



# CareFlight ANNUAL REPORT 2022

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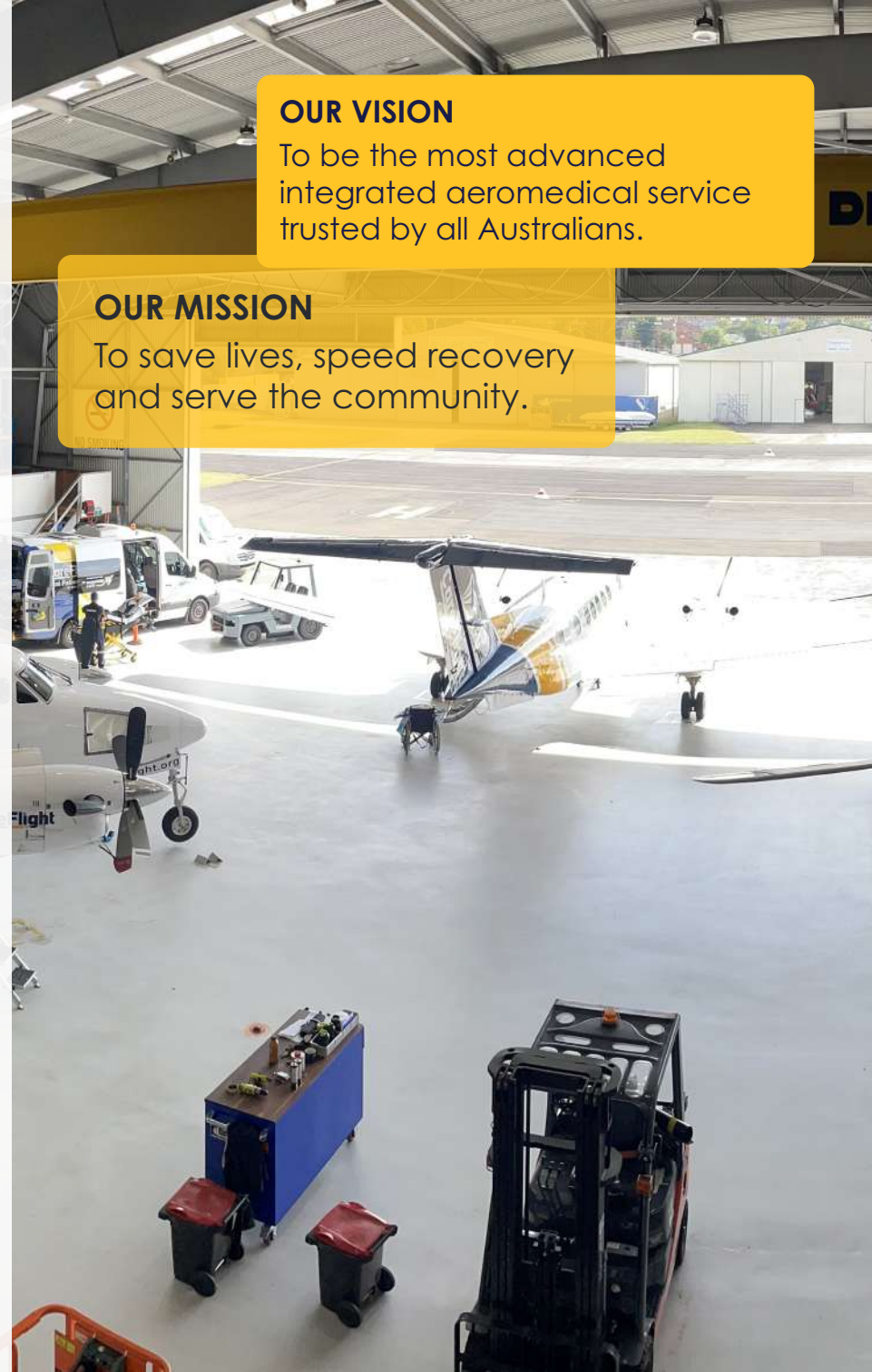
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## OUR VISION

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

## OUR MISSION

To save lives, speed recovery and serve the community.





CareFlight recognises and respects Aboriginal and Torres Strait Islander Australians as the Traditional Owners of these lands. In the spirit of reconciliation, we acknowledge and pay respect to the Traditional Owners and Elders – past, present and emerging – of all the lands on which CareFlight operates.

# Chairperson and CEO report

## Our Mission and Ethos

CareFlight's Mission is "to save lives, speed recovery and serve the community." We are clinically led in our operations and our focus is, first and foremost, on our patients. This flows through into everything we do as an organisation. Our operations occur in some of the most challenging remote and regional areas of Australia, as well as in heavily built-up cities. We continually review and assess how we operate to ensure that innovation and best practice guide our thinking on fleet decisions and equipment.

## Environmental, Social and Governance

All companies face growing expectations to ensure they are effectively managing, measuring and reporting on Environmental, Social and Governance (ESG) issues. At CareFlight, we are committed to the transparency required to demonstrate how we are meeting or moving toward these ESG expectations. We understand that ESG management is essential for CareFlight's long-term success as well as for our planet's health.

**Environmental** - A key focus is our existing strategy for addressing environmental sustainability. It is based on driving improvements across our operations, while also looking at how we can continue to innovate and evolve to enable transition to lower-carbon footprints in our aeromedical operations.



*Chairperson, Dr Andrew Refshaug (L)  
and Chief Executive Officer, Mick Frewen (R).*

**Social** - As a for-purpose organisation, CareFlight is committed to delivering our social purpose of building resilience across communities and providing best in-class aeromedical care so we can meet our Mission. CareFlight is committed to ensuring we provide a safe and inclusive work environment. We aspire to be an Employer of Choice that invests in our people because we believe our people are our greatest strength.

**Governance** - CareFlight has a strong tradition of transparency between the Executive, the Board and our stakeholders. We hold ourselves to meeting and exceeding the financial accounting standards for our organisation. CareFlight encourages external audits and accreditation of our operations to ensure we are meeting industry benchmarks and setting the standard in our industry in terms of clinical governance, aviation safety and operational

excellence. Board diversity and the skills and experience this brings is a key aspect of our approach to governance.

## Strength in Adversity

For a third year, CareFlight has experienced disruption from the ongoing impacts of COVID-19. Our ability to deliver our operations, has at times, been disrupted by staff needing to isolate. Despite these disruptions, the team have been able to collaboratively find solutions ensuring essential capabilities are staffed to deliver our mission.

With their determination to deliver exceptional patient outcomes regardless of the challenges presented to them, our staff are CareFlight's strength.

Our ongoing investment in the depth of key roles has ensured we have been able to fill gaps and deliver care. We have continued to maintain control measures at our bases to protect our operational crews, ensuring we can continue to safely respond to the at-risk communities we support.

## Strategic Focus

The Strategic Plan is reviewed annually and guides our effort to ensure we continue to deliver our social purpose. This plan reflects our charitable charter and our status as a for-purpose enterprise. It provides us with a benchmark against which to measure our progress year-on-year.

## STRATEGIC FOCUS

**Vision** ▶ To be the most advanced integrated aeromedical service, trusted by all Australians

**Mission** ▶ Save lives, speed recovery and serve the community

**Values** ▶ Our **guiding principles** inform how we should work as an organisation



Service



Excellence



Unity



Integrity

### Strategic Goals

Strengthen Brand  
and Reputation

Build Financial Strength

Develop our People  
and Culture

Drive Innovation and  
New Capabilities

Deliver Operational  
Excellence

## DELIVER OUR SOCIAL PURPOSE

### Growth and Sustainability

CareFlight's growth in recent years has been critical to ensuring we are a resilient organisation. In the last year we have also focussed on our sustainability, ensuring that every dollar spent is relevant to the mission and supportable. This has enabled CareFlight to emerge from the challenge of COVID-19 with a sustainable structure in place.

We do not seek to grow in an aggressive way. We have a very deliberate approach to assessing what aligns with our social purpose and our core strengths, so that any growth provides a benefit across the organisation in terms of our sustainability and depth. Growth, as part of the strategy, is to both offset the risk of losing key contracts (as seen in the

downturn in oil and gas sector during this period) and also ensure we can continue to meet the increasing costs of compliance and governance. At the same time, we work to ensure we have the depth in our team to enable staff to take leave as well as develop their skills. In doing this, we continue to ensure CareFlight remains strong so we can face any challenges ahead.

### Diversification

CareFlight continues to focus on increasing diversification across our revenue streams and in our fundraising channels. This diversification program, run over many years, has ensured CareFlight is resilient to impacts in any one area of our contractual revenue or our fundraising channels. We have seen how

### Board of Directors

Dr Andrew Refshauge

*MBBS, FAICD*

*Chairperson, Independent Non-Executive Director*

Mick Frewen

*BA, MMgt, GAICD*

*CEO, Executive Director*

Patricia Angus

*PSM, MTH*

*Independent Non-Executive Director*

Sue Bailey

*GradDipMktg MAICD*

*Independent Non-Executive Director*

Garry Dinnie

*BComm, FCA FAICD, FAIM*

*Independent Non-Executive Director*

Dr Robert Turner

*MBBS (Hons), FANZCA (ANZCA), Dip DHM (SPUMS),*

*Cert DHM (ANZCA), Dip Advanced DHM (ANZCA)*

*Independent Non-Executive Director*

Ian Vanderbeek

*BBus, GAICD*

*Independent Non-Executive Director*

Erin McMullen

*Company Secretary*

unforeseen events such as the extent of the floods and the sudden emergence of COVID-19 can significantly disrupt forecast performance. Diversification has been critical to our success navigating through COVID-19 disruption, ensuring we were able to quickly identify challenges and then change focus into areas of the organisation that were less impacted.

This strategy has been central to the success of our fundraising team. We have invested more into the team to ensure they have the capacity, across the many channels they have developed, to provide the significant funding required to operate a for-purpose organisation in the very complex and expensive area of aeromedical and critical care services for the community. CareFlight has also secured bipartisan federal government support for a second helicopter in the NT. This, and the surge funding, demonstrates success in our deliberate approach to seek federal government support, diversifying from our more established state and territory government support.

Additionally, CareFlight have further diversified our commercial operations in the Education and Training space, expanding the services we offer through our Registered Training Organisation, as well as in the work we do in the Energy and Resource sector and in our support of Government.

### **Controlling Costs**

A major focus over the last year has been to look at every area of the business and ensure our cost base is essential, sustainable and mission-focussed. A major cost-containment



activity throughout the year has ensured we have removed non-essential costs and are far better positioned for the future, through better management of costs at all levels of the organisation. We are serious about the need to be good stewards of every dollar we are entrusted with - to ensure that it is spent as efficiently and effectively as possible, delivering improved patient outcomes and serving the community.

### **Brand and Reputation**

We have continued to focus on ensuring our work is well understood and supported in the community. We remain one of the most trusted charities in Australia and have engaged

with a number of partners and sponsors in order to further broaden our community impact and awareness of our work.

The success of this work has been shown through our new major sponsorship with Mounties Care who are providing direct support to the Mounties Care CareFlight Helicopter based in Sydney. This close partnership has grown over many years based on mutual trust and respect, and Mounties Group are passionate supporters of our work to save lives and serve the community. We have also worked closely with Nurofen to highlight the work done by our aircrew, often in challenging circumstances. We have



partnered with a number of organisations to grow our media exposure including Foxtel, JC Decaux, Smooth FM and Mix 104.9.

The strength we have built in our brand and reputation has also created other opportunities for sponsorship in other parts of the organisation. We look forward to announcing these in the new financial year.

### **Financial Strength**

We continued to respond to challenges presented by COVID-19 during the financial year by building financial strength, diversifying revenue and focusing on cost containment initiatives which has ensured CareFlight is well positioned for the year ahead.

A surplus of \$1,199,446 was generated, which includes a significant donation from Mounties Group to be directed towards operating costs of the Mounties Care CareFlight Helicopter over five years. This donation was partially offset by a \$3,592,661 fair value decrement to rotary wing aircraft, mainly due to upcoming scheduled overhauls on an aircraft negatively impacting the value until that work is completed. Overall fundraising efforts, despite the ongoing COVID-19 challenges in actively engaging with communities, generated a surplus of \$15,871,279, up \$7,078,059 from the prior year.

Pleasingly the strength of the balance sheet improved with a 20.1% increase in net assets of the Group to \$23,421,491 due to both the overall surplus and a \$2,916,117 positive fair value movement on land and buildings. Additional funds were placed into

investments during the year, with investments of \$6,672,037 now held.

These financial results position CareFlight favourably to continue delivering our social purpose including supporting the upgrading of our fleet and ensuring we continue to innovate and lead the industry in aeromedical response.

## Board

In April this year, Leonard Notaras retired from the Board. Leonard was appointed a director in late 2019, bringing a wealth of experience, including as former Chief Executive of the NT Department of Health, and Royal Darwin Hospital's First Medical Superintendent and General Manager.

Founder and Executive Director of the National Critical Care and Trauma Response Centre in Darwin, Leonard is a leader in building health

security and emergency capability across the Asia-Pacific region.

Leonard has gone above and beyond to serve as one of our Northern Territory resident Directors for CareFlight throughout these challenging pandemic years.

We sincerely thank Leonard for his valued contribution to the development of CareFlight. We have no doubt it will continue to benefit the communities we serve.

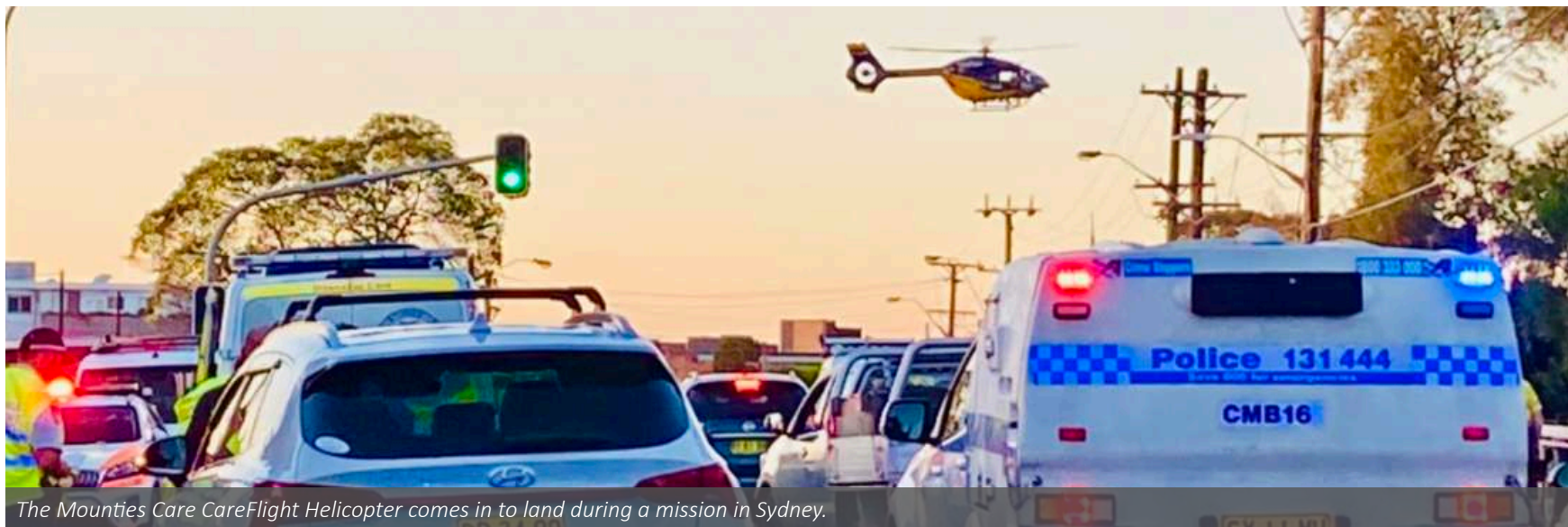
The Board would also like to thank Peter Quayle who has retired as Company Secretary after 17 years. Peter's contribution to CareFlight over this period, ensuring our Board Governance and reporting is appropriate and accurate, has been highly valued as the organisation grew significantly during his time.

## Board Recognition of Staff

The Board would like to formally thank the staff for their outstanding work during a very challenging year. Despite the significant disruptions to normal operations due to COVID-19, the staff continued to deliver to the highest standards ensuring we provided the very best patient care at all times.

The Northern operations team met the requirement to significantly surge in support of the Northern Territory Government's response to COVID-19 in the community. Many staff took on multiple extra shifts to ensure we could move the high numbers of patients during the height of the pandemic.

In Eastern operations, we again responded to support the community, on the back of the excellent work on the bushfire response in



*The Mounties Care CareFlight Helicopter comes in to land during a mission in Sydney.*

recent years. The team responded this time to major flooding and again ensured we could meet the needs of the Rural Fire Service and communities impacted across NSW. Yet again, our people proved to be the real strength of CareFlight.

### **Our Commitment**

The Board and Management of CareFlight are committed to all our stakeholders, to deliver the assurance of good governance, dedication to service, excellence and a commitment to providing value-for-money in the delivery of our services. To our donors, we add a return on investment that goes not to their pockets, but to their hearts.

We thank the extraordinarily talented and diverse group of people – the CareFlight staff – who go out there every day and make it happen. It is central to who we are that the interdependence of the entire team means all our staff members contribute to getting our frontline teams to the patient. They all directly help to save lives and speed recovery, while living in and serving the communities we support.

Finally, we acknowledge, with gratitude, all the members of the community – our donors, supporters and volunteers – who are there for us, and trust that we will be there for them.

**Hon. Dr Andrew Refshauge, Chairperson**  
**Mick Frewen, Chief Executive Officer**



# The year in highlights



CareFlight marks 35 years in operation saving lives, speeding recovery and serving the community.

MAY



CareFlight marks 10 years since we officially began delivering the Top End Medical Retrieval Service contract on behalf of the Northern Territory Government. Read more P.16

JUNE

JUNE

Memorandum of Understanding signed with University of Tasmania to deliver practical training for clinical students in partnership with local emergency services. Read more P.24



JUNE

CareFlight Environmental Sustainability Plan (ESP) launched with clear targets as we play our part for the planet.



JULY

Milestone naming rights sponsorship heralds the Mounties Care CareFlight Helicopter. Read more P.14





CareFlight staff assist in crisis response to vaccinate the community in western NSW to protect them against COVID-19.

AUGUST



Top End team helps the community through the heights of the COVID-19 pandemic surge.

NOV - JAN

OCTOBER

The B412 helicopter is released into service to be operated and maintained by CareFlight for the Rural Fire Service.



FEB - MAR

Fire and Flood Response team supports Rural Fire Service in response to unprecedented flooding Natural Disaster in NSW.



2021/2022

More than

**8,880**

patients cared for across Australia

# Delivering our services - Eastern

This year, our operations were once again affected by COVID-19. Despite the challenges, we continued to provide excellent service and fulfil all contractual obligations to our government and non-government partners.

As the Omnicron wave subsided, our operational tempo has increased, particularly for our Air Ambulance service which had been grounded for much of the last two years due to border restrictions.



**Mounties Care CareFlight Helicopter**  
222 patients transported

## CareFlight Rapid Response Helicopter (CRRH)

Utilising the H145 Mounties Care CareFlight Helicopter, one of the world's most advanced aeromedical helicopters, our crew continued to provide severely ill or injured patients with a hospital level of care within minutes of receiving the call.

In the past 12 months, we responded to 346 tasked missions. 222 patients who required further medical care were transported by helicopter or road with a specialist doctor onboard providing ongoing medical care.



Mounties Care CareFlight Helicopter mission on Mooney Mooney Bridge

## Medical Services Agreement

CareFlight has provided doctors on NSW Ambulance helicopters, road retrieval ambulances and fixed wing air ambulances as part of an agreement with NSW Ambulance for 15 years.

Eight large AW139 helicopters are used to conduct a wide variety of missions including inter-hospital transfers, calls to the scene of major traumas outside of Sydney and search and rescue operations, both inland and offshore.

Operating from Bankstown and Orange bases,

## Medical Services Agreement



**52 missions**  
Fixed Wing Air Ambulance



**785 missions**  
Helicopter



**848 missions**  
Road Retrieval Ambulance

we conducted 1,685 missions this year. Of these missions, 900 were pre-hospital and 786 missions were inter-hospital transfers.

This year we also deployed CareFlight doctors on the NSW Ambulance Toll helicopters to assist in the flooded areas of the Northern Rivers region.

## New South Wales Rural Fire Service (RFS)

The B412 helicopter that we took delivery of in 2020 was released into service at the end of October 2021, after months of extensive modification. Owned by the RFS, the B412 joins two other aircraft on RFS's fleet: the BK117 and AS350. All aircraft are operated and maintained by CareFlight staff.

The floods that ravaged much of NSW saw a huge increase in the number of flight hours we undertook this year. Almost 300 flying hours were for flood operations over the year compared to 30 flying hours on fire operations.



*B412 landed in floods*



**2021/22**

More than **330 hours** flying RFS operations over the year



Flood and Fire Response (FFR) assisting with flood relief efforts in Northern NSW

## The Mounties Care CareFlight Helicopter

### New world-class aeromedical capability takes off with new sponsor

CareFlight's newest aeromedical helicopter, the Airbus H145, commenced service in July 2021 and is now flying to the rescue of Australians. This exciting milestone for CareFlight coincided with Mounties Group announcing one of the biggest sponsorship and community support initiatives known in club history.

Mounties Care, Mounties Group's pioneering healthcare service, stepped up to be the naming rights sponsor of the CareFlight Rapid Response Helicopter Service, helping ensure the ongoing viability of one of the most advanced aeromedical helicopters in Australia. The H145 helicopter is now branded Mounties Care CareFlight Helicopter.

CareFlight CEO, Mick Frewen, said the support Mounties Group has provided to CareFlight for over 11 years has been invaluable.

"Their unwavering commitment has certainly allowed us to grow our services and save even more lives and for that we are truly grateful," Mick said.

Since coming into service, the Mounties Care CareFlight Helicopter and its crew have been kept busy flying to seriously injured and sick people, daily.

On its maiden mission the crew attended a man who had fallen from a ladder onto concrete. Having sustained head injuries, the man required immediate medical attention.

"Such falls have unfortunately become a common tasking for CareFlight especially

during the COVID-19 lockdowns as more people undertook home repairs," explained Mounties Care Careflight Helicopter Medical Director, Dr Chris Cheeseman, who treated the patient on the first mission.

"Working in the field of emergency medicine, we know that the sooner we reach patients and start clinical interventions, the better the outcome for patients. The H145 helicopter is capable of bringing a hospital level of care straight to the patient's side," explained Dr Cheeseman.

Pilot, Greg Ohlsson, who flew on the mission, explained that the H145 is capable of being airborne within three minutes from activation and has a flight speed of up to 250km/hr.

"In our very first patient response in the H145 helicopter, we had the crew on the ground in under ten minutes from the time the activation call came in and that includes the time it takes to start the aircraft and get airborne," said Greg.

The H145 cabin is designed to mimic the internal space of a road ambulance and is specially configured with the most up-to-date medical equipment including a mobile intensive care unit and advanced radio and intercom system which allows patients to be closely monitored throughout their transportation. The aircraft carries a crew of three highly skilled and experienced medical staff.

**"For critically ill or traumatically injured patients, survival outcomes rely on a matter of minutes and the H145 brings that speed with a technological leap in safety."**

**- Pilot, Greg Ohlsson**



## CareFlight Air Ambulance (CFAA)

Despite Australian and state border closures preventing our CareFlight Air Ambulance crew from their usual work, our teams were able to pivot and use their skills to provide alternative services. This included partnering with international providers, who were allowed to fly patients into the country, to provide road transport from Mascot into Sydney hospitals. Meanwhile, our nurses provided valuable assistance to Australian Medical Assistance Teams (AUSMAT) with COVID-19 vaccinations in remote locations.

## Patient Transport Service

With elective surgery on hold for many months across NSW due to COVID-19, our Patient Transport Service experienced a decline in the number of patients we transferred. However, as the situation is now starting to normalise,

our referrals numbers are steadily increasing. We remain conscious of the need to transport patients safely within the COVID-19 context and continue to be vigilant with the use of PPE and RAT testing.

We are always looking to ensure we provide a reliable service to the communities we serve. Increasing demand in the Newcastle area for our services has meant we are expanding our nurse and driver teams whilst we are also providing training to upskill our PTS staff to assist with CFAA missions.



Dylan (back right) and his family

## Patient Stories

### Dylan's story

13-year-old, Dylan, was enjoying the last day of the school holidays with his mates at a Collaroy rockpool when the unimaginable happened

He slipped, hit his head on the rock and was submerged under the water. It was through the quick response of bystanders and the Mounties CareFlight Helicopter that Dylan is back playing water polo and enjoying life as an ordinary teenager.

Dr Patrick Liston vividly remembers the mission as it's not every day the helicopter lands on a crowded beach. He had the additional pressure of both of Dylan's parents watching him save their son's life.

The crew worked quickly, treated and stabilised Dylan and flew him straight to hospital.

Dylan was in intensive care for several days – but CareFlight's treatment had made all the difference. As he was slowly brought out of his coma, his doctors and family were relieved to see that he was on track for a full recovery.

Fast forward a few months and Dylan and his family reunited with the doctor and crew who saved his life.

# Delivering our services - Top End

## Top End Medical Retrieval Service (TEMRS)

This year we celebrated the 10-year anniversary of our Top End Medical Retrieval Service (TEMRS).

What initially began as a small seven-nurse operation has grown into a fully integrated aeromedical service with more than 220 staff. Each mission is crewed with a CareFlight pilot, CareFlight nurse and often a CareFlight doctor, who with their unique skills and experience, bring a hospital level of care to the patient, 24 hours a day.

During the year, we continued to provide this service to the Top End with over 3,900

missions, including both high and low-acuity retrievals.

COVID-19 continued to present challenges to our crew and was the key driver behind a 20 percent increase in missions compared to pre-COVID times. Indeed, between November 2021 and January 2022, more than 50 percent of our missions were COVID-related transfers from remote communities.

Coupled with this increase in mission numbers, our teams faced heat stress and fatigue resulting from the use of PPE during our hottest and most humid season. Using the strategies from our heat stress reduction program developed in 2020, our staff sought



COVID-19 response using King Air B200

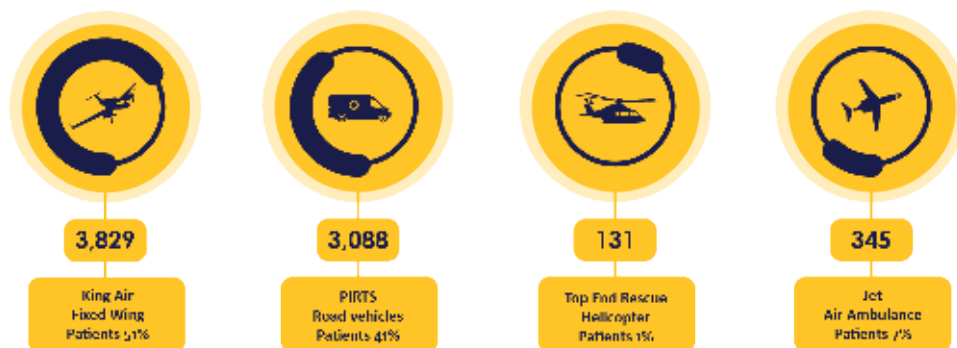
to keep cool and rest as much as possible between missions, ensuring we continued to provide the best possible care to our patients.

## Palmerston Inter-hospital Road Transport Service (PIRTS)

Our Palmerston Inter-hospital Road Transport Service continued to provide a vital transport service for patients between Royal Darwin Hospital and Palmerston Regional Hospital. This year, we conducted 3,088 missions, an average of 257 per month.

## CareFlight's inter-hospital aeromedical jet evacuation service

CareFlight operates the Northern Territory inter-hospital aeromedical evacuation service, transporting critically ill patients to hospitals in other states so patients can access specialist



2021/22

**TOP END - NORTHERN TERRITORY MODES OF TRANSPORT**

treatment not available in the Territory. Over the past year, we have conducted over 140 missions. Our new G150 jet joined our fleet in April 2021 and is Australia's first dedicated medical jet with the capability to transport more critically ill patients (and their escorts) directly to all Australian mainland capitals without refuelling.

The G150's larger cabin, increased pilot comfort in the cockpit, and capacity to conduct missions without overnight and fuel stops, has meant less fatigue and less stress for our crew and patients.

### **Building on NT as an aeromedical hub**

We continue to invest in Darwin's development as an aeromedical hub by supporting industry and government in the region. Our position in the Top End was recognised in this year's Federal Budget with an investment of \$10 million in 2022-23 to increase our capacity to deliver aeromedical services including patient transport and air rescue missions in rural and remote Australia.

### **Australian Maritime Safety Authority (AMSA)**

CareFlight continues to provide a vital service to the Australian Maritime Safety Authority (AMSA). AMSA is responsible for responding to any emergency beacon activation in Australia's region of international rescue responsibility. Our night-vision capability and winch-equipped helicopters allow us to locate and rescue people at night as well as from difficult to access places.

This year, CareFlight was tasked to 15 missions by AMSA. This included missions involving fishing, working and recreational vessels.

### **Supporting Defence activities**

CareFlight continues to meet the needs of the defence forces by providing an emergency department level of care in the field and during transport. We have provided an aeromedical evacuation service to the United States Marine Corps to support their live fire exercises over the last six years.



First mission in the G150



## Viva Energy Australia partners with CareFlight

For many years Viva Energy Australia has been the principal fuel supplier for CareFlight's fleet of more than 15 aircraft.

The organisation has also been a dedicated supporter of the charity and our mission.

During the year, Viva Energy Australia and CareFlight reached agreement to launch a significant new partnership.

Over the next three years, Viva Energy has committed \$3 million to support the Darwin-based CareFlight medical rescue helicopter to continue to fly to the rescue and deliver emergency health care and retrieval across the Top End of the NT.

The partnership will also support a range of measures to develop employment pathways for First Nations and rural and remote young people.

In addition, it provides funds to develop appropriate resources to communicate effectively in-language the rights of CareFlight patients and seek their feedback to support culturally safe clinical care. It also provides the opportunity for small and medium Indigenous businesses, operating remotely, to access assistance to develop Emergency Response Plans.



## Taking remote trauma training to the community

Despite the challenges of COVID-19 and its potential impact on remote communities, CareFlight continued to bring our Remote Trauma Course (RTC) to communities in the Top End. Designed to deliver lifesaving skills in an inclusive way for all participants, the course focuses on trauma scenarios commonly experienced in the NT. Drawing upon participants' own experiences and skills, the training incorporates story-telling and yarning circles reflecting the many different languages spoken in the regions where the course is delivered.

## Woolworths Fruit for Kids

We continued our partnership with Woolworths by delivering fresh fruit to children in remote communities as part of the Remote Free Fruit for Kids program. Each week, around 100 kilograms of fresh fruit is delivered by CareFlight to community clinics and local schools. The program, which commenced in 2020, has been enthusiastically received by the communities.

## East Arnhem Community Helicopter (EACH)

COVID-19 has been the primary focus of the East Arnhem community, so the EACH project has needed to take a back seat. Developing East Arnhem Ltd (DEAL) has undertaken wide-ranging consultation and a prospectus for the EACH project is in the final stages of preparation to move the project forward.

## Patient Story

### Chris Garner's story A life-or-death moment

School teacher, Chris Garner, had no idea he was walking around with a deadly lung infection. When his lung suddenly collapsed at home, it was CareFlight who flew to his rescue and transported him to Adelaide for specialist surgery.

Chris spent six weeks in a coma, his life hanging in the balance. When he woke up, he had no idea where he was or how he'd got there. When he was told CareFlight raced him to hospital, he burst into tears. He realised just how close he'd come to dying – with no chance to say goodbye to his wife and two young daughters.

Today, Chris is recovering well and determined to give back to the crew who saved his life. To do this, Chris walked 180km in a month to raise money in the CareFlight Territory Challenge.



Chris Garner and his family.



Chris Garner was critically ill when CareFlight came to his aid.

# Medevacs

Our air ambulance service, operating out of bases at Darwin International Airport in the Northern Territory and Kingsford Smith Airport in Sydney, transports sick and injured patients, interstate and from overseas to Australia or other destinations around the globe, for vital medical treatment.

When the Australian Government ordered the closure of international borders in March 2020, and then further tightened border restrictions in January 2021, it dealt a significant blow to our medevac operations.

Coupled with varying state restrictions, the forced grounding of our international medevac team had the potential to completely derail our services. However, despite the disruption to our normal operations, we were able to successfully diversify our offerings, utilising the skills of our highly trained medical teams and ground transport drivers.

## Continuing to provide medical care to international patients

Although border restrictions prevented us from leaving Australia, our Medevac teams were able to continue providing care to international patients. We did this by providing a unique medical transfer service on behalf of international medevac providers, who were allowed to enter the country but due to restrictions, were not allowed to leave their aircraft.



Emily Staples is pictured in 2021 when she reunited with the CareFlight team who flew her to Australia for treatment after she was seriously injured in a skiing accident in New Zealand. The critical care nurse would go on to an excellent recovery and begin working as part of CareFlight's clinical team.

Upon arrival at the airport, our medevac teams consisting of specialist nurses, doctors and drivers, were able to receive the patients and provide the highest possible medical care as we continued their transfer to hospital.

## Providing vital help with COVID-19 response

Our international nurses were deployed to remote and First Nations communities where they played a pivotal role in the COVID-19 response. From conducting door-to-door vaccinations to performing hospital-in-home care for COVID-19 positive residents, our nurses not only provided medical expertise but also compassion and care during this

challenging time.

## Normal operations resume

In March 2022, our international medevacs services resumed with the first international mission: a commercial medical escort service to Canada. This was followed by our first international retrieval mission from Nauru to Sydney. Since then, we have completed missions to Nauru, Fiji, Solomon Islands and Bali as well as to and from, various domestic ports.

The Medevac operation is now back in full swing with the next few months looking to be extremely busy.



## CareFlight Stories

### Reflections on CareFlight's first international mission after border restrictions lifted

Since joining CareFlight's Patient Transfer Service four years ago, my goal was to become a member of the CareFlight Air Ambulance team.

Therefore, it was even more special, and a privilege, to be on the team when we completed our first international air ambulance retrieval since the pandemic.

Taking over two days to complete, the mission was to repatriate a patient from Nauru to Sydney for specialised cardiac care. Stating she knew she was in capable hands, the patient's emotional relief was evident as we lifted off towards Sydney.

It is humbling to know that our presence has such an impact, not just by improving patient outcomes but by helping patients emotionally.

Working in the air ambulance retrieval environment is unique. My role involves providing critical care nursing in various uncommon places which involves complex logistics. Being a nurse with CFAA is challenging, exciting and incredibly rewarding.

I look forward to many more missions, providing care to people all over the world.

*David Dobson  
Senior Flight Nurse*

# Education and training

CareFlight's education and training team is a national group of passionate and dedicated clinical educators, supported by a team of driven operations personnel.

Our education and training programs provide real world training to strengthen the chain of care for our patients which commences at the time of injury or illness. Our goal is to empower people through education to save lives, speed recovery and serve the community.

As Australia begins to re-open post-pandemic and investment in the training and development space returns, the team have been rebuilding and anticipate exponential growth as a result.

In the first half of 2022, our three pillars of excellence evolved to four with the split of our corporate pillar into certified and custom. This enables our Registered Training Organisation (RTO) nationally accredited programs to stand in their own pillar, while allowing our custom programs the agility they need to meet customer requirements.

## Clinical

CareFlight's commitment to excellence in patient care and improving outcomes means providing high quality education and training to our internal staff and external participants.

Despite the challenges of COVID-19, we completed all induction and currency training



CareFlight nurse undertakes winch training.

for our internal staff to ensure they are mission ready. This included the recommencement of Clinical Currency Training for CareFlight's Rapid Response Service specialists to meet the requirements of the new Civil Aviation Safety Authority (CASA) Medical Transport Specialist regulations.

We continued to improve our processes, content and delivery while diversifying the courses we now offer such as First Aid. The development of new courses has resulted in an increased pool of educators who will be participating in our new CareFlight Educator course. This training for educators ensures that all courses we deliver are of the same high standard.

We continue to offer the Diploma of Pre-Hospital and Retrieval Medicine (DipPHRM) for our registrars in Sydney and the Northern Territory. Being able to support the DipPHRM is pivotal in maintaining our ability to continue recruiting high quality registrars.

## Community

We know that the first few minutes after someone is injured are critical and the sooner treatments commence, the greater the chance of survival and recovery. Our courses empower first responders and emergency services personnel and help to maintain lifesaving capabilities within communities.



Community



Clinical



Certified



Custom

Hundreds of emergency service volunteers have undertaken the Trauma Care Workshops (TCW), while remote clinics are supported and given free training in paediatric and neo-natal patient care through our Sick and Injured Kids in the Bush (SIKITB) program.

In Darwin, our education team developed and rolled out the unique Remote Trauma Course (RTC). Targeted at first responders in remote settings, the RTC is designed to deliver lifesaving skills in a way that includes all participants and can be tailored to specific industries or work groups, especially in remote settings.

The training addresses the need to deal with different literacy levels and styles of learning. It adopts a “yarning” approach to build on participants’ experiences and previous learning and provides hands-on training as much as possible. CareFlight currently targets this course to community members in the communities it serves in the Top End. These community members include Indigenous Ranger groups, local police, non-clinical health centre staff, teachers, council workers and a variety of other participants for the community.

### **Certified**

CareFlight’s RTO (Code: 40803) is now well-established and we have begun to deliver accredited first aid programs taught by skilled and experienced clinicians.

First Aid training (HLTAID011 Provide First Aid) can help save lives, by offering immediate assistance. Our first aid course is for anyone

who may need to administer first aid in their workplace, sport or community.

CareFlight’s HLTAID009 Provide Cardiopulmonary Resuscitation provides participants with a nationally recognised qualification. This course provides the knowledge and skills to maintain breathing and circulation in an unconscious, non-breathing casualty following sudden cardiac arrest.

Our certified training programs are offered with three delivery options: face-to-face, fully online or hybrid. All delivery methods include theory, practical knowledge and skills assessment.

### **Custom**

CareFlight’s custom education provides industry-specific courses to ensure people have the confidence to deal with traumatic incidents they may face at work. For example, we are partnering with an agricultural organisation to provide training to farmers in regional and remote areas, as well as a ‘CRASH program’ customised for truck drivers and people who spend a lot of time on the road.

CareFlight’s education and training team will continue their journey of growth and diversification over the next year to ensure we continue to build resilience and strengthen the chain of care in communities across Australia.



## CareFlight Story

### New partnership with University of Tasmania

#### Building resilience and healthcare capability in partnership with the government and people of Tasmania

With a shared commitment to improving health, education and economic outcomes for Tasmanians, CareFlight and the University of Tasmania have signed a memorandum of understanding to deliver simulation-based training to the university's clinical students, alongside emergency services and other service providers.

The aim of this training is to give students, as future health providers, an understanding of the challenges in providing care to patients in a pre-hospital setting. It also creates a foundation of respect for, and understanding of, the capabilities and experience of emergency and community service personnel.

"CareFlight's mission is to save lives, speed recovery and serve the community by providing the highest standard of rapid response critical care. Coupled with the University of Tasmania's aim of advancing knowledge and learning that promotes the socio-economic welfare of the community, the pre-hospital trauma workshops are perfectly aligned to boost community resilience and create a safer and healthier society," explained CareFlight's Chief Executive Officer, Mick Frewen.

Designed specifically for University of Tasmania

students and local emergency services, the workshops feature high fidelity simulation-based practical training that equip attendees with technical lifesaving actions, as well as non-technical skills, such as leadership, teamwork, situational awareness and communication skills to help them respond to traumas outside the hospital environment.

Life-like mannequins, simulated accident scenarios and unique simulation equipment aid in the recreation of a high-pressure environment, ensuring the training is applicable to real-world situations. Participants undertake various practical skills stations, exploring how to manage catastrophic haemorrhage, airways management, suspected spinal injuries, splinting and packaging of patients, and assessment of trapped casualties.

"I am excited to see how our strengthening relationship with CareFlight will position Tasmania as a leader in frontline emergency health and training," said University of Tasmania Associate Professor in General Practice, Dr Jan Radford.

As CareFlight's clinical education grows in the state, we will continue to deliver our range of community education workshops to urban, rural and remote health services in Tasmania through the MediSim program. This includes trauma care workshops and training focused on sick and injured children. Participants include organisations such as the Tasmania Fire Service, State Emergency Service, St John Ambulance, Tasmania Police, Surf Life Saving Tasmania, Mine Rescue and Parks and Wildlife Tasmania.

"CareFlight's investment in local health education, training capability and infrastructure in Tasmania, will reinforce the state's expertise in emergency response by providing clinicians, emergency services and local first responders with the skills to save lives," said Mr Frewen.



Professor James Vickers (L) and Mick Frewen (R)

# Clinical Governance

Our systematic approach to clinical governance ensures we continue to prioritise the improvement and maintenance of quality patient care.

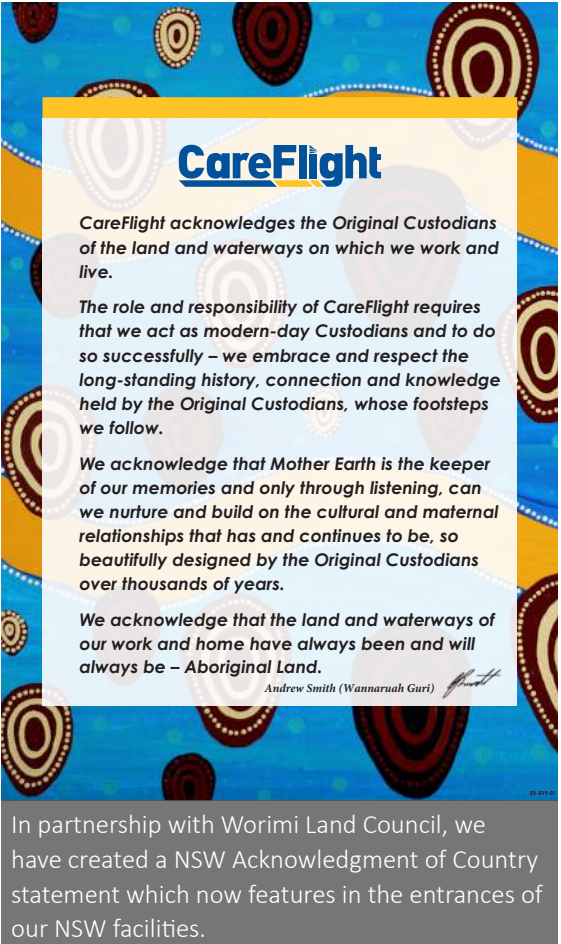
This year, we focused on reviewing, updating and improving processes across our clinical services so we can continue to meet industry and regulatory requirements and expectations. This has included a complete review and update of our Release of Medical Information processes which meets expanding privacy and regulatory requirements whilst the update of our Open Disclosure framework ensures we have established processes in place to support patients, carers and staff. In addition, we conducted a major review and update across all of CareFlight's drug management processes which has improved our security, reporting and auditing of controlled medications.

In April, we were awarded full accreditation against the National Safety and Quality Health Service Standards (Second edition - 2021). The primary aims of the NSQHS Standards are to protect the public from harm and to improve the quality of health service provision. The Standards provide a quality assurance mechanism that test whether relevant systems are in place to ensure that expected standards of safety and quality are met. This achievement makes us one of the first in Australia to be awarded this accreditation which is valid for three years, until July 2025.

A significant focus for the clinical governance team has been the unification of clinical operations and clinical governance procedures and processes to ensure standardisation across CareFlight. This has reduced our document management demand by improving staff's ability to locate and utilise relevant documents and procedures when required.

In the NT, we appointed a Deputy Medical Director who is working to implement and embed our clinical governance framework within NT services.

Consumer feedback is essential to ensure we continue to maintain high quality care. We have improved pathways for the provision of consumer feedback which highlight CareFlight's excellent work. Incident and complaint procedures have also been improved to ensure that lessons learnt are implemented through our Quality Management System (QMS) to help drive service improvements and design.

The graphic features a central white rectangular box with a yellow border, set against a vibrant background of traditional Aboriginal art, including concentric circles and dots in shades of blue, red, and yellow. The CareFlight logo is prominently displayed at the top of the white box. Below the logo, four paragraphs of text are presented in a serif font, each preceded by a small blue icon. The text is an Acknowledgment of Country statement. At the bottom of the text block, the name 'Andrew Smith (Wannaruah Guri)' is written in a smaller font, accompanied by a handwritten signature. The entire graphic is framed by a dark grey border at the bottom, which contains additional text.

**CareFlight**

*CareFlight acknowledges the Original Custodians of the land and waterways on which we work and live.*

*The role and responsibility of CareFlight requires that we act as modern-day Custodians and to do so successfully – we embrace and respect the long-standing history, connection and knowledge held by the Original Custodians, whose footsteps we follow.*

*We acknowledge that Mother Earth is the keeper of our memories and only through listening, can we nurture and build on the cultural and maternal relationships that has and continues to be, so beautifully designed by the Original Custodians over thousands of years.*

*We acknowledge that the land and waterways of our work and home have always been and will always be – Aboriginal Land.*

*Andrew Smith (Wannaruah Guri)*

In partnership with Worimi Land Council, we have created a NSW Acknowledgment of Country statement which now features in the entrances of our NSW facilities.

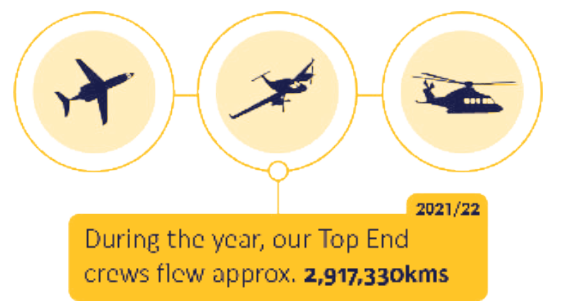
# Safety and quality

Safety and quality continue to drive every aspect of CareFlight’s work. Ensuring we meet and exceed the regulatory requirements to conduct aeromedical ambulance work forms the basis of our commitment to deliver operational excellence for our patients.

## Audits

During this financial year, our safety and quality team undertook 124 internal audits to ensure our operations were performing to our own high standards of safety and quality. We also audited 13 of our critical suppliers to ensure the best quality and standards of service are expected and delivered across our operations.

We reviewed our operations and supply chains (and our suppliers’ upstream vendor operations) to identify and assess for the risk of Modern Slavery pursuant to the Commonwealth Government’s Modern Slavery Act 2018. This resulted in CareFlight’s first Modern Slavery Statement being accepted by the Australian Border Forces, as required by the Act.



Additional third-party external audits were conducted across a range of our operations. These included two USAF Commercial Air Review Board (CARB) Audits and one US Department of Defence predeployment to NT exercises, benchmarking our operations against US Military best practice.

Recertification audits for our ongoing ISO9001 (quality), ISO14001 (environment) certifications and NSQHSS (healthcare) accreditation were undertaken and retained. We also successfully transitioned our Australian AS4801 (OH&S) certification to the International ISO45001 (OH&S) certification.

These external audits continue to ensure we are assessed against industry and global standards as well as client expectations and demonstrate, across this broad range of external parties, that we continue to meet and exceed compliance requirements for safety and quality.

## Aviation Safety Management

CareFlight’s standalone Safety Management System (SMS) for aviation activities continued to develop and was formally approved by the Civil Aviation Safety Authority (CASA) in December 2021. CareFlight’s Aviation SMS helped us achieve one of civil aviation’s key goals: enhanced safety performance through the identification of hazards and reducing these hazards until they are As Low As Reasonably Practicable (ALARP).

During the year, we reviewed and transitioned all our paper-based operational risk profiles (ORPs) to an electronic Risk & Hazard Register. This change means greater accountability of the management of identified risks and more

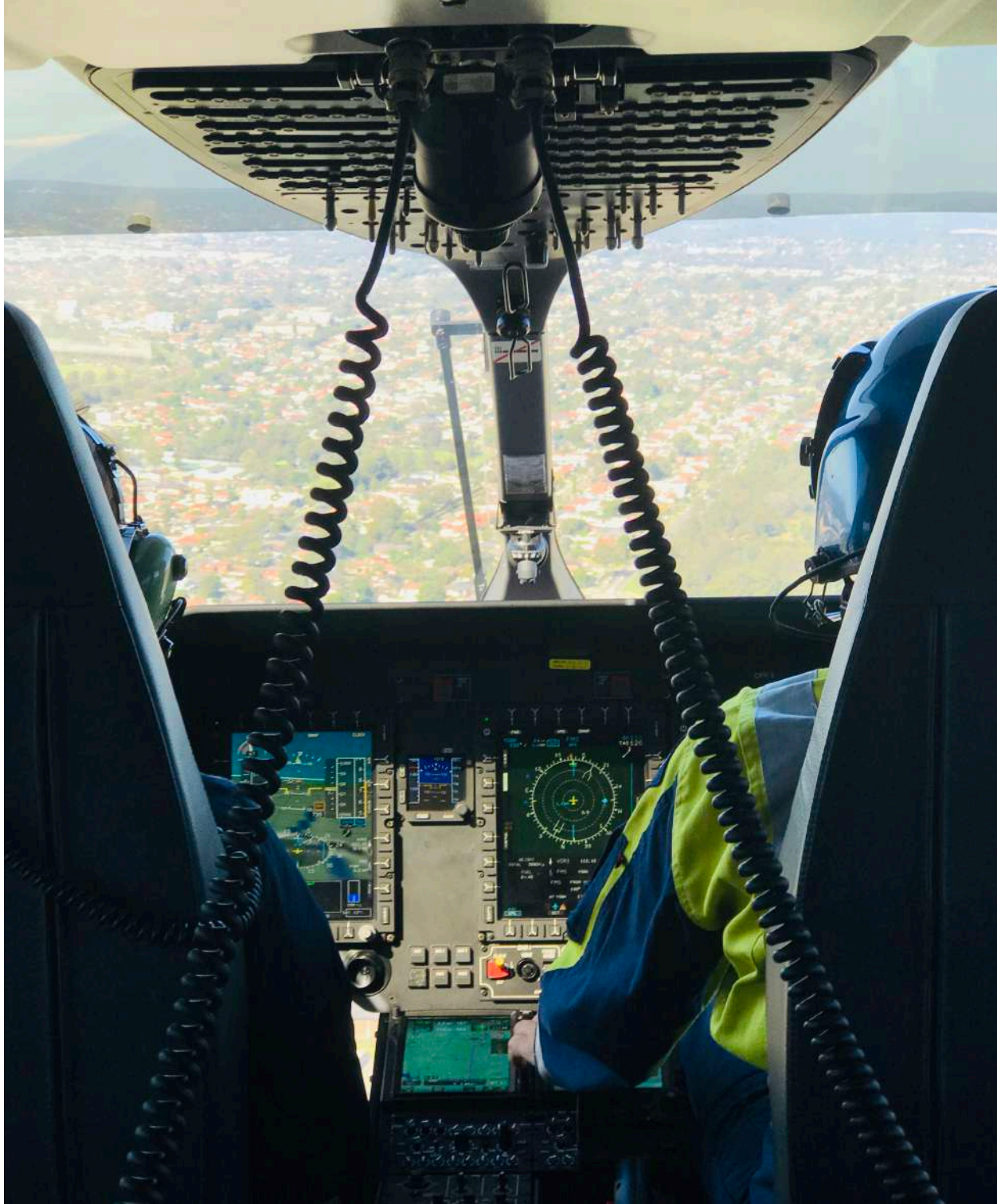
## Certification and accreditation

Aviation	Medical	Mgt Systems	Training
Air Operator’s certificate CASA	Australian College for Emergency Medicine	Quality ISO9001	CAR217 CASA
Certificate of Approval CASA	Australian & New Zealand College of Anaesthetists	OH&S ISO45001	Part 141/142 CASA
	Australian College of Rural & Remote Medicine	Environment ISO14001	Australian Skills Quality Authority RTO
	European Aeromedical Institute		
	College of Intensive Care Medicine		
	Royal Australian College of General Practitioners		
	NSQHS Standards		

efficient continuous review. We implemented our Drug and Alcohol Management Plan across all bases and trained our Medical Transport Specialists on our Aviation SMS procedures. Our Change Management Process continues to control changes that impact our processes, procedures, products and services with the objective to ensure that any safety risks resulting from change are reduced to ALARP. This year, Change Management was initiated for the Flight Operations transition to the New Regulations, Revision of the Flight Operations Manual, the roll out of Emergency Breathing System (EBS) Bottles, and Engineering's transition from CAR 30 to Part 145 organisation.

The Aviation Safety Action Group (ASAG) who oversee our operational safety for Flight Operations, Engineering and Medical Transport Specialists has been strengthened with the introduction of the Aviation Safety Risk and Review Committee. This committee not only provides strategic direction to the ASAG but have also defined CareFlight's aviation Safety Lead Indicators and settings for aviation safety performance targets.

This year, we also updated our Transport Security Plan which was approved by the Department of Home Affairs in March 2022.



# People and culture

Our focus on providing quality learning opportunities and career progression, comprehensive rewards program and our mental health and wellbeing initiatives affirm our commitment to our people.

This year, we developed several new initiatives and continued with existing programs as well as welcomed a multitude of awards.

## A great start for new employees

We developed a new Employee Induction Program which has been integrated into our Learning Hub. The new 'Welcome to CareFlight' program is assigned to new starters within their first week of employment and is a great opportunity for new employees to gain

an understanding of CareFlight's operations, initiatives, culture and values.

## Board award winners

We announced the winners of our second Annual Board Award which is the premier award a CareFlight employee can receive within our Reward and Recognition Program. It is awarded to two employees annually for their continued service and commitment to CareFlight.

Senior Base Pilot in the NT, Andre Falconer, who has been with CareFlight for nine years received the award for going above and beyond in his duties and for being consistently among the top hour-flying pilots in the

organisation. Medical retrieval specialist, Caroline Macari, has been with CareFlight for six years and is a highly active member of both the Mental Health and Wellbeing Workgroup and the Clinical People and Culture sub-committee. She has been a driving force behind CareFlight's wellness initiatives.

## Accolades

In 2021, our Chief Executive Officer, Mick Frewen, was named Australian HR Champion (CEO) of the Year at the Australian HR awards. Mick was recognised for his excellent approach to leadership and management. At the same awards night, our HR Business Partner, Jacqueline Chow was a finalist in the HR Rising Star of the Year category whilst CareFlight was an Employer of Choice (Public Sector & NFP category) finalist. We are extremely proud to be recognised as finalists in these prestigious HR awards.

We were also extremely proud to be awarded the Australian Defence Force prestigious NSW 2021 Employer Support Awards in the not-for-profit category, and subsequently announced as the National winner for this category, in recognition of our commitment to supporting Defence reservists.

In April 2022, we were named as a 5-Star Employer of Choice by the Human Resources Director (HRD) publication. This title recognises CareFlight as an organisation leading the way



Board winner, Andre Falconer



Board winner, Caroline Macari



in policies and initiatives that engage staff in key areas critical to positive employee experience.

### A seamless HR response to COVID-19 in 2021

Our response to the start of the pandemic in 2020, meant that we had all the systems and processes in place to respond rapidly during the 2021 outbreak with a focus on supporting isolation and exposure processes.

We continued to offer mental health and wellbeing support to staff, and once again, ran our 15-minute daily exercise challenge. This challenge provided staff with a way to engage with each other during lockdown while maintaining their daily physical activity. Not only was this of benefit to the physical

health but also to their emotional and mental wellbeing.

### Potential Personal Impact process developed for operations staff

In recognising that any clinical case has the potential to cause or contribute to psychological injury to our operational team members, the Mental Health and Wellbeing Committee developed the Potential Personal Impact (PPI) process.

PPI was designed to facilitate the delivery of psychological first aid by peers who have been trained in psychological first aid and gives our operational teams 24/7 access to a member of the Personal Impact Team whenever they require support.



# Fundraising

To ensure we can continue to fulfil our mission, we rely on the generosity of donors, supporters and volunteers. We fundraise through a variety of channels including regular giving, events, bequests, direct mail and digital appeals, as well as sales of CareFlight bears and raffles.

Despite the unsettled times associated with the COVID-19 pandemic, our major donors provided record support to CareFlight: the highest combined annual philanthropic support in CareFlight's history. Leading supporters were particularly interested to grow their support for CareFlight's frontline crews, the new Airbus H145 helicopter and the latest clinical equipment, so that patients can continue to receive the best possible care.

This support did not stop with major donors

but was also seen across our other fundraising channels including best ever results in our February, Spring and Christmas Direct Mail appeals and an overall fundraising revenue record of \$21.3 million for the year.

In the same period, our CareFlight Bear Club Program saw a 15 percent membership increase whilst our business supporter program, Club CareFlight, continued to grow in popularity, also providing its strongest ever support. Our CareFlight Rescue Raffle expanded into Victoria increasing the total number of raffle tickets sold per fortnight from 7,677 to 10,723, a 40 percent increase.

These achievements could not be possible without the generosity of our supporters as well as the tireless efforts of our fundraising staff.

## Fundraising Revenue



**47% increase in Fundraising Revenue from \$14.5M to \$21.3M**

## Rescue Raffle Program



**40% increase from 7,677 to 10,723 fortnightly tickets sold**

## CareFlight Bear Club



**15% increase from 1,441 to 1,660 monthly payment collectors**



Participants of the Kakadu Triathlon Junior races.

## Engaging with the community again

Many of CareFlight's Community Engagement programs emerged after a COVID-19 enforced hiatus in early 2022. Our Community Engagement program includes CareFlight staff and volunteers providing displays, merchandise sales and talks at community events and club meetings as well as supporting local community fundraisers. The team have greatly enjoyed being back in the community talking about CareFlight's lifesaving services.

## A new supporter program

We launched a new supporter program, the Friends of the Frontline giving circle, which brings like-minded supporters together to co-fund larger projects for CareFlight. This giving circle was inspired by supporters who said they would make a larger gift if they could choose where their donation goes and see their donation in action. With their particular interest in supporting CareFlight's frontline crews, the first project to be funded by the Friends of the Frontline was the purchase of new lightweight flight jackets for our helicopter crews.



CareFlight's Hangar Ball was a huge success in the NT.

## In the NT

A major project was funded this year by generous supporter, Mr Wyness, who left a gift to CareFlight in his Will. Specifically requesting that his gift be spent supporting local services in the Top End, we have been able to invest in a state-of-the-art helicopter winch training simulator at CareFlight's Darwin Base. Use of a winch to access a mission site is essential when a rescue helicopter cannot land. This simulator ensures our rotary wing crews can increase the quantity and quality of winch training they complete each year.

## Events in the NT

- Despite COVID-19 restrictions which required our Hangar Ball to be postponed and moved to October, the event sold out with 450 people in attendance raising almost \$242K.
- Kakadu Triathlon, which is organised annually by West Arnhem Regional Council, took place in May with all proceeds going to CareFlight, resulting in \$14,000 raised.

- We continued to ensure we have extensive community visibility with CareFlight represented at the Beer Can Regatta, V8 Supercars, Darwin and Katherine Show Days, Trivia Nights, Golf Days, North Australian Emergency Response Competition, Mud Racing, Christmas wrapping and plenty more in between.

## Four New CareFlight bears

Every three months we add a new member to our CareFlight bear family. In the past year, we've welcomed four new bears all of which can be purchased on our website. Funds raised from sales of CareFlight bears help to keep us in the air.



*Ranger Bear Ryan*



*Plumber Bear Pete*



*Painter Bear*



*Swimmer Bear*

## Reporting on Impact

### New Supporter Webinar Series Launched

This year, CareFlight launched an ongoing Supporter Webinar Series as an additional way to show our supporters how their donations help save lives around Australia.

These one-hour webinars feature informal conversations with CareFlight's frontline staff, photos, video and stories from our service teams and opportunities for supporters to ask and discuss questions with frontline crew – all from the comfort of their homes.

The first webinar featured CareFlight's services across the Top End of the Northern Territory and discussions with our local NT General Manager, Philip Roberts, and NT Director of Nursing, Amanda Quinn. The second was a chat with CareFlight's Founding Pilot, John Hoad, and Rapid Response Specialist Doctor, Sarah Turner, about our rescue helicopter services.

Supporters enjoyed the opportunity to hear directly from these experienced and dedicated frontline crew and asked questions exploring everything from stories of child patients to the healthcare needs of remote Indigenous communities and even how much fuel CareFlight uses each year.



## Supporter Profile

### John Almgren AM (1930-2021) Honouring a leading supporter

Late 2021, sadly saw the passing of one of CareFlight's most dedicated and generous supporters, Mr John Almgren AM.

John's support for CareFlight was inspired by a deep desire to help good causes throughout his life. CareFlight's use of complex aeromedical technology also sparked his interest over many years.

John started supporting CareFlight in 1998, donating generously every year both for general mission funding and for specific projects such as the introduction of night vision goggles for CareFlight's Rotary Wing.

John was a bright and technically-minded person. His family describe him as a 'boffin', a 'Mr Fixit' and perfectionist who loved to solve complex problems. In the early 1960s, John and his wife Yvonne, founded their own business J.N. Almgren Pty Ltd, which supplied essential parts and technical solutions for the data and telecommunications industry. They grew the business into a national leader in their industry, working on key innovations such as the early bank Automatic Teller Machines (ATMs).

John supported many charities throughout his life, though always privately and quietly. John believed in the 'cracked teapot principle' – the idea that you always keep some spare money in an old teapot or container in case you come across someone in need. For John, this could

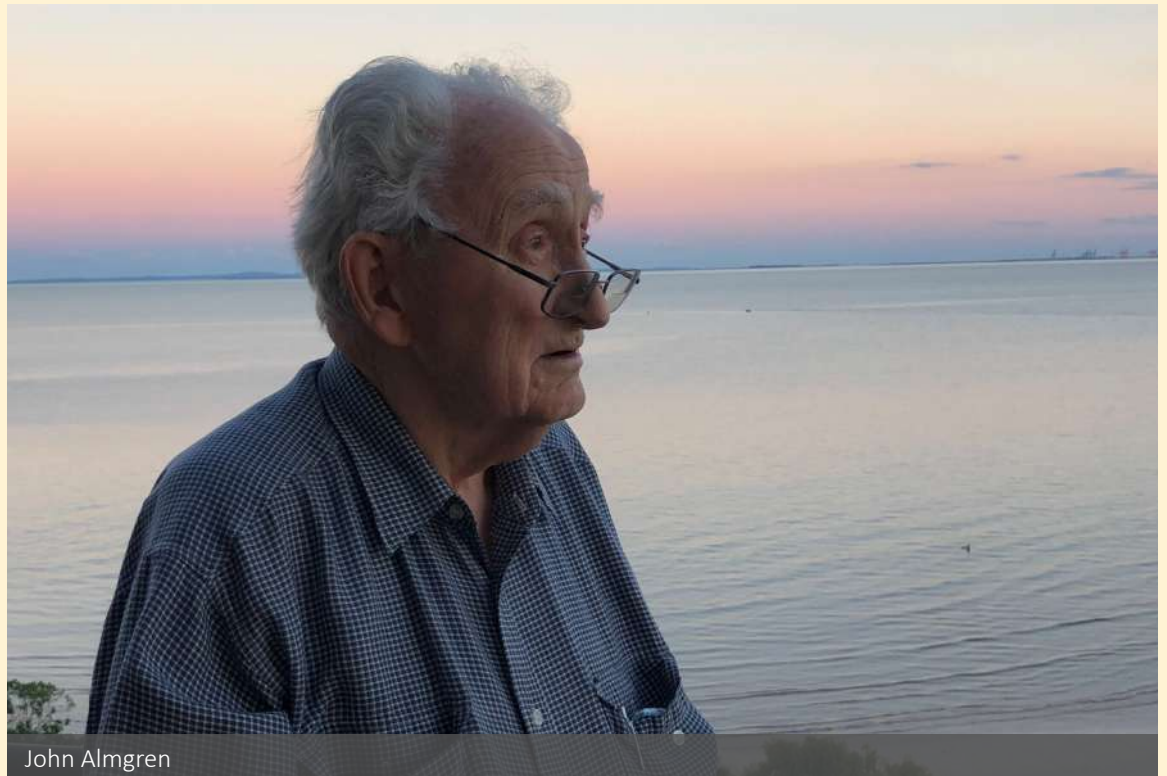
range from helping a poor family get home on the train to supporting the local marine rescue volunteers to buy a new rescue boat.

In 1995, John was made a Member of the Order of Australia, AM, for his service to the Telecommunications and Electronics industries.

John's family summed up his business philosophy this way: do it right the first time, always treat people with respect, quality over quantity and always act with integrity. The crew at CareFlight are honoured to have had John as a leading and much-respected supporter.



An older style resistor produced by J. N. Almgren Pty Ltd



John Almgren

# Sponsors

## National sponsorship and support

Naming Rights

*Rapid Response Service NSW*



*NT Rescue Helicopter*



## Major Partners



## Corporate Partners



## Government Partners



We wish to also acknowledge the following trusts and foundations, clubs and community groups:

- Aboriginal Benefits Foundation Trust
- Aged Persons Welfare Foundation
- Allport Bequest
- Batemans Bay Soldiers Club
- Bendigo Bank - Coolalinga and Districts
- Bloomfield Group Foundation
- Bowlers Club of NSW
- Budgewoi Soccer Club through Wyong Leagues
- Burwood RSL Club
- Cecilia Kilkeary Foundation Ltd
- C.ex Group
- Camden Golf Club
- Canley Heights RSL & Sporting Club Ltd
- Castle Hill RSL Club Ltd
- Centenary Foundation- The Barbara Sherwood Legacy
- Cessnock Leagues Club
- City of Parramatta
- City of Sydney RSL
- City Tattersalls Club
- Civil Aviation Safety Authority (CASA)
- Club Condell Park
- Club Ryde
- CommBank
- Commonwealth Bank Darwin
- Community Building Partnerships Program
- Cumberland City Council
- Department of Industry, Science, Energy and Resources
- Emu Sports Club
- Ettalong Diggers
- Euston Bowling & Recreation Club Ltd
- Gladstone Ports Corporation
- Harcourts Foundation
- Humpty Dumpty Foundation
- Hydro Tasmania
- Inland Rail
- Knappick Foundation
- Lions Club of Darwin – Beer Can Regatta
- Lithgow District & Workmens Club
- Munmorah United Bowling Club
- NAB Community Foundation
- National Indigenous Australians Agency
- Nightcliff Sports Club
- NT Community Benefit Fund
- Oatley RSL & Community Club Ltd
- Orange Ex-Services Club
- Parramatta Leagues Club & Viking Sports Club
- Perpetual Trustees
- RP Medical Fund
- Ryde-Eastwood Leagues Club

- Shoalhaven City Council
- Shoalhaven Ex-Services Club
- St George Motor Boat Club
- Swiss Re Foundation
- The Carolyn and Michael Gray Foundation
- The Corio Foundation
- The JB Bedwell Endowment
- The Profield Foundation
- The Ruth Marie Sampson Foundation
- The Woodend Foundation
- The Sparrow Foundation
- Transgrid
- Warburton Foundation
- Westfield
- Westfund Community Grants
- West Arnhem Regional Council

## 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*

- Peter Warren Automotives
- Robson Civil Projects
- Wagner Group Services
- Henfresh
- Pherrus Financial Services
- ThinkTank
- Sydney Trucks and Machinery
- Regal Innovations

### *Gold*

- Kellyville Landscapes Supplies
- Tong Li Supermarkets

### *Silver*

- Best Farming Systems
- Brett's Automotives
- Byrne Consultants
- Deed Consulting
- Don Clark Tractors
- Greenock Creek Charter P/L
- Local Government Engineering Services
- Noppen Air Pty Ltd
- Priority Towing Service
- Relec Switch Boards
- Sarmort Engineering
- Sheffield Group
- Workhorse Skip Bins
- Supercare Cleaning Pty Ltd

## 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 Joy Bell
- Estate of the Late Ian Boulton
- Estate of the Late Marion Brooks
- Estate of the Late Lesley Dixon
- Estate of the Late Audrey Donnellan
- Estate of the Late Brenda Myrtle Grech
- Estate of the Late Gregory Lloyd Hoare
- Estate of the Late Donald George Hughes
- Estate of the Late Lorraine Jones
- Estate of the Late Patricia Lilian McDonald
- Estate of the Late Graeme McKenzie
- Estate of the Late Stephanie Morgan
- Estate of the Late Gill Mundy
- Estate of the Late Rosalind Porter
- Estate of the Late Gwynneth Laurine Raymond
- Estate of the Late Fiona Dorothy Reynolds
- Estate of the Late Keith Cockburn Silverwood
- Estate of the Late Liese-Lore Spring
- Estate of the Late Helen Todhunter
- Estate of the Late Keith William Wyness

# Financial performance

The following is a summary extracted from CareFlight's audited financial statements for the year ending 30 April 2022.

This information is available at [careflight.org](https://careflight.org)

## Statement of income

	2022	2021 *
	\$	\$
<b>Revenue</b>	<b>99,300,319</b>	<b>99,004,689</b>
<b>Expenditure</b>		
Operations and administration- costs of personnel	(56,112,045)	(57,918,535)
Direct costs of aeromedical operations	(17,435,545)	(16,439,421)
Fundraising costs- donations and sponsorship	(4,005,249)	(3,689,923)
Fundraising costs- merchandising and events	(1,454,205)	(1,998,709)
Depreciation expense- property, plant and equipment	(2,997,069)	(2,511,802)
Depreciation expense- right-of-use assets	(4,810,044)	(5,046,928)
Impairment and revaluation adjustment	(3,592,661)	(2,127,129)
Insurance expense	(1,155,798)	(1,096,682)
Net loss on sale of assets	(49,768)	-
Support costs	(5,386,888)	(5,305,693)
Finance expense	(1,101,601)	(1,467,023)
<b>Total surplus/(deficit) for the year</b>	<b>1,199,446</b>	<b>1,402,844</b>
Other comprehensive income/(expense) items that may be reclassified to surplus		
Gain/(loss) on revaluation of investments	(192,926)	370,164
Gain/(loss) on revaluation of non-current assets	2,916,117	(3,291,163)
<b>Total comprehensive income/(loss) for the year</b>	<b>3,922,637</b>	<b>(1,518,155)</b>

\* The 2021 figures have been restated, refer to Note 1 of the CareFlight Limited Consolidated Financial Report for further information.

## Consolidated statement of financial position

	2022	2021 *
	\$	\$
<b>Current assets</b>		
Cash and cash equivalents	14,529,396	22,931,776
Trade and other receivables	9,388,946	6,167,272
Inventories	555,218	570,519
Investments	6,672,037	2,498,957
	<b>31,145,597</b>	<b>32,168,524</b>
Assets held for sale		2,285,919
<b>Total current assets</b>	<b>31,145,597</b>	<b>34,454,443</b>
<b>Non-current assets</b>		
Trade and other receivables	600,000	-
Property, plant, and equipment	13,516,387	12,486,301
Right-of-use assets	31,410,697	39,110,218
<b>Total non-current assets</b>	<b>45,527,084</b>	<b>51,596,519</b>
<b>Total assets</b>	<b>76,672,681</b>	<b>86,050,962</b>
<b>Current liabilities</b>		
Trade and other payables	4,914,280	6,070,648
Income received in advance	7,135,507	10,103,788
Lease liabilities	9,611,594	9,485,124
Provisions	2,229,051	2,380,100
Employee benefits	6,181,229	5,661,089
<b>Total current liabilities</b>	<b>30,071,661</b>	<b>33,700,749</b>
<b>Non-current liabilities</b>		
Trade and other payables	600,000	-
Lease liabilities	21,773,440	31,794,070
Employee benefits	806,089	1,057,289
<b>Total non-current liabilities</b>	<b>23,179,529</b>	<b>32,851,359</b>
<b>Total liabilities</b>	<b>53,251,190</b>	<b>66,552,108</b>
<b>Net assets</b>	<b>23,421,491</b>	<b>19,498,854</b>
<b>Equity</b>		
Reserves	6,116,933	3,393,742
Retained surplus	17,304,558	16,105,112
<b>Total equity</b>	<b>23,421,491</b>	<b>19,498,854</b>



# CareFlight

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