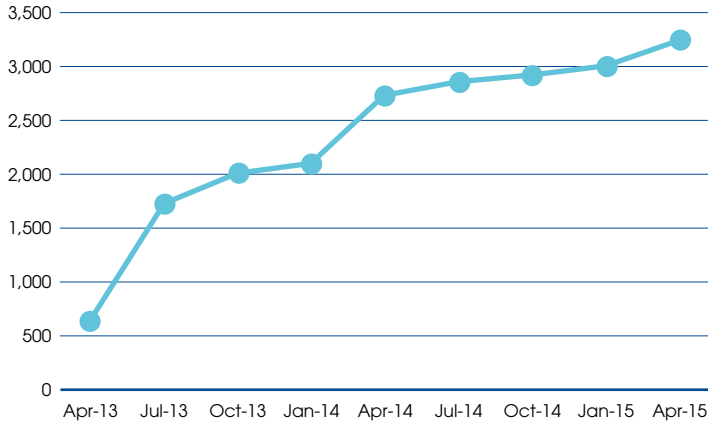
The year saw a 17.5 percent growth in our NT supporter base to 3,322 donors.

### Direct mail

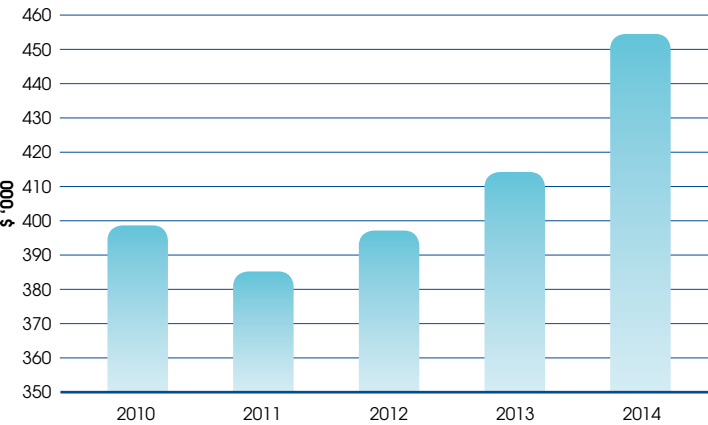
We thank our family of over 150,000 donors throughout Australia who again supported our direct mail appeals this year. The appeals covered a wide range of interesting subjects and missions:

- National Tax 2014 Appeal – told the inspirational story of CareFlight’s role in saving the life of three-year-old Belle who was run over by a reversing truck
- NT Tax 2014 Appeal – focused on CareFlight’s flight nurses and the history of nursing in the Top End
- National August 2014 Appeal – ‘Mission Possible’ showcased the work of CareFlight pilots
- National Christmas 2014 Appeal – featured our emergency response to Keiran Dodge who was impaled in the head by a rusty steel rod in a workplace accident – the appeal raised \$454,000 and was our most successful Christmas appeal ever
- National February 2015 Appeal – showcased CareFlight’s emergency helicopter service for babies and children in NSW

Growth in CareFlight NT Donors



Christmas Appeal: dollars raised



## Recognising our supporters

We presented nearly 200 certificates of appreciation to long-term supporters this year. Recipients included 10-year Support Crew Members, 20-year donors and our bequestors.



Relationship Development Officer Alicia Madden presents 20-year supporter Malcom Fox with a Certificate of Appreciation.



Support Crew Member Duane Langley visits the Westmead base to receive his 10-year Certificate of Appreciation.





“Thank you to our bear buyers – CareFlight bears save lives.”

#### Gifts and Grants

CareFlight is fortunate to receive very generous gifts and grants from a number of Trusts and Foundations. We are grateful for the following:

\$150,000	Dunn Family Trust to support our paediatric and neo-natal emergency helicopter service - one of our largest ever gifts from a single donor. Over the past five years, the Dunn Family Trust has gifted around \$400,000 to CareFlight
\$30,414	The Collier Charitable Fund for MediSim training in Tasmania
\$27,000	The Profield Foundation to support our helicopter emergency response
\$18,335	The Marian & EH Flack Trust for a paediatric video laryngoscope
\$10,450	The Motor Accidents Authority of NSW to fund MediSim training
\$10,000	The James Kirby Foundation for a video laryngoscope
\$6,150	Dimmick Charitable Trust for a paediatric blood warmer
\$4,348	Harcourts Foundation for a McGrath training video laryngoscope
\$2,459	Pierce Armstrong Foundation for an emergency folding spinal board

#### CareFlight Bears

CareFlight Bears are proving as popular as ever. This year we introduced eight new bears: Aussie Soccer Bear, Digger Alby, Beach Girl Suzie, Beach Boy Scott, Grandma Olive, Grandpa Tom, Chief Pilot Roger and Rescue Bear Alan.

#### Partnerships

We were delighted to welcome Origin Energy as a major sponsor of our national MediSim trauma care training program. We also renewed three year partnership agreements with two of our valued corporate partners, Mounties Group and Johnson & Johnson Medical. Territory Insurance Office (TIO) continues to be an important partner, sponsoring the Top End CareFlight TIO rescue helicopter.

#### Contributions

CareFlight acknowledges the generous contributions from:

- Barrick Cowal Gold Mine
- BMG Aviation
- Classic Ford Club of the NT
- Darwin Game Fishing Club
- Darwin Mining Club
- Hunter Hall International Ltd
- Inghams Enterprises Pty Ltd
- Lake Kununurra Discovery Holiday Park
- Mataranka Better Half Club
- McArthur River Mine
- Minerals Council of Australia
- SNSW Farmers
- TVSN Channel Pty Ltd
- Unity 4 Pty Ltd
- Woolworths

#### Community engagement

The community engagement team had a busy year liaising with community groups, business networks, forums, schools and supporters to raise awareness about CareFlight's life-saving work. The team hosted over 2,000 people for base tours,

presented talks at 65 community meetings and attended 97 fetes, shows and demonstrations. We were also delighted to welcome a number of past patients who came to meet the crew who cared for them in their time of need.



Captain Ian Smart greets a group of base visitors.



Five-year-old Jayden, with his grandfather Bob, visits Dr Steve Skinner who treated him when he was caught between a utility and a trailer.



#### Some highlights

##### Choppers for Charity Weekend

The wonderful community of Sussex Inlet banded together for the 13th year to support CareFlight. This year they raised \$15,000 over a fun-filled weekend of golf, bowls and a street parade.

##### Rotary Club of Nhulunbuy

The club's annual beach volleyball competition raised \$6,500 which will fund operational equipment at CareFlight's Gove hangar.

##### Golf Days

Wisemans Ferry Police & Citizens, AvLaw Aviation Consultants, Ku-ring-gai Lions Club, McArthur River Mine and Darwin Mining Club again held very successful golf events to raise money for CareFlight.

##### CareFlight on Display Day

Corporate sponsors, donors and Support Crew Members attended the event which showcased our aeromedical services and specialist equipment used in critical retrievals and training.

Darwin Mining Club's golf day for CareFlight.



“Thank you to all those individuals, communities, clubs and businesses who worked so hard to raise much needed funds for CareFlight.”



Alyssa.



Woodford to Glenbrook Classic.



Sussex Inlet Choppers for Charity weekend.



Kakadu Triathlon winners Rebekka Atz and Chris Piggot-McKellar.



Rotary Club of Nhulunbuy cheque presentation.



Todd Peisley ride for CareFlight.



McArthur River Mine cheque presentation.

### Kakadu Triathlon

This event was held in Jabiru, a frequent destination for CareFlight when transferring ill and injured patients to Darwin. The popular event brought the town together in support of CareFlight, and raised over \$8,000.

### Woodford to Glenbrook Classic

This annual 25km Blue Mountains cycling/running event attracted 800 participants and raised over \$40,000.

### Deckchair Cinema fundraiser

Darwin's iconic outdoor cinema was packed for this inaugural fundraiser. Cult movie Top Gun brought in nearly \$5,500.

### Alyssa's challenge

A love of helicopters and the work of medical heroes inspired Alyssa O'Donnell, 10, to raise more than \$1,600 for CareFlight Top End.

### Scooter shave

Scooter sacrificed his beard for CareFlight, his novel online fundraiser bringing in over \$3,600.

### Christmas joy for sick children

The CareFlight team visited Royal Darwin Hospital before Christmas to donate CareFlight bears to patients in the children's ward.

### Todd Peisley Ride

CareFlight flew to Bali to treat Todd Peisley in 2012, but tragically he passed away. More than 100 riders took part in the 2015 motorbike ride which honours his memory, raising over \$9,000.



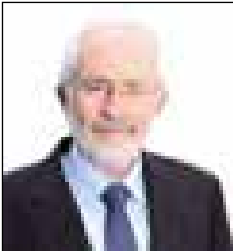
Bears for sick children.

# BOARD AND EXECUTIVE TEAM

## Board of Directors



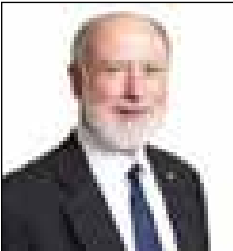
**Dr Andrew Refshauge**  
MBBS, FAICD  
Chairman



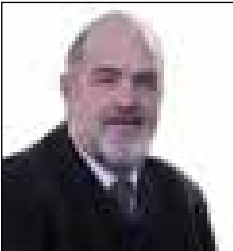
**Derek Colenbrander**  
BA, LLB  
Chief Executive Officer  
Executive Director



**Patricia Angus**  
PSM, MTH  
Independent Non-Executive Director



**Ian Badham**  
BSC, OAM  
Director



**David Bowen**  
BA, Dip Law  
Independent Non-Executive Director



**Prof Daniel Cass**  
MBBS, FRCS, FRACS  
Independent Non-Executive Director  
Resigned 27 February 2015



**Dr Nicholas Coatsworth**  
MBBS (Hons), MIntPH, FRACP  
Independent Non-Executive Director  
Appointed 23 June 2015



**Garry Dinnie**  
BCom, FCA, FAICD, MIIA (Aust), FAIM  
Independent Non-Executive Director  
Chairman of the Audit & Risk Committee



**Anna Guillan**  
MBA  
Independent Non-Executive Director



**Company Secretary**  
**Peter Quayle**  
BCom, FCPA

## Executive Team

**Derek Colenbrander**  
Chief Executive Officer

**Andrew Anderson**  
General Manager Medical & Support Services

**Natalie Gallagher**  
Human Resources Manager

**Tanya Izod**  
General Manager Northern Operations

**Mark Lever**  
General Manager Public Affairs & Communications

**David Mann**  
General Manager Aviation Services

**Trent Osborn**  
General Manager Fundraising & Community Engagement

**Paul Smith**  
General Manager CareFlight International

**Rajini Surendran**  
Finance Manager

## Medical Director

**Dr Alan Garner**  
Resigned 27 March 2015

**Dr Toby Fogg**  
Commenced 15 June 2015

## Chief Pilot

**Richard Sandford**

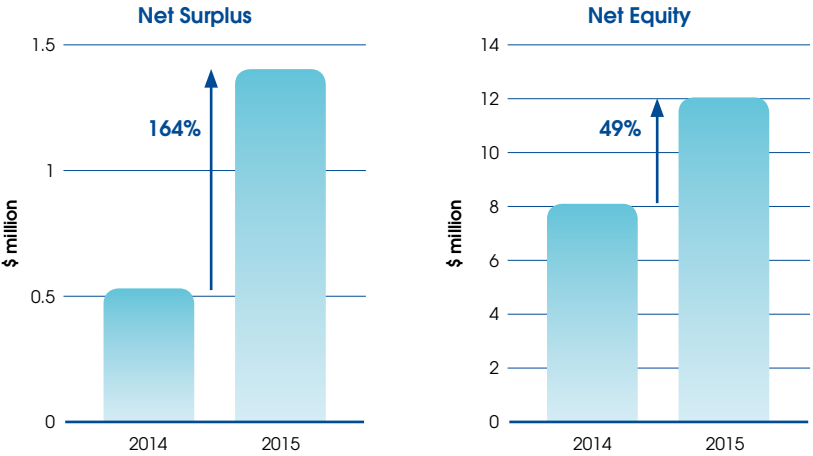
## Director of Engineering

**Luke Bradshaw**

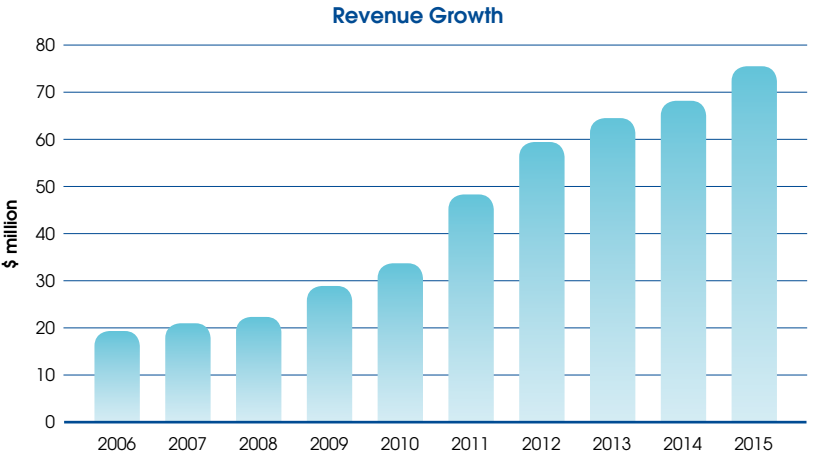
# FINANCIALS

Group revenue increased by \$7.3 million (10.7%), from \$68.0 million to \$75.3 million. The increase in revenue is mainly attributable to our new contract to provide aeromedical support services for the Ichthys oil and gas project in north-west Australia.

The charts below are a financial snapshot of the last two years:



Taking a longer look over the past decade, we have almost quadrupled revenue:





The following is a summary extracted from the audited financial statements of CareFlight Limited Group for the year ended 30 April 2015. This information should be read in conjunction with those financial statements, a copy of which can be found on the CareFlight Limited website at [www.careflight.org](http://www.careflight.org).

### Consolidated statement of surplus or deficit and other comprehensive income

For the year ended 30 April

	2015	2014
Revenue	\$	\$
Government revenue	50,545,887	49,291,078
Aeromedical and other retrieval revenue	12,153,434	5,068,751
Fundraising – donations and sponsorship	6,048,234	6,678,155
Fundraising – merchandising and events	6,260,316	6,909,104
Net gain on sale of non-current assets	316,506	–
Revenue from CareFlight Aeromedical Limited	–	68,741
<b>Total revenue</b>	<b>75,324,377</b>	<b>68,015,829</b>
<b>Expenditure</b>		
Operations and administration – costs of personnel	34,560,309	29,138,665
Direct costs of aero-medical operations	19,264,468	18,609,346
Costs of fundraising – donations and sponsorship	1,990,141	1,639,627
Costs of fundraising – merchandising and events	4,560,724	4,897,401
Depreciation	4,619,446	3,989,545
Insurance	839,463	998,479
Professional fees	1,583,001	2,350,435
General overheads	4,273,047	3,472,042
Net loss on sale of non-current assets	–	85,897
<b>Total expenditure before net finance expense</b>	<b>71,690,599</b>	<b>65,181,437</b>
<b>Surplus before net finance expense</b>	<b>3,633,778</b>	<b>2,834,392</b>
Finance income	122,232	124,577
Finance expense	(2,351,966)	(2,428,721)
<b>Net finance expense</b>	<b>2,229,734</b>	<b>2,304,144</b>
<b>Net surplus for the year</b>	<b>1,404,044</b>	<b>530,248</b>
<b>Other comprehensive income items that may be reclassified to surplus or deficit</b>		
Revaluation of rotary wing aircraft	2,530,903	(8,248)
<b>Total comprehensive income for the year</b>	<b>3,934,947</b>	<b>522,000</b>

### Consolidated statement of financial position

As at 30 April

	2015	2014
Current assets	\$	\$
Cash and cash equivalents	12,600,614	6,305,766
Trade and other receivables	3,593,432	5,450,359
Inventories	200,125	172,236
Aircraft held for sale	–	1,922,440
Other current assets	798,627	1,005,226
<b>Total current assets</b>	<b>17,192,798</b>	<b>14,856,027</b>
<b>Non-current assets</b>		
Investments	2	2
Fixed wing aircraft	19,433,723	21,183,031
Rotary wing aircraft	13,281,543	10,968,407
Land and buildings	2,446,401	2,493,007
Property, plant and equipment	7,085,177	7,260,305
<b>Total non-current assets</b>	<b>42,246,846</b>	<b>41,904,752</b>
<b>Total assets</b>	<b>59,439,644</b>	<b>56,760,779</b>
<b>Current liabilities</b>		
Trade and other payables	4,716,002	5,545,473
Income received in advance	8,855,295	7,031,615
Interest bearing liabilities	3,348,997	3,937,290
Provisions	2,519,469	1,904,036
<b>Total current liabilities</b>	<b>19,439,763</b>	<b>18,418,414</b>
<b>Non-current liabilities</b>		
Interest bearing liabilities	27,685,839	29,874,104
Provisions	298,580	387,746
<b>Total non-current liabilities</b>	<b>27,984,419</b>	<b>30,261,850</b>
<b>Total liabilities</b>	<b>47,424,182</b>	<b>48,680,264</b>
<b>Net assets</b>	<b>12,015,462</b>	<b>8,080,515</b>
<b>Capital funds</b>		
Reserves	2,756,945	226,042
Retained surplus	9,258,517	7,854,473
<b>Total capital funds</b>	<b>12,015,462</b>	<b>8,080,515</b>



[www.careflight.org](http://www.careflight.org)

## CareFlight National Headquarters

Corner Redbank Road and Barden Street  
Northmead NSW 2152

GPO Box 9829  
In Your Capital City

Tel: (02) 9843 5100  
Fax: (02) 9843 5155  
Email: [info@careflight.org](mailto:info@careflight.org)

## CareFlight International Air Ambulance

24/7 Emergency Tasking Tel: 1300 655 855  
Tel: +61 2 9893 7683  
Fax: +61 2 9689 2744  
Email: [international@careflight.org](mailto:international@careflight.org)

ABN 18 210 132 023

## CERTIFICATION AND ACCREDITATION

<b>Aviation</b>	Air Operator's Certificate <b>CASA</b>	Certificate of Approval <b>CASA</b>				
<b>Medical</b>	Australian College for Emergency Medicine	Australian & New Zealand College of Anaesthetists	Australian College of Rural & Remote Medicine	European Aeromedical Institute	College of Intensive Care Medicine	Royal Australian College of General Practitioners
<b>Training</b>	CAR217 <b>CASA</b>	Australian Skills Quality Authority <b>RTO</b>				
<b>Mgt Systems</b>	Certified System ISO 9001 <b>Quality</b>	Certified System NSQHS <b>Healthcare</b>	Certified System Health & Safety AS4801 <b>Safety</b>	Certified System Environment ISO 14001 <b>Environment</b>		

