

CareFlight

ANNUAL REPORT 2026



OUR Vision

To be the most advanced integrated aeromedical service trusted by all Australians.

OUR Mission

To save lives, speed recovery and serve the community.

CareFlight acknowledges the Traditional Owners of Country throughout Australia and recognises their continuing connection to land, waters, skies, and communities. We pay our respects to Elders past and present and celebrate the strength, resilience, and contributions of First Nations peoples. In the spirit of reconciliation, CareFlight is committed to fostering respectful relationships and creating opportunities for meaningful engagement.



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CHAIR AND CEO REPORT

Our Mission

CareFlight exists to ‘save lives, speed recovery, and serve the community’. Guided by clinical leadership and an unwavering commitment to our patients, this mission drives every aspect of our work. From responding in some of Australia’s most remote and challenging locations to operating in busy metropolitan centres, CareFlight adapts to meet diverse needs with skill and dedication. Every decision we make, every innovation we pursue, and every service we provide is focused on achieving the best outcomes for patients and supporting the communities who rely on us.

Operating and Financial Review

In the 2026 Financial Year, CareFlight flew 9,735 hours (2025: 11,600 hours) across our fleet, covered a total distance of 3,946,000 km (2025: 3,861,026 km) and moved 9,920 patients (2025: 9,700). We continued to deliver our resilience building courses for first responders right across Australia.

On 22 July 2025, the Federal Government committed \$10.1m in Federal Government Funding through the 2025 Election Campaign, which will deliver additional fixed wing capacity for patients in the Northern Territory. This will enable improved jet retrieval capability to support patients in the Top End. Our Partnerships team also developed ongoing revenue streams with the Australian Defence Force by successfully tendering to join service support contract panels.

The geopolitical impacts in the last year have resulted in high costs of fuel and aircraft parts as well as volatility in the USD exchange rate. Locally, the cost-of-living challenge and inflation is being felt in all parts of the economy, and CareFlight is not immune from these impacts.

We are committed to being good stewards of the funding entrusted to us by our supporters, partners and sponsors. Over the past year, we continued the organisation-wide review to improve our systems and processes. Ongoing investment in Digital Transformation during the year is designed to give greater visibility of key cost and revenue drivers.

Our Brand and Reputation

Testament to our reputation and trust in the CareFlight brand is the support from the Federal Government, and from our major sponsors.

- Mounties Care and the Mounties Group provide direct support to the Mounties Care CareFlight Helicopter based in Sydney, as well as support to our Education and Training programs.
- Viva Energy Australia provides direct support to the CareFlight NT Rescue Helicopter powered by Viva Energy, as well as pathways opportunities and community education for remote communities in the Top End.
- An important partnership with Nutrien Ag Solutions continues to enable Emergency Trauma Training, building resilience in agricultural communities across Australia.
- We have also partnered with several organisations to grow our media exposure, including Channel 10 Darwin and Smooth FM.

Strategic Focus

The CareFlight Strategic Plan reflects our charitable charter and status as a for-purpose enterprise. It guides our teams to ensure we deliver our mission and social purpose. Our focus remains on ensuring we deliver the best care to all our patients regardless of where they live and work, and that we deliver this care with a safety-first focus, and with the team fully complying with all the requirements of the regulatory environment within which we operate.



Strategic Goals

Our number one priority is to deliver our Mission and Social Purpose

Deliver Operational Excellence

Develop our People and Culture

Build Financial Strength

Drive Innovation and New Capabilities

Strengthen Brand and Reputation

Our guiding principles inform how we should work as an organisation.

Service

Unity

Excellence

Integrity

Board Recognition of Staff

The Board recognises, and expresses its gratitude for the remarkable and ongoing efforts of all CareFlight teams this year. Our teams have faced substantial challenges arising from ever increasing workloads and ageing fleets, to ensure that CareFlight continues to help some of the most at-risk Australians get the level of care they need, regardless of where they live and work.

Our Commitment

For almost 40 years, CareFlight’s work as a charity has saved lives, sped recovery and served the community. The CareFlight Board and Management are committed to ensuring CareFlight is sustainable, to enable the team to continue to deliver on our mission.

We cannot deliver this mission without the extraordinary support from our many donors, supporters and volunteers, together with our partners and stakeholders. It is your support and work in the background that ensures we can continue to deliver world class aeromedical retrieval services. Thank you.

As we look ahead, we do so with confidence in our people, gratitude for the support of our community, and a clear commitment to CareFlight’s future.

The Honourable Bradley Hazzard, Chair
Michael Frewen, Chief Executive Officer



Board of Directors

The Honourable Bradley Hazzard
BA, DipEd LLB LLM
Chair

Edward Mallan
Adv Dip HospMan, BComm, MBA, Grad Dip WHS, GAICD
Deputy Chair
Chair Operations Committee

Joanne Baker
B.Comm, GAICD
Independent Non-Executive Director,
Chair Audit & Risk Committee and Chair Investment Committee

Susan Bailey
GradDipMktg MAICD
Independent Non-Executive Director,
Chair People, Safety, Environment Committee

Sarah Dewar
BA (Hons) Accounting and Finance
Independent Non-Executive Director

Michael Frewen
BA, MMgt, GAICD
CEO, Executive Director

Dr Robert Turner
MBBS (Hons), FANZCA (ANZCA), Dip DHM (SPUMS), Cert DHM (ANZCA), Dip Advanced DHM (ANZCA)
Independent Non-Executive Director

Dr Anthony Stanton
PhD, MAvMgt, PGDipMgt
Independent Non-Executive Director

Erin McMullen
Company Secretary

Ian Vanderbeek
BBus, GAICD
Independent Non-Executive Director
(resigned 3 September 2025)



IN 2025-2026
CAREFLIGHT CREWS
HELPED AROUND
10,000 PATIENTS
NATIONALLY


3,946,000KM
Flown by our fleet of aircraft

CLINICAL GOVERNANCE

In 2025–26, we continued to improve our clinical governance systems through a focus on safe, high-quality care, clinical review, risk oversight and continuous improvement across all services.

Clinical excellence

A key achievement this year was successfully achieving accreditation against the National Safety and Quality Health Service Standards for Ambulance Health Services. CareFlight was the first organisation in Australia to be assessed against these new standards and met all standards with no recommendations for improvement. The assessment also resulted in three commendations: recognising the strength of communication across our teams, our community engagement and in-language consumer resources, and the quality of our clinical education programs.

As a non-government organisation, CareFlight is not required to be accredited against these standards. However, we undertake the process voluntarily as part of our commitment to strong clinical governance and continuous improvement.

Clinical governance and safety

Following last year’s updates, our Clinical Governance Framework is now embedded in routine practice and continues to guide our approach to risk monitoring, clinical review and governance reporting. Over the past year, clinical governance was strengthened through robust oversight by clinical leadership and governance committees.

CareFlight maintains a strong safety and quality culture through proactive incident reporting, multidisciplinary clinical review and the implementation of targeted quality improvement initiatives. Clinical audit findings, incident reviews and governance reporting continue to inform improvements to clinical practice, equipment, policies and workforce education, reinforcing a culture of continuous learning across the organisation.

We also continue to embed evidence-based practice through clinical guideline review, research, innovation and

collaboration with healthcare partners. This supports the delivery of safe, contemporary care and helps improve outcomes for patients in remote, complex and time-critical environments.

Workforce capability

High levels of workforce capability were sustained through comprehensive education, simulation, credentialing and professional development. These activities support our doctors, nurses, paramedics and operational teams to maintain the skills, confidence and clinical readiness required to deliver safe and effective care across CareFlight’s diverse service settings.

Consumer engagement

Consumer participation in clinical governance remains an ongoing priority. A consumer representative has been recruited and is attending relevant meetings, contributing lived experience to discussions about service quality, clinical practice and improvement. Their involvement will also support the review of policies where appropriate, helping ensure consumer perspectives are considered as part of our governance and quality improvement processes.

Clinical Review

At CareFlight, Clinical Review Meetings provide a structured forum for case-based reflection, learning and quality improvement across our core services. These meetings support clinical teams to review practice, identify opportunities for improvement and share learnings across services.

During the reporting period, Clinical Review Meetings were held across:

- CareFlight Rapid Response Helicopter: four meetings
- Patient Transport Services and CareFlight Air Ambulance: four meetings
- Northern Territory Operations: 12 meetings

CASE STUDY

A lifesaving advance

In a significant advancement for emergency medical care in the Northern Territory, CareFlight now carries fibrinogen concentrate, a powerful haemostatic agent used to reduce life-threatening bleeding in trauma and obstetric emergencies.

This development was made possible through a close partnership with Royal Darwin Hospital and NT Health, ensuring that fresh stock of the medication is rotated daily to CareFlight’s Darwin base. This means crews are equipped and ready to respond within minutes to patients experiencing critical haemorrhage- whether from a serious accident on a remote highway or complications during childbirth in a regional community.

Fibrinogen concentrate is used to help restore clotting function in patients who have lost significant amounts of blood, and its availability in the pre-hospital setting marks a major step forward in trauma and maternal care in the Territory.

CareFlight has been administering blood products in the field for many years, and the addition of fibrinogen concentrate further enhances the suite of lifesaving interventions available to patients before they reach hospital.



EASTERN OPERATIONS

This year, our Eastern Operations teams continued to deliver critical care and patient transport services across New South Wales, Australia and beyond. From the Mounties Care CareFlight Rapid Response Helicopter in Greater Sydney to our Patient Transport Service, Medical Services Agreement and national and international air ambulance capability, our teams remained focused on providing safe, timely and high-quality care to patients wherever it was needed.

Patient Transport Service

CareFlight’s Patient Transport Service provides safe, coordinated transfers for patients requiring transport between healthcare facilities. The service uses CareFlight-supplied and maintained King Air aircraft, staffed by experienced CareFlight nurses, with drivers and specially equipped patient transport vehicles providing ground support at each end of the journey.

Demand for our Patient Transport Service continued to grow, with 1,502 patients transferred during the reporting period. This is the highest number of patient transfers since the contract commenced in 2018 and represents a five per cent increase on the previous financial year.

The service also recorded its highest daily average since contract commencement, with an average of 4.11 patients transferred each day. Total mission flying hours reached 1,758 hours, with 1,790 total flying hours recorded when maintenance, training and other operational flying is included.

The continued strength of the service has also been recognised through the extension of our contract with HealthShare NSW from 30 November 2025 to 30 November 2027.

Medical Services Agreement (MSA)

Through the Medical Services Agreement, our doctors continue to work alongside NSW Ambulance to provide critical care medical support across fixed wing air ambulance, road retrieval ambulance and helicopter operations, primarily from Bankstown and Orange bases.

CareFlight employs 15 Specialist Pre-Hospital and Retrieval doctors, two part-time Senior Registrars and 10 full-time Registrars under the agreement. Over the past year, this group filled 2,174 12-hour shifts at Bankstown and Orange, helping NSW Ambulance provide a 24/7 frontline service.

CareFlight maintained 99.8 per cent shift coverage during the reporting period, continuing a long-standing level of reliability for a service we have supported since 2007, and which is now approaching 20 years of continuous contribution to the community.

During the reporting period, our teams supported:

- 70 MSA fixed wing air ambulance patients
- 752 MSA road retrieval ambulance patients
- 751 MSA helicopter patients

CareFlight Rapid Response Service

The Mounties Care CareFlight Rapid Response Helicopter continued to provide rapid critical care to seriously ill and injured patients across Greater Sydney and surrounding regions. During the year, the service was tasked 427 times, a seven per cent increase on the previous year.

Overall, 282 patients were treated and/or transferred. This included 93 patients transported by helicopter and 146 transported by road. A further 43 patients were treated at the scene but did not require transport by CareFlight. This included patients with minor injuries who remained in the care of NSW Ambulance for transport to hospital without a CareFlight doctor required.

Mission flying hours increased to 198 hours, up from 176.9 hours in the previous year. Total flying hours, including maintenance, training and other operational flying, reached 312 hours.



CAREFLIGHT AIR AMBULANCE

CareFlight’s Air Ambulance service continues to be a cornerstone of critical medical retrieval across Australia, Asia, and the Pacific, providing essential aeromedical support with unparalleled expertise.

Our Air Ambulance service utilises CareFlight operated Gulfstream G150s and our B400 jet, fitted with state-of-the-art medical equipment and a dedicated team of critical care doctors, nurses, and experienced pilots supported by our 24/7 Operations Centres. The service provides a comprehensive bed-to-bed service from initial call to hospital admission.

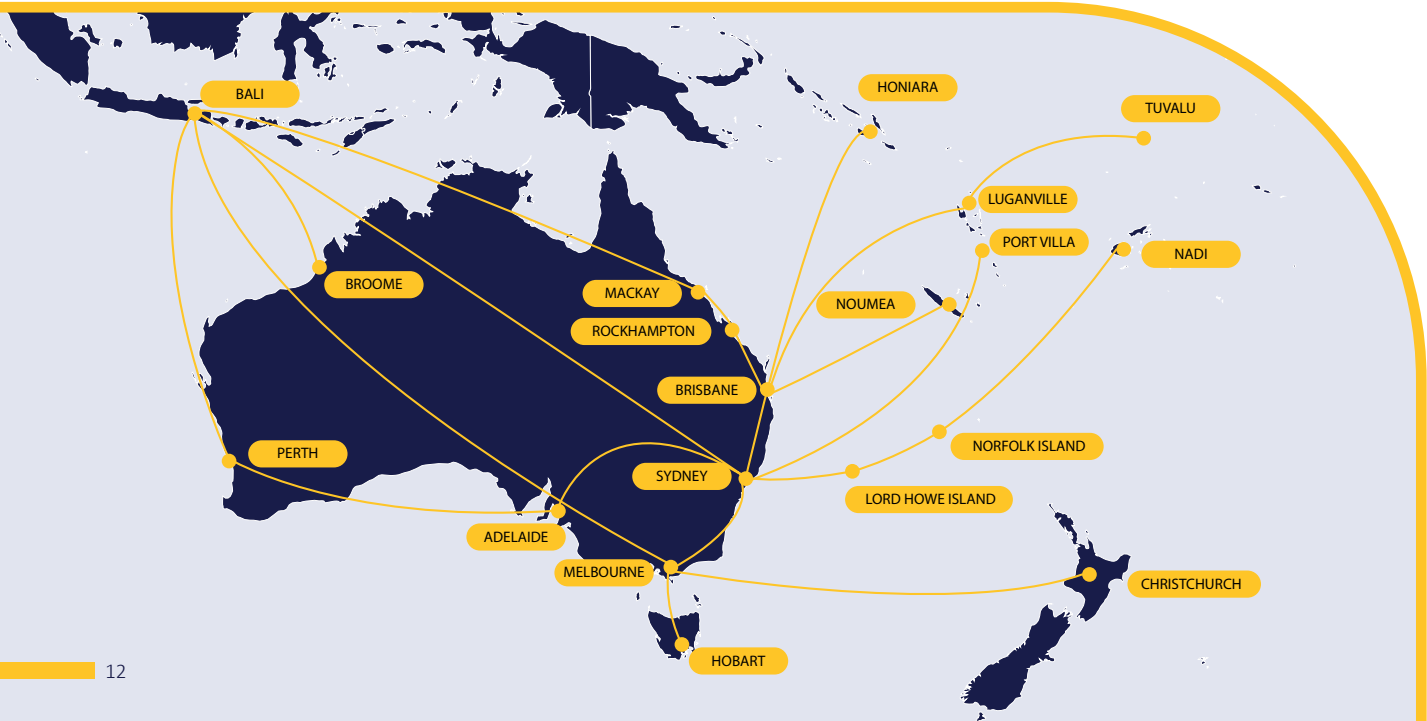
During the reporting period, the service completed 39 Air Ambulance missions, 26 International missions, and 13 domestic patient missions.

CareFlight’s Newcastle base allows CareFlight to rapidly respond to missions across Australia as well as to the Pacific and Southeast Asia region. From our Darwin base, the G150 reaches major Australian cities like Sydney and Melbourne in under four hours, and Adelaide and Perth in just over three hours. Internationally, it can swiftly travel to Hong Kong in just over four hours, Bali in under two hours, and Dili in one hour.

Additionally, our Air Ambulance team conducted five Commercial Medical Escort (CME) missions this year. These missions involve a CareFlight doctor and nurse team using commercial long-haul flights, when clinically appropriate, to accompany patients and their relatives to their home or destination hospital. This service ensured safe medical transfers to and from international destinations including Adelaide to Victoria; Sydney to Seoul, South Korea; Townsville to New Zealand; New Zealand to Sydney; and Perth to Cairns.

We were also honoured to be invited to attend and present at the APAC International Travel and Health Insurance Conference (ITIC) in Singapore in May this year. As a panelist at the Air Ambulance session, National Medical Director, Dr Toby Fogg, shared his insights on the advantages of an integrated air ambulance aeromedical service from a clinical perspective.

CareFlight representatives spent time at ITIC building on relationships with colleagues and partners in the travel and health insurance industry and exchanging expertise on best practice air ambulance operations.



CLOCKWORK CARE

Charlie's journey home with CareFlight

Charlie had been looking forward to a solo week of skiing in Japan where his wife, Sam, was due to join him later. After a season skiing in Europe, he was making the most of retirement: balancing time with family, working as a ski instructor, and staying active in the mountains. But an unexpected fall on a blue run turned into something far more serious.

Local ski patrol reached him quickly but had limited resources. A leaky inflatable splint, a shoulder bandage used to hold his leg in place, and no pain relief made for an uncomfortable trip down the slope. After being stretchered off the mountain and transferred by ambulance, Charlie arrived at a small regional hospital two and a half hours later. He was still without pain relief, and no one had yet attempted to straighten his leg.

That was just the start of the challenges. The hospital, located over four hours from Tokyo, presented a significant language barrier. It wasn’t until a friend arrived that Charlie could explain he was in severe pain. When the insurance company assessed the situation, they decided he could have surgery in Japan, which meant he would need to stay in hospital for another two months.

That’s when Charlie and Sam decided to take matters into their own hands. While researching repatriation services, they discovered CareFlight. Unlike other international providers who required complicated bank transfers and lengthy waiting times, CareFlight stood out immediately.

Charlie hadn’t known much about CareFlight before the accident, but from the moment he made contact, it was clear CareFlight was different. The support was immediate, and everything began to fall into place. From the logistics of retrieving him during a long weekend in Japan to the hospital handover in Sydney, CareFlight handled everything seamlessly.

“CareFlight was incredible. The unbelievable reassurance of everything being taken care of was invaluable. The service



ran like clockwork, and it was great being able to speak to anyone at any time.”

The medi-jet crew flew Charlie from Japan to Sydney via Guam and Darwin. It was a 20-hour journey, but thanks to the medical team on board, he was in safe hands the entire way. He even arrived in Sydney an hour ahead of schedule, where CareFlight had already arranged an out-of-hours hospital admission.

“CareFlight really thought about everything. Everything was organised so we didn’t need to worry,” Charlie said.

“The reassurance that everything was being taken care of was incredible. The team was professional, friendly, and always available. It made a very difficult time so much easier.”

Reflecting on how different things could have been without CareFlight, Charlie is clear:

“Other providers talked about private planes but couldn’t offer the level of care. CareFlight knew exactly what was needed. They understood what had to be done and just did it.”

NORTHERN TERRITORY OPERATIONS

For 20 years, CareFlight has been a lifeline for Territorians, connecting people in some of Australia’s most remote communities with lifesaving medical care.

Across the Top End, our pilots, doctors, nurses, engineers, aircrew and support teams work together to deliver emergency retrievals, patient transport, rescue missions and community education programs. Whether responding to a medical emergency in a remote homeland, transferring a critically ill patient interstate or conducting a complex rescue in challenging terrain, CareFlight helps ensure distance is never a barrier to receiving expert care.

One of the busiest years on record

In 2025–26, demand for aeromedical services remained strong, making it one of the busiest years on record for CareFlight in the Northern Territory. This work would not be possible without the support of NT Health, remote clinics, Aboriginal Community Controlled Health Organisations, emergency services, community partners and our supporters.

Over the past year, we supported more than 8,000 Territorians through aeromedical retrievals, patient transport and rescue services.

Behind every mission was a coordinated response involving pilots, clinicians, logistics coordinators and support teams working together to connect patients with the care they needed. Throughout the year, our Logistics Coordination Centre managed thousands of calls every month, coordinating aircraft, road vehicles and clinical teams across the Top End.

Top End Medical Retrieval Service

We continued to deliver the Top End Medical Retrieval Service (TEMRS) on behalf of the Northern Territory Government, providing 24/7 aeromedical retrieval and critical care across approximately 600,000 square kilometres.

Using fixed-wing aircraft, helicopters and road transport assets, TEMRS connects patients in remote communities with urgent medical treatment and specialist care.

We completed 4,262 TEMRS missions across the region over the past year. More than 90 per cent of patients supported through the service were First Nations people, reflecting the essential role TEMRS plays in delivering healthcare access across the Northern Territory.

Our team flew around

2,900,000km

with our fleet including Turboprop, Helicopter and jets



Interstate Aeromedical Evacuation

For patients across the Northern Territory requiring specialist treatment unavailable locally, CareFlight’s Interstate Aeromedical Evacuation Service provides a vital link to tertiary healthcare services across Australia.

Over the last year, we flew more than 1,300 hours, transporting over 300 patients from the Territory to specialist hospitals around the country. Supported by experienced clinical and aviation teams, these missions ensured patients with complex and time-critical medical needs received safe, continuous care throughout their journey.

Operating a dedicated aeromedical jet fleet, our interstate service provides the capability to rapidly connect Territory patients with specialist care, overcoming the challenges of distance and ensuring access to essential healthcare when it is needed.

Inter-Hospital Transport

CareFlight’s Palmerston Inter-Hospital Road Transport Service (PIRTS) continued to support patient movement between Palmerston Regional Hospital and Royal Darwin Hospital.

During the 2025–26 reporting period, the PIRTS team completed more than 3,400 transfers.

Australian Maritime Safety Authority

CareFlight continued to provide critical search and rescue capability across the Top End under contract with the Australian Maritime Safety Authority (AMSA), responding to incidents where rapid access and specialist capability are essential.

Operating from the NT, CareFlight’s Rescue Helicopter, powered by Viva Energy, provides a unique capability for missions where traditional access is not possible. Equipped with winching capability and supported by highly trained aviation and clinical teams, the service enables the safe recovery and treatment of patients from offshore vessels, remote locations, flood-affected areas and challenging terrain.

Last year, our crews were tasked many times across Northern Australian waters and remote environments, working alongside the Joint Rescue Coordination Centre, NT Police and other emergency response partners to locate, recover and provide medical care to people in distress.



8,017
patients transported

4,262
TEMRS missions

CELEBRATING

20 years caring for the Top End

In 2026, CareFlight marked 20 years of operating in the Northern Territory, celebrating two decades of partnership, innovation and service to communities across the Top End.

Since commencing operations in 2006, CareFlight has grown from a dedicated aeromedical jet service into an integrated healthcare provider supporting Territorians through emergency retrievals, interstate transfers, patient transport, community education and specialist response services.

Over the past two decades, CareFlight has worked alongside NT Health, Aboriginal organisations, emergency services, government agencies, community leaders and local residents to deliver care across one of Australia's most geographically challenging regions. From remote communities and island locations to regional hospitals and major centres, CareFlight teams have brought hospital-level care to patients when and where it is needed most.

The milestone provided an opportunity to recognise the people who have shaped CareFlight's journey in the Territory, including pilots, doctors, nurses, engineers, operational teams, volunteers and community partners. Their collective commitment has helped build a service that is now an important part of the Territory's healthcare network.

As CareFlight reflects on 20 years in the NT, the milestone is not only a celebration of the service's history, but of the partnerships and communities that continue to make this work possible.



Defence activities

We continued to support Defence operations across the Northern Territory, providing specialist aeromedical capability for remote and operational environments.

The service supports military exercises, remote workforces and industry operations where rapid access to emergency medical care is essential.

We also collaborated with the Australian Defence Force (ADF) in joint training exercises. Notably, our medical crews conduct water winch training in Darwin Harbour with the support of an ADF vessel, ensuring our teams are prepared for complex maritime rescues.



Building Capability Across the Territory

Investing in people remained a key focus for CareFlight throughout 2025–26, helping strengthen both the Northern Territory healthcare workforce and community emergency response capability.

During the year, we welcomed two new intakes of doctors into our Northern Territory operations, providing hands-on experience in retrieval medicine, emergency response and remote healthcare. Working alongside experienced clinicians, these placements help build the next generation of specialists equipped to deliver care across remote and regional Australia.

CareFlight also continued to deliver community education programs, including the Remote Trauma Course (RTC), Sick and Injured Kids in the Bush (SIKITB) and Infant Care Workshops (ICW). Designed for the realities of remote living, the programs equip community members, rangers, health workers and frontline staff with practical skills to respond confidently during medical emergencies.

The value of this training was highlighted during a recent retrieval mission, where CareFlight crews arrived to find a critically ill patient already receiving lifesaving care from trained local responders. Their early intervention helped stabilise the patient before aeromedical clinicians arrived.

Whether supporting future retrieval specialists or empowering communities with lifesaving skills, CareFlight continues to invest in the people who help improve health outcomes across the Territory.



For 20 years, CareFlight has been a part of life in the Northern Territory.





MISSION

Remote Rescue in Kakadu

A complex rescue in Kakadu National Park highlighted the challenges of delivering emergency care in some of the Northern Territory’s most remote environments. CareFlight’s Top End Rescue Helicopter, powered by Viva Energy, responded to reports of an unconscious woman in difficult terrain. Working alongside rangers and local health staff, a CareFlight nurse and doctor were winched into the area to locate, assess and stabilise the patient. The successful mission showcased the critical teamwork, adaptability and specialist skills required to provide lifesaving care across remote Australia.

Community Initiatives

We remain committed to building resilience and health outcomes in remote communities through community education, first aid training and outreach programs.

Community Education Courses in NT

Participants trained through CareFlight community education courses:

Delivered 42 courses (include RTC, SIKITB & ICW) with 397 participants trained.

Fresh Fruit for Kids

Boxes of fresh fruit delivered to remote communities through the Fresh Fruit for Kids initiative:

312 fruit boxes (15kgs per box) delivered to remote communities

Supplies

30 sanitary boxes delivered to remote communities.

Pharmaceutical supply boxes for Aboriginal Community Controlled Health Organisations (ACCHO) = 24



MISSION

Lifeline during the wet season

As severe weather and flooding affected large parts of the Northern Territory during the 2025–26 wet season, CareFlight continued to provide critical access to healthcare for communities isolated by rising waters and challenging conditions.

In the final weeks of 2025, CareFlight crews carried out a series of urgent retrievals from remote communities impacted by flooding, including the transfer of a critically ill patient from Maningrida and the aeromedical retrieval of a maternity patient from Beswick requiring specialist care in Darwin.

These missions highlighted the essential role aeromedical services played during the wet season when road access can be cut for extended periods and communities become increasingly reliant on aviation to access emergency healthcare. Throughout this period, CareFlight worked closely with remote clinics, NT Health, hospitals and local airstrip operators to ensure patients could continue to receive timely medical treatment despite difficult operating conditions.

The season also required significant operational planning and coordination. With weather conditions changing rapidly and the impacts of Ex-Tropical Cyclone Fina affecting parts of the Top End, CareFlight teams continually assessed risks, monitored airstrip access and adjusted operations

to maintain service continuity while prioritising crew and patient safety.

The retrievals demonstrated the resilience and adaptability of CareFlight’s people, who remained ready to respond despite the challenges posed by the Territory’s most demanding weather conditions. Whether through careful planning, close collaboration with healthcare partners or rapid aeromedical response, the focus remained on ensuring patients in remote communities could access the care they needed when it mattered most.

As climate and seasonal conditions continue to influence healthcare access across northern Australia, we remain committed to providing a reliable aeromedical lifeline for some of the country’s most isolated communities.



EDUCATION AND TRAINING

CareFlight’s Education and Training team equips communities and organisations with vital skills to help save lives, while internal programs ensure doctors, nurses and paramedics are prepared to respond confidently across aeromedical and pre-hospital care. The team plays a critical role in maintaining operational readiness and strengthening clinical standards.

Led by experienced nurses, doctors and paramedics, our programs draw on real-world clinical expertise and frontline experience. This distinguishes CareFlight as a trusted education provider, strengthening capability in remote communities that are often at the forefront of emergency response.

Through community engagement and aeromedical operations, CareFlight has built a strong and increasingly recognised education brand. This reputation continues to attract commercial customers and government organisations seeking access to our clinical expertise and experiential learning programs.

Community

CareFlight has secured three years of funding from the Disaster Ready Fund to support Trauma Care Workshops across the Northern Territory and Queensland, strengthening emergency preparedness in remote communities where professional medical help may be hours away.

Thanks to Viva Energy, CareFlight has been delivering Trauma Care Workshops, Sick & Injured Kids in the Bush and Infant Care programs throughout the Northern Territory for over three years. Gailey Lazarus Foundation has enabled us to expand the reach of these valuable programs into

regional and rural Victoria.

The Infant Care Workshop (ICW) supports new parents, carers and families to recognise signs of illness in infants, respond to common childhood emergencies, and know when to seek urgent medical help.

Sick & Injured Kids in the Bush (SIKITB) supports nurses, doctors, Aboriginal Health Practitioners and paramedics working in rural and remote areas to better prepare for paediatric emergencies. This year, CareFlight introduced a neonatal training manikin and lifelike baby simulator, allowing healthcare workers to practise newborn resuscitation in a realistic, hands-on way.



“I am in awe of the experience, grace and professionalism that the trainers displayed throughout the day.”

PAST PARTICIPANT



Clinical Training

Delivering exceptional care in complex and often challenging environments requires a highly skilled and adaptable workforce. Clinical education remains central to CareFlight’s commitment to patient safety, clinical excellence, and positive patient and staff outcomes. Our programs support compliance with the Joint Guideline for the Transport of the Critically Ill Patient, CASA Medical Transport Specialist requirements, and accreditation standards set by relevant Medical Colleges. They also highlight our ability to recruit, develop, and retain a highly capable clinical workforce.

Our team delivers high-quality, simulation-based induction and ongoing training to strengthen clinical decision-making, teamwork, communication and technical skills. Working closely with clinical leaders, we ensure training reflects current mission profiles and responds quickly to emerging clinical gaps or concerns.

CareFlight remains proud to be an accredited aeromedical training site for the Associateship of Pre-Hospital and Retrieval Medicine (A/PHRM) in both Sydney and the Northern Territory. This continued accreditation reflects the strength of our education programs and our contribution to developing the next generation of retrieval medicine specialists.

Nationally Accredited Training

CareFlight has renewed its RTO accreditation for a further seven-year period and continues to expand its delivery of Remote First Aid and First Aid/CPR training. Key repeat clients in the Northern Territory include Land Councils, Aboriginal corporations and ranger groups, reflecting the strong value placed on training that extends well beyond minimum accreditation requirements.

Designed specifically for remote and high-risk environments, the training provides practical, scenario-based learning tailored to the realities of working on Country. Participants gain skills grounded in cultural context and the clinical risks commonly faced by rangers, land management teams and community organisations.



Commercial Partnerships

Through CareFlight’s partnership with Nutrien Ag Solutions, we continue to deliver Emergency Trauma Training across Nutrien’s network, including key customers and farming communities nationwide. The training is tailored to the most common incidents encountered on farms, equipping participants to respond effectively to emergencies such as snake bites, machinery accidents, vehicle collisions and quad bike injuries.

During the reporting period, 704 participants attended 64 workshops delivered across every Australian state. The partnership has strengthened CareFlight’s profile within farming communities, stations and agribusinesses, while improving the capacity of regional and remote communities to manage medical emergencies and workplace incidents safely and effectively.

We continue to partner with Macquarie Bank to bring human factors concepts into business and leadership settings, applying decision-making and teamwork insights from aviation and retrieval medicine to high-pressure corporate environments.

Our partnership with Newmont Mining also continues, with CareFlight delivering pre-hospital emergency response training tailored to mining operations based on incident reviews, operational feedback and identified training needs.

Operations

Over the past 12 months we have continued to review and improve the content, materials and delivery of all our clinical education programs, including the Pre-Hospital Trauma Course, our flagship course run for internal staff and external audiences. At the start of 2026, we set ourselves a goal of being 10% better at everything we do by the end of the year. We are on track to deliver this through a robust process of evaluation, consultation and iterative improvement across all our internal and external education and training.

Our Community, Commercial and Clinical Education programs underwent a significant refresh this year with renewed focus on excellence, innovation and evidence-based practice. Enhancements included redesigned training resources and improved simulation-based learning. We also invested in educator development, increasing engagement and capability in delivering the new content.

Our teams are passionate about strengthening the chain of care by upskilling First Responders and lay people across Australia to deliver initial life-saving interventions before clinical personnel arrive. This aligns well with CareFlight’s mission to “save lives, speed recovery and serve the community.”



“It is a great overview for any first responder at any trauma event, provided with knowledge to act on the critical items that may save someone’s life.”

PAST PARTICIPANT

COMMUNITY EDUCATION

SIKITB and ICW in Victoria

Following success in the Northern Territory, CareFlight expanded its Infant Care Workshop (ICW) in alignment with its Sick and Injured Kids in the Bush (SIKITB) program to Victoria to equip new parents and carers as well as professionals including registered nurses, emergency nurses, paramedics and doctors, with essential life-saving skills to manage common infant health concerns and emergencies.

The mobile, evidence-based programs are designed to assist participants across regional, rural and remote communities to better diagnose and treat seriously ill and injured infants and children who are a long way from hospital and the health care they need.

Committed to investing in long-term solutions and community education, the workshops cover topics including paediatric assessment, fluids for kids, intraosseous insertions, cardiac arrest, neonatal resuscitation and paediatric trauma simulation.

Each workshop is delivered by a team of highly skilled doctors, nurses and paramedics who are passionate about building capacity in communities to ensure paediatric patients are given the best possible chance of recovery.



SAFETY & QUALITY

Safety and quality remain central to our operations and to the delivery of safe, effective and high-quality aeromedical services and patient care. Over the past year, we have continued to strengthen our systems, training, governance and assurance activities, with a focus on maturing risk and change management and improving organisation-wide visibility of safety and quality performance.

Audit and Assurance Activity

- 20 first-party internal audits, comprising:
 - Nine aviation audits, including engineering
 - 11 Integrated Management System audits
- One second-party supplier audit
- Three third-party external audits, comprising:
 - ISO surveillance audit
 - NSQHS recertification
 - CASA AOC surveillance audit
- Seven assurance checks

ISO surveillance audit

Following last year’s successful recertification of our Integrated Management System against ISO 9001, ISO 45001 and ISO 14001, Intertek SAI Global undertook our annual ISO surveillance audit this year.

The audit identified no non-conformances, reflecting the continued strength of our integrated governance and operational frameworks and confirming that our systems remain robust, well maintained and aligned with internationally recognised standards.

System and training improvements

The improvements made to our Integrated Management System training framework have continued to gain momentum. Over the past year, we have seen positive uptake from staff and managers, with stronger engagement in the training requirements that support safe and consistent practice across the organisation. The increased participation reflects a broader organisational commitment to understanding and applying the systems that support safety, quality, risk and assurance in day-to-day operations.

Strengthening risk

Our operational risk register has continued to mature, with governance arrangements in place to guide the structured review and management of hazards. A dashboard is now accessible to management, and reported incidents are coded against hazards and causes in the register, giving managers clearer visibility of risk exposure and emerging trends.

Strengthening governance

We have continued to strengthen safety and quality governance, with clearer processes for reviewing incidents, monitoring performance and escalating matters through the appropriate channels. A weekly organisation-wide incident review meeting has been introduced to identify incidents of significance and support consistent follow-up and learning across CareFlight.

We have also improved our performance criteria and introduced a monthly governance meeting to review safety and quality performance, strengthen reporting to the Board and ensure key areas of focus are tracked. Aviation safety governance has also continued to mature, with improved risk escalation pathways to the Risk Review Committee, increased oversight of significant occurrences, investigations and material matters, and clearer governance of aviation-related management of change activities.



Improving safety analytics and reporting

We have continued to improve the way safety data is captured, analysed and shared across the organisation. A new Aviation Safety Data for Managers page has been developed using Power BI dashboards to give managers easier access to relevant safety trends and performance information. This sits alongside the existing Integrated Management System dashboards, further strengthening the way safety performance information is shared with managers.

Strengthening safety reporting

Safety and hazard reporting across aviation operations has continued to grow, with particularly strong growth in hazard reporting. Increased reporting is a positive indicator of engagement with safety systems and gives us a clearer view of risks across aviation operations.

We have also improved the aviation investigation process, including advanced investigator training for a member of the aviation safety and quality team. Where appropriate, internal investigation reports are now shared with relevant staff, outlining how the investigation was undertaken, what was learned and what changes have been made to reduce the likelihood of recurrence.

Causal factor analysis

The introduction of aviation causal factor analysis has strengthened oversight of the factors contributing to aviation safety incidents. Aligned with Australian Transport Safety Bureau (ATSB) and International Civil Aviation Organization (ICAO) causal factor language and analysis approaches, it gives us a more consistent and structured way to understand incident trends.

Causal factor and event descriptor data is now reviewed through the Aviation Safety Action Group, the Risk Review Committee and at Board level. The inclusion of charts and trend data in Board reporting gives clearer evidence for the safety matters being raised and helps focus improvement efforts where they are most needed.

Operational readiness and assurance

We have improved the visibility of mandatory aviation training, resource and competency requirements, including aviation safety and security requirements that apply across CareFlight. Managers now have easier access to overdue training and recency information, which has led to improvement in the management of outstanding requirements.

Aviation fuel quality assurance has also been strengthened through new fuel supplier audit processes, checklists, procedures and supporting documentation. Fuel testing arrangements are now in place for remote and ad hoc fuel suppliers, allowing pilots to undertake checks when operating in remote locations and increasing assurance of fuel quality across aviation operations.

Promoting a safety culture

We continue to promote aviation safety and security through collaboration with clinical teams, operations and other parts of the organisation. We have also strengthened our approach to external learning. Where another operator experiences an accident or serious incident involving a similar aircraft type or operating environment, we review the relevant investigation findings and consider whether changes are needed to our own systems.

Aviation emergency response planning

We have revised our aviation emergency response arrangements to better reflect how CareFlight now operates across dispersed teams and online working environments. A revised emergency and incident response policy has been introduced across CareFlight, supported by a new aviation-specific emergency response plan.

The updated aviation plan makes greater use of online systems, including Microsoft Teams, during an emergency or incident. It includes clearer protocols for online meetings, defined roles for information sharing and scribing, and improved processes for alerting relevant staff.



PAST PATIENT

Rapid Response Helicopter

Getting the best care fast can mean the difference between despair and hope.

When young Lachlan was seriously injured in a farm accident, his paddock became the hospital and his future hung in the balance. The Mounties Care CareFlight Helicopter landed and within moments the crew were at Lachlan’s side.

With a specialist doctor, critical equipment and calm expertise, they began treatment immediately. Intensive care had come directly to the scene, giving Lachlan the best chance in those urgent first minutes. Lachlan’s journey from intensive care in the paddock to recovery was thanks to generous donors.

“Thank you so much for your help. If it weren’t for you guys maybe I wouldn’t have ever walked again.”

LACHLAN



Certification and accreditation

AVIATION	Air Operator’s certificate CASA	Certificate of Approval CASA									
TRAINING	CAR217 CASA	Part 141/142 CASA	Australian Skills Quality Authority RTO								
MGT SYSTEMS	Quality ISO9001	OH&S ISO45001	Environment ISO14001								
MEDICAL	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	qip Quality Innovation Performance	NSQHS Standards			

PAST PATIENT

Patient Transport Service

In March 2026, CareFlight’s Patient Transport crew had the privilege of transferring Marie Duncan from Newcastle to Narrabri.

At 95 years old, Marie had never been on a plane before and was understandably nervous before take off. However, she ended up loving the experience and even told the flight nurse she wants to go flying again!



PEOPLE & CULTURE

Our people are central to every mission, clinical service and community outcome. Our People & Culture focus over the year was to support our employees while continuing to strengthen capability, recognition, inclusion, wellbeing and the overall employee experience.

Career pathways

Developing the next generation of aeromedical professionals remains a key priority for CareFlight. Registrar Career Evenings held in the NT and NSW gave medical registrars the opportunity to learn more about careers in aeromedical retrieval medicine, including the clinical experience, multidisciplinary teamwork and professional development the field offers. Both events were well attended and supported CareFlight’s efforts to attract future talent. *(Pictured below: a registrar career evening.)*



Diversity, equity and inclusion

We remain committed to creating a workplace where every person feels respected, supported and able to contribute. Throughout the year, diversity, equity and inclusion principles continued to be embedded in recruitment, leadership and people practices, with a focus on equitable career opportunities, flexible work where operationally appropriate and building a workforce that reflects the communities we serve.

As part of this commitment, we submitted our Workplace Gender Equality Agency Report for the 2025–26 reporting period. The report supports transparent monitoring of gender equality across areas including pay equity, leadership representation, flexible work, caring responsibilities and respectful workplace behaviours.

This reporting helps identify where progress has been made and where further action is needed. We continue to focus on reducing the gender pay gap, increasing female representation in leadership and strengthening policies that support employees to balance their professional and personal responsibilities.

Reconciliation

We launched our second Innovate Reconciliation Action Plan (2026–2028), endorsed by Reconciliation Australia and the CareFlight Board. The plan builds on the foundations established in earlier years and strengthens our commitment to meaningful relationships, respect and opportunity.

People & Culture commitments include expanding First Nations recruitment and retention strategies, growing the First Nations Pathways Program and creating greater opportunities for leadership development and career progression.

Cultural capability also remains a priority through the ongoing review of mandatory cultural awareness training, community-informed learning opportunities and



leadership development. National Reconciliation Week and NAIDOC Week continued to be recognised across CareFlight locations, reinforcing reconciliation as an ongoing organisational journey.

Digital enablement and development

This year we transitioned Annual Development Discussions (ADDs) to a fully online platform. The new approach provides a consistent framework for employees and managers to set goals, record development priorities and maintain more meaningful conversations throughout the year. The system also improves visibility of organisational capability and supports future workforce planning and succession activity.

Industry award

CareFlight was proud to be named a finalist in the Workers Compensation and Public Liability category at the 2025 RM Advancer Awards. The recognition acknowledged the organisation’s continued focus on workplace safety, injury management, employee wellbeing and proactive risk management.

Recognising excellence

The 2025 Board Awards celebrated two employees whose leadership, commitment and contribution made a significant impact across the organisation.

Terri Van-Cuylenburg
Head of Human Resources

Terri *(pictured above)* consistently demonstrates the qualities of an exceptional leader. She remains calm under pressure, approachable and professional, while building trusted relationships across the organisation.

Her ability to communicate difficult messages with empathy and integrity, combined with her flexibility and decisive leadership, has earned the respect of colleagues at all levels.

As a mentor, Terri is passionate about developing her team and fostering a supportive, high-performing culture. Her leadership through CareFlight’s payroll transformation program and broader change agenda exemplified the values of Excellence and Accountability.

Darren Longbottom
Senior Stores Controller

Darren’s meticulous attention to detail, extensive knowledge of CareFlight’s procedures and wealth of operational experience have made him an invaluable member of the Engineering team.

CareFlight sincerely appreciates his dedication, professionalism and leadership.

CEO Awards

The 2025 CEO Awards recognised employees who consistently went above and beyond in delivering outstanding service and living CareFlight's values.

- Lauren Nguyen, Fundraising and Community Engagement Lead (NT)
- Bernadette Rubio, Donor Care Team Service Manager
- Hannah Mahoney-Smith, Administration Officer
- Larry Paterson, Licensed Aircraft Maintenance Engineer

Celebrating years of service

Long-service milestones recognise the commitment, loyalty and expertise of employees who have helped shape CareFlight over many years. In 2026, we celebrated 20 employees reaching 10, 15 and 20 years of service.



RECONCILIATION ACTION PLAN

CareFlight's Commitment

In 2026, CareFlight launched its third Reconciliation Action Plan (RAP) and second Innovate RAP, marking an important step forward in its commitment to delivering culturally safe aeromedical care and strengthening partnerships with First Nations communities across Australia.

Building on foundations established in 2016, the RAP outlines a clear two-year program focused on embedding respect, inclusion and cultural safety across all areas of the organisation. It reflects CareFlight's responsibility to work in genuine partnership with First Nations Peoples, particularly in regional and remote communities where aeromedical services are often a critical lifeline.

Developed in consultation with First Nations organisations, community leaders and CareFlight's own First Nations staff, the RAP sets out practical actions to deepen relationships and improve service delivery. These include expanding in-language communication programs, increasing First Nations employment and traineeship opportunities, strengthening cultural capability across teams, and continuing to build partnerships with Aboriginal Community Controlled Health Organisations. The expansion of the Community Visit Program will further support ongoing engagement with communities across the regions CareFlight serves.

Chief Operating Officer and RAP Working Group Chairperson, Peter Broschovsky, said reconciliation remains central to CareFlight's vision of being a trusted, integrated aeromedical service for all Australians. He emphasised the organisation's commitment to listening, learning and taking meaningful action to support self-determination and improve health outcomes.

CareFlight's approach to reconciliation is grounded in long-term, community-led relationships. Insights from First Nations communities continue to guide service improvements, ensuring care is delivered in a way that is respectful, inclusive and responsive to local needs.



CareFlight was honoured to have a respected artist from Galiwin'ku Community on Elcho Island create a new artwork for the RAP.

JO-ANN BAYALAWUY THORNE

FUNDRAISING

CareFlight’s lifesaving work is supported by the generosity of individuals, families, community groups, philanthropic partners and corporate organisations across Australia.

During the year, we focused our fundraising resources on activities and relationships that deliver strong, sustainable returns for CareFlight. Support received through individual and regular donations, Gifts in Wills, philanthropy, corporate partnerships, events and CareFlight Bears helps fund our services, clinical education, equipment and programs across the communities we serve.

James Bond 007 CareFlight Hangar Ball

More than 450 guests attended the James Bond 007 CareFlight Hangar Ball in May 2025, raising more than \$230,000 in support of CareFlight’s lifesaving work.

Our working aircraft hangar was transformed into an MI6-inspired setting for the evening, which included themed cocktails, a live auction, an in-room raffle and the popular Lock & Key game.

Funds raised through the event support our mission to save lives, speed recovery and serve the community, including through emergency medical retrievals, clinical education and urgent patient care across the Northern Territory.

Bequests

Gifts left to CareFlight in Wills provide important long-term support for our services and programs. These generous contributions help fund lifesaving missions, clinical education, equipment and innovation, while enabling supporters to create a lasting legacy for patients and communities.

A LASTING LEGACY

Ian Speirs leaves a meaningful gift

Born in Healesville, Victoria, in 1933, Ian Speirs later made Darwin his home after travelling around Australia with his wife, Pat. He spent the rest of his life in the city, working for Trans Australia Airlines and helping with the clean-up after Cyclone Tracy in 1974. In later years, he shared his memories and knowledge of the disaster through tours of the Cyclone Tracy museum.

Ian died in his 90th year, surrounded by his family. Through a generous gift from his estate, he has left a lasting legacy that will help CareFlight continue providing emergency medical care, patient retrievals and clinical education across the Northern Territory.

Philanthropy

Philanthropic support enables individuals, families, trusts and foundations to make a significant contribution to CareFlight’s work.

These gifts may support a particular service, location or program, or be directed to the area of greatest need. This flexibility allows donors to align their support with the causes that matter most to them while helping CareFlight invest in services, equipment, education and innovation.



CASE STUDY

Cecilia Kilkeary Foundation

In July 2025, CareFlight received a \$200,000 gift from the Cecilia Kilkeary Foundation to purchase medical, education and engineering equipment.

The donation funded more than 30 essential items to support patients, crews, services and communities across Australia. The new equipment is strengthening our ability to deliver timely and effective critical care, while also supporting community education programs in remote areas.

Among the items purchased was a neonatal training manikin for use in the Northern Territory. The lifelike simulator allows health professionals to practise assessing and resuscitating newborns experiencing breathing difficulties. It will support training for Remote Area Nurses, Aboriginal Health Practitioners, paramedics and doctors working in remote clinics and hospitals, helping build confidence and improve preparedness for neonatal emergencies.

The grant also funded a Mindray TE Air e5M portable ultrasound device for the Mounties Care CareFlight Rapid Response Helicopter. The whole-body device enables clinicians to assess both superficial and deep anatomical structures without changing probes. In pre-hospital settings, it can help crews rapidly identify

life-threatening conditions, guide critical interventions and make informed treatment decisions when every second counts.

A portable Schiller monitor was also purchased for our Northern Territory operations. The device continuously tracks vital signs including heart rate, blood pressure, oxygen saturation and cardiac rhythm, allowing clinicians to quickly identify changes in a patient’s condition. It supports the assessment and stabilisation of critically injured and seriously ill patients across the Top End, including in remote and austere environments.

Together, these purchases are strengthening CareFlight’s clinical capability, supporting frontline crews and helping improve access to high-quality care and education in the communities we serve.





CareFlight Bears

CareFlight Bears continue to provide a popular way for members of the community to support CareFlight's work.

Funds raised through bear sales contribute to the delivery of our lifesaving services and programs, while the collection also recognises the professions, interests and communities connected with CareFlight.



Superhero Bear Harvey



Christmas Bear Holly



Flight Attendant Bear Lynn



Pizza Bear Paulie

Corporate Sponsors

CareFlight's corporate partners play an important role in supporting lifesaving services, community education and health initiatives across Australia.

In the Northern Territory, Viva Energy continued its partnership with CareFlight, supporting emergency medical response, training and initiatives that benefit communities across the region.

In NSW, Mounties Care continued its longstanding support of CareFlight's Rapid Response Helicopter, patient transport services and community education programs.

CareFlight also acknowledges the broader network of corporate partners and sponsors whose support helps strengthen our services, support frontline teams and extend our impact in the communities we serve.

Community Engagement

The community engagement team had a busy year liaising with community groups and business supporters to raise awareness about CareFlight's lifesaving work.

The team hosted base tours, presented talks at community meetings and attended golf days, charity breakfasts, fun runs and more. We are grateful for the wonderful support of over 70 dedicated volunteers who have helped us take part in these activities.

CASE STUDY

Viva Energy

CareFlight has welcomed the renewal of its partnership with Viva Energy over the next three years to support emergency medical services and community initiatives across the Northern Territory.

Since the partnership began in 2022, Viva Energy's support has enabled CareFlight to respond to more than 600 helicopter missions, helping hundreds of patients in remote regions of the Northern Territory. The collaboration has also supported the delivery of more than 130 training courses for over 1,300 participants and provided seven scholarships and seven traineeships.

Partnering with Viva Energy has enabled CareFlight to develop an in-language communication tool to provide a Charter of Patient Rights that is accessible and culturally appropriate for our First Nations Peoples. Using oral and pictorial communication, this program employs nine different First Nations languages, ensuring accessibility and comprehension for individuals whose first language may not be English. This program received a commendation of excellence in its 2025 accreditation by the National Safety and Quality Health Service Standards for Ambulance Services.

"We are committed to bridging the language barriers that often hinder the delivery of quality healthcare to First Nations Peoples," said Jodie Mills, General Manager Northern Operations.

"Together, we're helping to improve health outcomes, strengthen communities and create lasting opportunities."

VIVA ENERGY CEO SCOTT WYATT



Club CareFlight - SME Support Program

Thank you to local small-medium business supporters who have renewed or joined as Platinum, Gold and Silver members of Club CareFlight, helping to save lives and speed recovery for patients in their communities:

Platinum

- Community Bank Coolalinga & Districts
- Escentials Brands
- Hastings Deering (CAT)
- Kellyville Landscape Supplies
- Kratew TA Henfresh
- Naval Supply- Military Services Australia
- Priority Fitouts
- Robson Civil Projects
- Safedek Scacolding
- Sitzler
- Tong Li Management TA Tong Li Supermarket
- Thinktank
- Wagner Group Services
- WF Property Holdings
- Winston Express Haulage

- Liam Investments
- Mindil Beach Casino Resort
- Noppen Air
- Northern Trade Solutions
- Pickles Auctions
- Williams Fashion Logistics

Silver

- Bligh Veterinary Services Centre
- Central Coast Roadside Assistance
- Clarke And Severn Electronics
- Dundee Beach Sholly Shack
- Easy Mix Concrete And Landscape Supplies
- Emotional Healing Made Easy
- Erskine Park Dental
- Industrial Printing Company
- Ironbark Aboriginal Corporation
- Lacnam Paints Australia
- Shamrock Chemicals NT
- Supercare Cleaning
- Technomancy
- Vestone Capital

Gold

- Best Farming Systems
- Diab Engineering
- Fishing and Outdoor World
- Katherine Club
- Katherine Country Club



Gifts in Wills

We would like to express our heartfelt thanks to the families of the following very special supporters who left a gift to CareFlight in their Will.

- Estate of the late Aileen May Moss
- Estate of the late Barbara Moore
- Estate of the late Barbara Raymond
- Estate of the late Carol Naismith
- Estate of the late Charles Sutton
- Estate of the late Christopher Wood
- Estate of the late Clarissa Taylor
- Estate of the late Colin Gageler
- Estate of the late Dawn & Gerald Dyke
- Estate of the late Denis Klein
- Estate of the late Donald Brownbill
- Estate of the late Dorothy Johnson
- Estate of the late Doyle George
- Estate of the late Gwendalyn Shanahan
- Estate of the late Helen Stewart
- Estate of the late Ian Speirs
- Estate of the late Ilma Clemins
- Estate of the late Jean Young
- Estate of the late John Lonski
- Estate of the late Joyce Markwell
- Estate of the late Julie Saunders
- Estate of the late June Holmes
- Estate of the late June Rourke
- Estate of the late Leslie Hansen
- Estate of the late Lois Holmes
- Estate of the late Malcolm Forbes
- Estate of the late Margaret Wilson
- Estate of the late Mavis Driver
- Estate of the late Ronald King
- Estate of the late Ronald Whitfield
- Estate of the late Sheila Cover
- Estate of the late Suzanne Skerman
- Estate of the late Terry Cashin
- Estate of the late William Flynn



Grants

We are grateful to our major partners who play a key role in sustaining our operations. Our strong corporate sponsorship is testament to the value and respect that CareFlight has across Australia.

CareFlight wishes to also acknowledge the contribution made by the following Trusts, Foundations, Clubs, Community Groups and other donors from whom we received grants over the last year.

- APS Foundation
- Aurizon Community Giving Fund
- Bathurst Panthers
- Bathurst RSL Club
- Black Summer Bushfire Recovery Grants Program
- Bowlers Club of Sydney
- Breakers Country Club
- Castle Hill RSL
- Cecilia Kilkeary Foundation
- Centenary Foundation
- Club North Haven
- Community Bank Wollongong
- Community Benefit Fund
- Community Building Partnerships Program
- Disaster Ready Fund
- Evolution Mining- Cowal Partnering Program
- Foundation for Rural and Regional Renewal
- Lithgow & District Workmen's Club
- Mayfield Ex-Services Club
- National Indigenous Australians Agency
- Newcastle Permanent Charitable Foundation
- Perpetual Trustees
- RP Medical Fund
- Ryde-Eastwood Leagues Club
- Sydney RSL Community Club
- Tattersalls Club
- The Barbara Sherwood Legacy
- The Carolyn and Michael Gray Foundation
- The Corio Foundation
- The James Frizelle Charitable Foundation
- The JB Bedwall Endowment
- The Warburton Foundation
- The Woodend Foundation

SPONSORS

Naming Rights Partners

NSW Rapid Response Service



NT Rescue Helicopter



Major Partners



Corporate Partners



SERVICED OFFICES | COWORKING | VIRTUAL OFFICES

Government Partners



FINANCIAL PERFORMANCE

Consolidated Income Statement

for the year ended 30 April 2026

	2026	2025
	\$	\$
Revenue	117,190,205	115,261,334
Operations and administration – costs of personnel	(69,151,329)	(69,754,517)
Direct costs of aeromedical operations	(26,247,906)	(28,146,464)
Fundraising costs	(3,816,299)	(3,454,890)
Depreciation expense – property, plant, and equipment	(3,185,867)	(3,426,895)
Depreciation expense – right-of-use assets	(3,332,921)	(3,732,216)
Insurance expense	(994,086)	(1,201,809)
Support costs	(7,276,499)	(6,809,656)
Gain on sale of assets	1,011	41,302
Foreign exchange gain/(loss)	167,322	(42,953)
(Loss) on revaluation of non-current assets	(2,383,221)	-
Finance expense	(952,990)	(1,151,857)
Total surplus/(deficit) for the year	17,420	(2,418,621)
Other comprehensive income/(expense) items that may be reclassified to surplus		
(Loss) on revaluation of investments	(8,012)	(44,841)
(Loss)/gain on revaluation of non-current assets	(952,139)	444,610
Total comprehensive income/(loss) for the year	(942,731)	(2,018,852)

Consolidated Balance Sheet

as at 30 April 2026

	2026	2025
	\$	\$
Current assets		
Cash and cash equivalents	24,873,785	6,851,671
Trade and other receivables	11,813,413	10,266,210
Inventories	1,450,999	1,125,371
Investments	96,174	5,456,966
Assets held for sale	-	1,886,005
Total current assets	38,234,371	25,586,223
Non-current assets		
Trade and other receivables	2,217,022	3,517,022
Property, plant, and equipment	27,961,929	30,548,236
Right-of-use assets	21,824,087	26,830,435
Total non-current assets	52,003,038	60,895,693
Total assets	90,237,409	86,481,916
Current liabilities		
Loan and borrowings	270,472	617,826
Trade and other payables	7,733,567	9,562,620
Income received in advance	17,381,077	5,969,657
Lease liabilities	6,809,907	7,294,004
Employee benefits	6,653,321	6,155,312
Total current liabilities	38,848,344	29,599,419
Non-current liabilities		
Trade and other payables	2,216,667	3,516,667
Lease liabilities	8,565,788	11,819,365
Employee benefits	1,373,365	1,370,489
Total non-current liabilities	12,155,820	16,706,521
Total liabilities	51,004,164	46,305,940
Net assets	39,233,245	40,175,976
Equity		
Reserves	4,311,551	7,176,052
Retained surplus	34,921,694	32,999,924
Total equity	39,233,245	40,175,976

CareFlight

CareFlight National Headquarters

Corner Redbank Road and Barden Street
Northmead NSW 2152

Locked Bag 2002
Wentworthville NSW 2145,
Australia

Tel: (02) 9843 5100

Fax: (02) 9843 5155

Email: info@careflight.org

CareFlight jets – emergency tasking

24/7: 1300 655 855

Tel: +61 2 9893 7683

Fax: +61 2 9689 2744

Email: HelpPoint@careflight.org

www.careflight.org

ABN 18 210 132 023

