



CareFlight

ANNUAL REPORT 2023

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.



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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 on our patients first and foremost, and this flows through into everything we do as an organisation. Our operations occur in some of the most challenging remote and regional areas, 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. CareFlight is committed to the transparency required to demonstrate how we are meeting or moving toward these ESG expectations. We see

that ESG management is both essential for CareFlight's long term success and the health of our planet.

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.

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

Governance - CareFlight has a strong tradition

of transparency between the Executive and Board and our stakeholders, and we hold ourselves accountable to comply with 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 and Aviation Safety and operational excellence.

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

CareFlight has recently established a People, Safety and Environment Committee (PSEC) to provide specific focus and complement the work done by the Audit and Risk Committee (ARC).

Responding to Challenges

CareFlight has emerged in a strong position from the impacts of COVID-19. However, this year we have continued to see a lag as

industry recovers. This has impacted CareFlight in availability of aircraft parts, a strong US dollar driving higher costs in parts, aircraft and fuel, and a tight employment market. Our team have worked very hard to ensure online availability of our aircraft despite these challenges and have ensured we can continue to support the community to our usual high standards.

Our CareFlighters remain the strength of the organisation, with their determination to deliver exceptional patient outcomes regardless of the challenges presented to the team.

Our ongoing investment in the depth of key roles has ensured we have been able to fill gaps and deliver care. We have worked hard to build pipelines for pilots and engineers and for clinicians to ensure we can meet our organisational staffing requirements at a time of competition from the airline industry and shortages, particularly in regional and remote areas of clinical staff.

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.

Growth and Sustainability

CareFlight has continued to grow in areas of the organisation that represent the best opportunity for strong revenue growth

such as Education and Training. This growth enables CareFlight to keep pace with the ever-increasing cost of operations. Over the past year, our focus has remained on ensuring we are efficient and sustainable, and we have focused on an organisation-wide review of our systems and processes to ensure we are well placed for the future.

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 in an increasingly commercially competitive industry, addressing the increased cost of operations, and ensuring we have the depth in our team to enable staff to take leave and develop their skills. In doing this, we continue to ensure CareFlight becomes stronger for the challenges ahead.

Diversification

CareFlight continues to focus on increasing diversification across revenue streams and fundraising channels. This diversification program, run over many years, has ensured CareFlight is resilient to impacts in any one area of its contractual revenue or fundraising channels. We have seen how unforeseen events can significantly disrupt forecast performance. Diversification has been critical to our success in being resilient to changing commercial challenges.

CareFlight secured \$19.95m Federal Government Funding to purchase an additional



helicopter and jet based in the Northern Territory. This support demonstrates we are a trusted partner of government, and we will continue to engage with government across states, territories and at the Federal level as this support will be critical to our long-term success. We have continued to invest in our Partnerships team to ensure we are well positioned to continue this engagement.

CareFlight has also continued its investment in commercial operations in Education and Training and in its Air Ambulance capability.

Controlling Costs

The ongoing need to ensure we are efficient in how we spend resources has remained a key focus. We are committed to being good stewards of the funding entrusted to us by our supporters, partners and sponsors. This year we have been focusing on improving our systems and processes to get greater visibility of our data. From this we have an improved ability to manage our costs across the organisation. This has required investment in new IT systems and in the depth of our teams to enable greater analysis in support of our managers. This investment in IT systems will continue over the next few years as part of our IT Strategic Plan.



Brand and Reputation

We continue 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 several partners and sponsors to further broaden our community impact and awareness of what we do. The support from the Federal Government is testament to our reputation and trust in our brand.

The success of this work has been shown through the ongoing support from our major sponsors; Mounties Care who are providing direct support to the Mounties Care CareFlight Helicopter based in Sydney, and Viva Energy Australia, who are providing direct support to our NT Rescue Helicopter service. Viva Energy and Mounties Care have been passionate supporters beyond their sponsorship. We greatly appreciate our ongoing relationship which helps us continue saving lives and serving the community. We have commenced an important partnership with Nutrien Ag Solutions in providing first aid and trauma care training and building resilience in rural communities across Australia. Our partnership with Nurofen has continued highlighting the work our aircrew do, often in challenging circumstances.

Nurofen also supported a new program of baby care courses for new parents launched this year. We have also partnered with several organisations to grow our media exposure, including Foxtel, JC Decaux and Smooth FM.

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

CareFlight has continued to experience cost pressure due to exchange rates, aviation supply chain delays, wage pressures, an inflationary

economy and high fuel prices, which have started to fall slightly over recent months.

These pressures have been a contributing factor to the deficit result of \$507,074 and net operating cash outflow of \$901,847. After normalising for a significant donation in the prior year from Mounties Care towards the operating costs of the Mounties Care CareFlight Helicopter for five years, the fundraising surplus pleasingly grew by \$3,213,874.

During the year, several key contracts were renegotiated on improved terms and pricing. This, together with an additional year of NSW Government grant funding for the Mounties Care Rapid Response Helicopter, will ensure delivery of a financial surplus and positive operating cashflows next financial year.

The net asset position remained stable in the year. Next financial year, the net asset position will be significantly bolstered by \$19,950,000 of Federal Government funding being paid in June 2023 for the purchase of two additional aircraft. This means the short-term interest-bearing loan facility temporarily funding the purchase of these aircraft at year end is now fully repaid. The net current asset position at year end is a deficit of \$8,705,754 due to



CareFlight's 2022 Hangar Ball at the Darwin Hangar, NT.





the temporary debt funding of these aircraft purchases. Normalising for the impact of the temporary loan facility and trade payables relating to these aircraft purchases, CareFlight has a positive net current asset position of \$326,628.

Board

In September 2022, Garry Dinnie retired from the Board after serving since 2010. Garry brought a wealth of experience to the Board and CareFlight benefitted significantly from Garry's extensive experience in finance and risk management along with regulatory regimes. We sincerely thank Garry for his contribution to CareFlight during his tenure.

In October 2022, Joanne (Jodie) Baker joined the Board and was then appointed as Chair of the Audit and Risk Committee and as a Member of the Investment Committee. Jodie brings to the Board a depth of knowledge of financial markets, and with her background in corporate analysis is able to view businesses from both a strategic and financing perspective. Jodie holds a Bachelor of Commerce from University of WA, a Diploma from FINSIA, is a Graduate of the Australian Institute of Company Directors and a Trustee Fellow of the Australian Superannuation Funds Association.

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

Edward Mallan

Adv Dip HospMan, BComm, MBA, Grad Dip WHS, GAICD

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

Board Recognition of Staff

The Board would like to formally thank the staff for the outstanding work done during another challenging year. Despite the significant challenges in the global economy and with extraordinary volumes of patient movements that created fatigue and roster issues, the staff delivered to the highest standards ensuring we continued to provide the best patient care at all times.

The Northern operations team met the requirement to significantly surge in support of the Northern Territory Government, many taking on extra shifts to ensure we could move the high numbers of patients we continue to see post-pandemic. In Eastern Operations, we once again supported the community through our professional and highly-skilled response to widespread flooding emergencies across the state. This has come off the back of the excellent work our teams provided on the fire response in recent years. Our professionalism and skill were also seen across every operation and part of our organisation proving yet again that our people are the real strength of CareFlight.

Our Commitment

The Board and Management of CareFlight are committed to all our stakeholders and going above and beyond our statutory obligations when delivering all our services. We are dedicated to acting with the highest ethical standards, having regard to CareFlight's mission and values, its charitable status, and its community service ethos.

Our commitment to good governance and providing value-for-money in everything we do means our thousands of generous supporters can be assured that their decision to support CareFlight is making a difference to the community.



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

We thank the entire CareFlight team, who together, deliver our mission every day. It is central to who we are that the close collaboration and integration of our highly diverse 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 extend our heartfelt gratitude to 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, Chair

Mick Frewen, Chief Executive Officer

The year in highlights

During the past year **we flew over 9,600 hours** in our helicopters, turbo-prop planes and jets to **deliver the best medical care to 9000+ Australians**.



We delivered this care **across multiple services**

Top End Medical Retrieval Service
4,013 patients



NT Interstate Aeromedical Evacuation Service
245 patients



Palmerston Inter-hospital Road Transport Service
3,049 patients



Rapid Response Helicopter Service
260 patients



NSW Patient Transport Service
1,330 patients



CareFlight Air Ambulance
128 patients



Our doctors working on the **NSW Medical Services Agreement** completed

Helicopter
913 missions



Road Retrieval Ambulance
873 missions



Fixed Wing Air Ambulance
74 missions



Working together as a **team of 634** to deliver exceptional patient outcomes.



Doctors
145



Nurses
104



Educators
62



Aviators and engineers
120



Drivers and Patient Transport Drivers
56



Support Services, Admin, Logistics, Marketing and Fundraising
147



Our **Education team** delivered

57 Trauma Care Workshops to
779 participants across Australia



Our **Flood and Fire Response team** flew

724 operational hours for the Rural Fire Service



Deliver our services - Eastern Operations

An increase in tasked missions for our Rapid Response Helicopter crew, a heightened response from our team on the Rural Fire Service (RFS) contract, modifications to a new B412 helicopter and a steady increase in our air ambulance operations have kept our teams busy this past year. Despite this increase in demand, we continue to deliver outstanding quality across all our services, ensuring the best care for the people of NSW.

CareFlight Rapid Response Service

Operating the technologically advanced H145 Mounties Care CareFlight Helicopter, our rapid response team remain dedicated to delivering a hospital-level of care to severely ill or injured patients within minutes of receiving the call.

Over the past 12 months, our team responded



Mounties Care CareFlight Helicopter
260 patients transported

to a total of 395 missions. Among these, 260 patients were safely transported to hospital by helicopter or road, accompanied by a specialist doctor who ensured continuous medical care throughout the journey.



Mounties Care CareFlight Helicopter landed at a Manly school to help an injured student.

Fire, Flood and Rescue

2022/23 was an incredibly busy and successful year for all involved on the Rural Fire Service (RFS) contract placing CareFlight in good stead

for the upcoming contract extension.

During the past year, the Fire and Flood Rescue (FFR) teams were deployed at a higher frequency across NSW, compared to previous years. This increase was attributed to two main factors: significant flooding incidents throughout the state and the establishment of remote RFS bases in areas like Coffs Harbour and Cooma.

In response to these circumstances, the FFR teams dedicated over 300 hours to flood-related missions, providing critical support and assistance during the flooding events. Additionally, they spent 85 hours on fire taskings and over 135 hours on supplying training for RFS personnel.

The scope of operations for FFR also expanded into night operations. The flight operations team worked collaboratively with the RFS operational team to take the RFS into this field of operations.

2023 also saw the commencement of joint



Our Flood and Fire crew landing during a fire emergency in NSW.

patrols with the Surf Life Saving Club. From February to April, we conducted more than 50 hours of weekend aerial patrols over the Coffs Harbour coastline. It is anticipated this initiative will recommence this summer.

The engineering teams have had an incredibly busy year conducting countless in-field services, both scheduled and unscheduled. This has enabled crews to remain deployed and on mission. They also liaised closely with the RFS and Alpine Aerotech over several months on the modification of a new B412 helicopter.

Medical Services Agreement

Over the past 16 years, CareFlight has worked with NSW Ambulance to provide highly-skilled doctors on NSW Ambulance helicopters, road retrieval ambulances and fixed-wing air ambulances. This long-standing agreement has been instrumental in delivering comprehensive medical support and care to the people of NSW.

CareFlight operate on eight AW139 helicopters for a wide range of missions, which encompass inter-hospital transfers, responding to major traumas outside of Sydney, as well as

conducting search and rescue operations both on land and offshore.

Operating from Bankstown and Orange bases, CareFlight successfully conducted a total of 1,860 missions this year. Of these missions, 900 were pre-hospital and 786 missions were inter-hospital transfers.

Patient Transport Service (PTS)

The PTS teams across NSW and further afield transferred a total of 1,330 patients in the 2022/23 year. After extensive collaboration with Healthshare, we implemented a patient booking system that streamlined the referral process and enabled greater structure to the PTS operation. More importantly, the new process also ensures CareFlight has a greater



A PTS King Air at Bankstown Airport.

chance of maximising patient transfers, enabling our hard-working teams across the state to offer a high standard of care to more people in need.

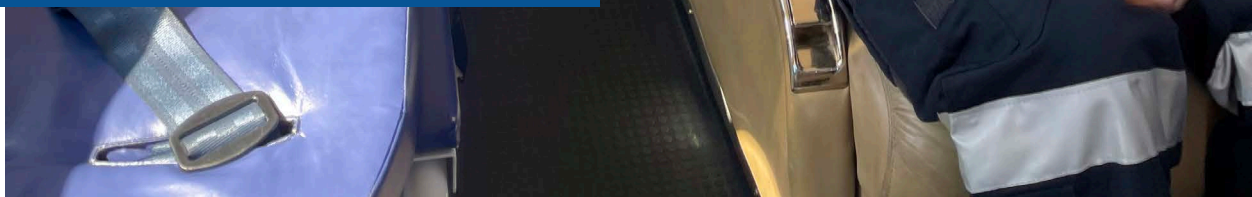
We have also been successful in negotiating a 20-month extension on the contract, taking us through to the end of 2024. We plan to expand the PTS operations into a Newcastle base to increase efficiency for both CareFlight and the NSW health service.



Travelling across the seas for a dream job

Becoming a Flight Nurse with CareFlight is a dream come true for Orla Singelton who first learnt about CareFlight when she worked as a student nurse in Ireland. Fascinated by the concept of 'bringing the hospital to the patient' Orla decided this was the work she wanted to pursue.

Today, Orla is a Flight Nurse with the Patient Transport Service in Bankstown, Sydney where she works with a team to treat and transport patients needing specialist care, between medical facilities across NSW.



Patient Story

Rapid response from CareFlight saves Stephen's life

With no history of heart disease, Stephen Esgate wasn't too concerned when he started experiencing chest pain while hanging out the washing at his home in rural Mt Victoria, NSW. Thinking all he needed was simply to lie down, Stephen was unaware that his chest pains marked the onset of a cardiac arrest.

Fortunately for Stephen, his wife, Diane, recognised the severity of the situation and dialled 000 and the Mounties Care CareFlight Helicopter was tasked to the mission shortly after. Due to the challenging circumstances posed by the remote and rugged terrain of Mt Victoria, locating a suitable landing spot as close to the scene as possible demanded the exceptional skills for which CareFlight's pilots are renowned. After landing safely, CareFlight doctor, Shannon, was met by NSW Ambulance who swiftly transported her to Stephen's side.

However, upon arrival, the situation looked bleak. Stephen was unconscious and was not breathing. Paramedics worked tirelessly administering CPR until he resumed breathing, but he remained in a critical condition. At

this point, Dr Shannon made the decision to transfer Stephen to the nearest hospital using a road ambulance. This choice ensured that she would be able to provide continuous and lifesaving care during the journey, particularly if he stopped breathing again.

Months later, Stephen has been given an almost clean bill of health, news he was keen to share with the people responsible for saving his life. Visiting CareFlight's hangar at Westmead, Stephen and Diane were reunited with Dr Shannon, the CareFlight crew and Molly, the NSW Ambulance paramedic who was the first responder at the scene.

Dr Shannon and team couldn't be happier with the outcome of the mission.



Stephen, now a lot more relaxed, chats with the crew who helped save his life.



Hugs and smiles all round for Dr Shannon, Stephen and Diane.

"We don't often get to see patients after they've been discharged from our care," explains Dr Shannon.

"I'm so happy to see him looking so well. It's made my year," she said.

Stephen's miraculous recovery is testament to his resilience and determination and the quick action of the CareFlight rapid response and ambulance team.

It was this lifesaving response that Stephen describes as "the best present I could have ever received."



CareFlight Air Ambulance

Our CareFlight Air Ambulance (CFAA) team provide an important national and international aeromedical service for people in need. Operating out of bases at Kingsford Smith Airport in Sydney and Darwin International Airport in the Northern Territory, our Air Ambulance teams assist people who urgently need interstate transport for critical treatment due to injury or illness. CFAA also conducts many international medevacs throughout the Pacific Islands and Southeast Asian region for patients who are on holidays or working overseas and require urgent medical care in Australia.

In the past year, we significantly expanded our pool of international flight nurses enabling us to conduct multiple missions simultaneously or undertake long-haul missions with two separate teams.

During the year, our medevac teams, consisting of specialist nurses, doctors and drivers, completed more than 120 missions. In addition to a number of interstate transfers, there

were international jet missions from Sydney and Darwin to locations including Vietnam, Thailand, India, Indonesia and the Pacific Islands.

The past year represented the team's largest caseload of road patient transport to-date. CareFlight's full-time patient transport officers and critical care clinicians provide services from non-emergency to critical-care patient transport using our own fleet of specially modified road transport vehicles.

CareFlight also provides clinical medical escorts on scheduled commercial long-haul flights when this is deemed to be the most appropriate way to transport a patient for medical treatment. Last year, CareFlight's clinical medical escorts accompanied patients and their carers from various locations, including throughout Asia, the Middle East and Pacific.

As a profit-for-purpose aeromedical organisation, all the proceeds raised from

these services is invested back into funding CareFlight, enabling the team to deliver on its mission.

New international medevac accreditation

Last year, CareFlight proudly became an Accredited Service Provider of the International Assistance Group (IAG). The IAG is the world's largest alliance of independent global medical assistance companies, service providers and correspondents.

IAG partners are hand-picked based on their solid experience in their respective regions and proven track record of quality and reliability in air ambulance and medevac services. As a partner of IAG, CareFlight is recognised for its global reach and the local know-how to intervene quickly and effectively wherever patients need our help.



Case Study

Teamwork put into action for complex jet mission

A challenging mission unfolded in November last year during the Asia Pacific Economic Cooperation (APEC) Heads of Government Summit held in Bangkok, Thailand. A patient requiring medical attention was situated in a city under strict lockdown with heightened security measures. This situation called for careful planning regarding traffic conditions, road transfers and safety precautions.

In response to these challenging circumstances, CareFlight demonstrated remarkable adaptability by utilising Pattaya Airfield, a joint civilian and military airfield, which required special clearances for operation. This decision exemplified the team's resourcefulness and flexibility in navigating unique and complex situations to ensure the



The patient being transferred to the CareFlight jet in Thailand.

wellbeing and safety of the patient.

Obtaining airspace permits is a critical aspect of international jet missions. Even when not landing in a country, clearance to fly over it is necessary. Response times for these clearances vary from 24 to 72 hours. During the mission, the final national airspace clearance to cross Indonesia was not obtained until morning of the launch. Denial of the clearance would have had significant implications resulting in significantly longer flight times.

For staff, compliance with regulations and duty hours is paramount. CareFlight ensures pilots observe CASA regulations and maintains essential clearances, including customs, documentary, passports (and visas if necessary), and vaccination certificates. Contingency planning is crucial for the success of these missions.

CareFlight implements comprehensive measures, including a backup aircraft on standby if required, and arrangements with local hospitals in other countries willing to accept the patient. Fatigue management and language barriers are also considered.

The mission involved a return flight route from Bangkok to Sydney with refuelling



CareFlight's crew on the tarmac in Bangkok.

stops in Malaysia, Darwin and Mt Isa. Weather predictions were assessed three days in advance, taking Darwin's wet season conditions in November into consideration. Sufficient fuel was carried for both the flight leg, coupled with an extra fuel reserve required to divert to alternate landing sites in case of emergency.

CareFlight's planning process encompasses various crucial elements, including coordinating with fixed base operators, maintaining real-time communication with referring and receiving hospitals, arranging road ambulance transfers, making accommodation arrangements for crew if necessary, and ensuring ongoing communication with the patient's family and clients.

The success of CareFlight's international jet missions is testament to its experience in aeromedical logistics and coordination.

Deliver our services - Top End

Welcome Jodie

Jodie Mills is our newly appointed General Manager- Northern Operations. Jodie returned to CareFlight at the end of 2022 after secondment to the Northern Territory Government Department of Health where she first held the position of NT Deputy Health Commander, and then on promotion, the NT Health Commander.

Jodie originally joined CareFlight as a Flight Nurse Midwife in 2011 before becoming the Head of Northern Operations.



General Manager - Northern Operations, Jodie Mills.

Jodie provides support and local leadership to all CareFlight business unit staff in the NT ensuring we deliver our capabilities in a safe and compliant manner while meeting all contractual requirements.

Top End Medical Retrieval Service (TEMRS)

The TEMRS contract has grown dramatically since it commenced 11 years ago. Starting with just seven nurses, we now employ a workforce of over 250 dedicated staff. Our operational teams including nurses, pilots, doctors and aircrew officers are supported by our dedicated engineering, administration, logistics and operations teams who work together to deliver our service 24-hours a day, every day.

Despite the challenges posed by COVID-19 to deliver vital aeromedical retrieval services across the Top End, our operations have continued to steadily increase, even as the pandemic gradually recedes from urgency. We provided both high and low acuity care to over

4000 patients throughout the year via fixed and rotary wing aircraft.



CareFlight NT General Manager, Jodie Mills, together with the Medical Leadership team, Amanda Quinn, Dr James Hooper and Dr Peter Clark welcomed a visit from NT Health CEO, Dr Marco Briceno.

Expanding Fleet

Following the Federal Budget announcement earlier in the year, our dedicated team have been working tirelessly to bring a second AW139 rescue helicopter and a second G150 Jet to the Top End.

Our second AW139 has arrived in Australia



Our second AW139 ready to leave Canada for the NT.

from Canada and is expected to reach the NT in August 2023. This helicopter will feature the same internal configuration as our existing AW139 in Darwin, equipped with an Emergency Medical System, night vision goggle capability and a long-range fuel tank.

In early 2024, our second G150 jet will also embark on its journey to Australia, joining our fleet in Darwin. The addition of these two new aircraft will bolster our service delivery and availability, enabling us to provide enhanced services to the residents of the NT.

Palmerston Inter-hospital Road Transport Service (PIRTS)

Our PIRTS team continues to deliver an outstanding service transporting more than 3,000 patients between Palmerston Regional Hospital and Royal Darwin Hospital this year.

Our Palmerston crews have seen similar increases as our TEMRS crews.

CareFlight's Inter-Hospital aeromedical jet evacuation service

The increased workload over the past 12 months highlights how important an additional asset is to our ongoing operations in the NT. Over the last year, our crews have transported over 200 patients to other states within Australia for specialist care.

The introduction of the first G150 saw CareFlight provide Australia's first medical jet with the capability to transport more than one critically unwell patient and their escorts, direct to all Australian capital cities without refuelling. We are proud to be able to double this capability with the second G150 in 2024.

Australian Maritime Safety Authority (AMSA)

We were tasked on 18 search and rescue missions by the Australian Maritime Safety Authority after the activation of an emergency beacon.

Our crews have been happy to witness a growing trend of people carrying emergency

kits, including Personal Locator Beacons (PLBs), as they venture out on fishing vessels, hiking trips and long road journeys. PLBs play a crucial role in promptly accessing assistance during emergencies ensuring that individuals in distress can receive help without delay.

CareFlight's NT Rescue Helicopter powered by Viva Energy, is equipped with a winch capability proving extremely valuable during numerous missions. A significant portion of our rescue operations necessitates one of our skilled crew members being winched down to aid and rescue individuals in distress. This capability has been instrumental in carrying out successful rescues.



A fishing group winched to safety by the NT Rescue Helicopter powered by Viva Energy with crew after their boat capsized.



Viva Energy Australia partnership

CareFlight is proud to acknowledge Viva Energy as our naming rights partner for the NT Rescue Helicopter powered by Viva Energy in Darwin. Viva's support has been instrumental in enabling our helicopter to deliver crucial emergency health care and retrieval services across the Top End of the Northern Territory.

Throughout the past year, Viva Energy's dedication has extended beyond the helicopter, encompassing initiatives such as fostering employment pathways for people of Aboriginal and/or Torres Strait Islander descent and rural and remote young individuals. They have also played a vital role in effectively communicating CareFlight patients' rights in-language and investing in the professional development of our frontline staff. We extend our appreciation to Viva Energy and all those involved in the CareFlight program for their exceptional partnership and unwavering efforts in making a positive impact on the lives of those we serve.

This powerful partnership has seen our principal fuel supplier continue to help us fly to the rescue across the Top End.

New partnership provides career opportunities for First Nations youth

In July 2022, Viva Energy and CareFlight announced the expansion of their partnership. The commitment from Viva Energy supports 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. The partnership also supports a range of measures to develop pathways to employment for First Nations and rural and remote young people. In addition, it provides funds to develop appropriate in-language resources to effectively communicate the rights of CareFlight patients.



Tanesha at her desk.

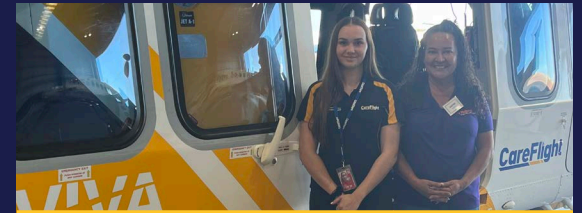
Supporting young people like Tanesha

Young people, like Tanesha Graham, benefit from this new enhanced partnership which supports work experience, scholarships and traineeships within CareFlight.

Tanesha commenced at CareFlight as an administration trainee, taking part in a structured orientation program and then working to support the fundraising, marketing and administrative teams. As part of the program, Tanesha not only successfully completed a Certificate III in Administration but embraced the opportunity to pursue further studies and is currently working towards a Certificate IV in Business.

“I have learnt so much and am very grateful for the support that CareFlight provides. Coming straight from school and going into a professional workplace was challenging. There were times I struggled with my study, workload and learning new things but I have always had so much support which pushed me to complete my Certificate III,” she explains.

During her traineeship, Tanesha received support from the Indigenous Youth Mobility Program (IYMP). IYMP, have partnered with



Tanesha and Kylie Rautoka, IYMP in front of AW139.

CareFlight to provide a program which offers a high level of support whilst also developing students' independence and self-determination.

“CareFlight has offered a caring, supportive, culturally responsive, and high expectation workplace that has helped Tanesha to thrive,” explains Kylie Rautoka, IYMP Coordinator.

Having completed her traineeship, Tanesha went on this year to be employed as CareFlight's Education Administration Officer, helping to coordinate the Community Education (Remote Trauma Care Courses) Workshops that CareFlight runs in the various communities across the Top End.

Tanesha believes that CareFlight's enhanced partnership with Viva Energy not only provides pathways for the attainment of professional skills but also give First Nations People an opportunity for a long-term career.

Remote Trauma Courses

CareFlight is committed to building capacity and resilience in first responders to enable continuity of care across the Territory.

With thanks to our sponsor, Territory Insurance Office (TIO), we deliver our Remote Trauma Course to people living and working in remote parts of Australia. Our Remote Trauma Courses

help equip people in remote locations with emergency response skills for the crucial minutes before further help arrives.

This year, we have delivered 25 of our Remote Trauma Courses to 332 participants across 20 communities in the Top End including Alice Springs.



Channel Seven's Better Homes and Gardens Australia team visited the Northern Territory and shared the story behind our Remote Fresh Fruit for Kids program with Woolworths.

Free Fruit for Kids Program

The appetite for our Remote Free Fruit for Kids program continues to grow. Thanks to our partnership with Woolworths we have delivered 1200 kilograms of fresh fruit to children in remote areas when our teams touch down in remote communities.

Business Excellence Awards recognises CareFlight's work

In October, the Chamber of Commerce Northern Territory hosted the 2022 Business Excellence Awards to recognise the achievements of NT individuals, businesses, not-for-profits and government agencies through excellence in customer service.

CareFlight received two awards on the night: Outstanding Customer Service – Not for Profit (Darwin & West Arnhem Region) and Outstanding Customer Service – Not for Profit (NT wide). CareFlight was also a finalist in the category of Excellence in Business – Not for Profit.

We look forward to continuing to serve the community for many years to come and with the continued support of government, businesses, clubs, groups, individuals and volunteers, making our services even better.



Supporting Defence activities

The Territory has been a hub of activity for defence forces and we have been on hand to deliver an emergency department level of care for a number of exercises for the United States Marine Corps, a relationship that now spans seven years. We have also hosted Australian Defence Force (ADF) personnel in our Logistics and Operations Command Centre. This experience has given them a chance to observe the team co-ordinating multiple missions, with both air and road assets, pivotal training for their own deployments.

CareFlight undertakes many training exercises, and we are proud to have the support of an ADF vessel to undertake our medical crews' water winch training and exercises in the Darwin Harbour.

CareFlight is also proud to empower our own service men and women with workplace practices that help them complete their reservist service commitments.

The CareFlight NT Rescue Helicopter powered by Viva Energy makes its approach while on a joint training exercise with the Australian Army.

Staff profiles

Rhys De Wit, CareFlight Aeromedical Retrieval Pilot

Rhys De Wit loves his job as an aeromedical retrieval pilot but his experience working with CareFlight began many years before he started flying.

Initially, Rhys joined CareFlight in a logistics role with the intention of staying for a year before going back to his previous position as a pilot, flying general aviation aircraft out of Darwin. While working in logistics, he was exposed to the remarkable behind-the-scenes efforts needed to execute retrieval missions, and this experience ignited a passion for aeromedical retrieval. As a result, his initial 12-month plan extended into a four-year stay at CareFlight.

However, the call to fly planes became too strong and Rhys returned to a commercial pilot role, flying charter services in the NT. However, when COVID hit, Rhys like so many other pilots, found himself without a job.

“I was very fortunate CareFlight offered me a position back in my old role in logistics. The team has always looked out for me.”

Determined to fly for CareFlight, Rhys went



on to the Kimberleys to fly for another two years, gaining enough experience to finally join CareFlight as an aeromedical retrieval pilot. His role now involves flying the B200 King Air twin turbo-prop planes on missions across the Top End.

“We cover approximately 600,000 square kilometres. The majority of my work involves retrieving patients from remote communities, mine sites and regional hubs like Nhulunbuy, Borroloola and the Tiwi Islands.

“The way that CareFlight operate our aircraft enables us to be very time efficient. It means we can get to patients faster and get them to care as soon as possible, even in the difficult weather associated with wet season in the Top End.

“We have helicopters, the King Airls that I fly, and jets. So no matter where someone is, we can figure out a way to retrieve them. There are some very challenging aspects, particularly landing on remote airstrips at night and navigating around weather. So, it’s very rewarding.”

What Rhys loves about CareFlight is that it’s a one-stop shop.

“Everything is under the same roof. Whether it’s engineering, rotary wing, jets, turbo-props, medical, logistics, even fundraising. It’s all one team. It makes us more efficient and more flexible. When the phone rings, we determine the best crew composition and asset and tailor it for the mission. The way CareFlight operates results in better outcomes for our patients.”



Clinical Governance

At the core of our Clinical Governance Framework lies a systematic approach that is steadfast in its commitment to enhancing and upholding the highest standards of patient care. By adhering to this approach, we consistently prioritise the ongoing improvement of quality care for our patients.

A commitment to excellence is part of the guiding principles of CareFlight; we adhere to the highest safety, operating and clinical standards and dedicate ourselves to continuous improvement, innovation, and research.

In line with these principles, we are incredibly excited as an organisation to have almost completed the transition from paper-based medical records to a market-leading electronic medical record (EMR) system.

Our clinical staff complete the electronic record whilst caring for their patients and data can be transferred to the receiving hospital as either a hard copy or digitally, even before

the patient arrives. The system enables our staff to enter clinical information quickly and accurately, whilst also enhancing the privacy and security of patient data. The software will greatly improve our ability to create quality assurance and other activity reports, as well as using the data to drive service improvements, all in alignment with CareFlight's Clinical Governance Framework.

In addition, planned integration of the EMR with medical devices, such as monitors and ventilators, will provide new potential for research using the vast amounts of granular patient data that will become available.

We continue to drive the unification of clinical and clinical governance procedures and processes to ensure standardisation across CareFlight. We also ensure that the processes and improvements, developed in 2022 to support compliance against the NSQHS standards, are embedded within the organisation.

In this “Living with COVID” era, we are further reviewing our Infection Prevention and Control Policy and supporting procedures, to ensure that our infection control practices reflect industry excellence amid the ever-changing and challenging environments in which we operate. This will help ensure we keep our patients and our staff safe.



Clinical training being held at Marrara Station, NT.

Education and Training

CareFlight's Education and Training team is a growing group of passionate clinical educators, supported by a driven operations team. In the last financial year, the team delivered over ten times the number of courses than the previous comparative period (before the COVID-19 pandemic). Our programs continue to provide real-world training to strengthen the chain of care for 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.

We deliver our course to three very different groups of participants which we refer to as:

- Clinical
- Community
- Commercial

These three areas of focus enable us to ensure our programs are targeted to meet the needs of each stakeholder group, be it internal or external. We are continuously reviewing the content and developing our courses to meet

our participants' learning needs. This has resulted in an increased pool of educators being hired during the year, all of whom will participate in our CareFlight Educator course. This ongoing training and development program for educators ensures all courses we deliver are of the same high standard and our team have ongoing development opportunities.



February 2023 Registrars.

Clinical

CareFlight's commitment to excellence in improving patient outcomes means providing high quality education to our internal clinical staff and any external clinician participants from across Australia and from overseas.

The internal clinical training is intensive and focussed on building teamwork, communication and technical skills through a simulation-based approach, to ensure our teams are mission ready. Critical care registrars, specialist critical care doctors, flight nurses, flight paramedics and our patient transport drivers make up the CareFlight Clinical team and we provide them all with the training necessary for both Clinical Emergency Medicine Currency and to ensure compliance with the requirements of the Civil Aviation Safety Authority (CASA) and Medical Transport Specialist regulations.

We continue to offer the Diploma of PreHospital and Retrieval Medicine (DipPHRM) to our registrars in Sydney and the Northern

Territory, which plays an important part in our biannual recruitment of high-quality registrars to support the achievement of our mission.

Community

The first few minutes after someone is injured are critical and the sooner assistance can be provided, the greater the patient's chance of survival and recovery. Our Trauma Care Workshops (TCW) empower first responders such as state emergency services, rural fire service personnel and local police by helping to develop lifesaving capabilities in our communities through a scenario-based delivery approach.

This year has seen us focus on the delivery of the large scale Black Summer program of community training, which was significantly supported by federal government funding. Over 100 additional Trauma Care Workshops (TCW) were run across NSW, Vic, SA and Tas, with particular focus on fire and drought affected areas.

The TCW course is regularly delivered to participants in Darwin, but in the remote areas of the NT, it is our Remote Trauma Course (RTC) that is in great demand. The RTC is also a course for first responders, but specifically

for people in remote settings. While the RTC is also a scenario based course, in addition, it adopts a “yarning” or “storytelling” approach to build on participants’ experiences and previous learning.

This delivery method also helps make the course applicable to participants for whom English is a second language and who might have different learning styles, such as remote area Indigenous ranger groups.



TCW at Euston, New South Wales.



Scenario training for the new registrars in Darwin.

Like the TCW, the RTC is based on hands-on training and real-world scenario role-play. CareFlight delivers the RTC course to community members in the Top End including ranger groups, local police, non-clinical health centre staff, teachers, council workers and a variety of other participants in the community.

Our third community course is called Sick and Injured Kids in the Bush and is a workshop created by CareFlight that combines practical skills training with relevant scenario-based discussions to help improve the knowledge, skills and confidence of clinicians working in remote communities.

Commercial

CareFlight's commercial education provides customised, industry-specific courses for organisations and also runs a Registered Training Organisation (RTO) offering a range of certified and accredited training programs.

Custom courses can be designed with clients based on scenarios most applicable to their teams to make the training relevant to their workplace, and increase participants' confidence to act if present at the scene or they come across an accident or incident.

Our Registered Training Organisation delivers

certified training courses nationally through a model that builds on our uniquely skilled and experienced educator team of current paramedics and nurses. The CareFlight accredited course delivery method is further enhanced because we ensure a certified outcome is achieved through a delivery model that uses scenarios relevant to the participant group. This unique approach ensures our courses remain relevant to the industry or activities in which the participants are engaged.

All surplus funds generated through the activities of the CareFlight Commercial 'pillar' help us continue committing to, and growing, our for-purpose (aeromedical critical care) and social (community training) missions.

CareFlight's education and training team will continue to grow and diversify over the next year to ensure we continue to build resilience and strengthen the chain of care in communities across Australia.



Remote Trauma Course in Gunbalanya, NT.

CareFlight and Nutrien Ag Solutions are working together to deliver a customised trauma course across Australia for Nutrien staff and clients in regional communities. The course delivers life-saving skills training using scenarios relevant to those working in the agricultural industry.





Safety and quality

During the last year, we completed 76 internal audits to ensure CareFlight operations not only comply with regulatory and standard requirements but also conform to our own high standards and meet or exceed our valued customers' expectations. In addition to our internal audits, we audited 29 of our critical suppliers to ensure the best quality and standards of service are expected and delivered across our operations.

Third-party audits were conducted across a range of our operations including a US Department of Defence (DOD) pre-deployment audit prior to NT exercises, two US DOD Commercial Air Review Board (CARB) audits, and an Environmental Assurance Audit undertaken by the Airport Development Group (ADG) in Darwin. A Risk Committee review was also conducted by Ernst & Young Final Accounts.

Third party audits were conducted by independent external audit companies to provide assurance that CareFlight complies

with statutory, regulatory and contractual requirements. These external audits ensure we are assessed against industry and global standards as well as client expectations. They demonstrate that we continue to meet and exceed compliance requirements for safety, environment and quality.

Aviation Safety Management

CareFlight's Aviation Safety Management System continues to help us achieve one of civil aviation's key goals: enhance safety performance through the identification of hazards and reducing these hazards until they are As Low as Reasonably Practicable (ALARP). During this financial year, we successfully obtained \$4,500 through CASA's Sponsorship Program which helped facilitate two safety workshops in Darwin. One of the workshops focused on the challenges of operating in remote areas/airstrips across the complexity of the Top End and the second workshop centred on Human Factors and Non-Technical Skills. CASA representatives along with other

operators attended the workshops which provided an excellent opportunity to share insights and safety information.

Our Change Management Process continues to control changes that impact our processes, procedures, products and services with the objective of ensuring that any safety risks resulting from change are reduced to ALARP. In the last year, Change Management was initiated for the commencement of night operations for Flood and Fire Response (FFR) and the addition of VH-YUD and VH-VQB to CareFlight's fleet. In addition, we launched our inaugural Aviation Safety Survey, aimed at evaluating our operations and practices. This survey enables us to identify areas for improvement and make recommendations that enhance the safety of our aviation activities.

The Civil Aviation Safety Authority (CASA) conducted a Part 141/142 (Flight Training & Checking) surveillance audit which provided opportunities to improve our internal quality assurance processes. The regulator also

conducted a Certificate of Approval (CoA) audit focusing on aircraft maintenance and improving processes within the Maintenance Procedures Manual.

Australian Aviation Awards finalists and winner

At the inaugural Australian Aviation Awards, CareFlight were finalists in the Aviation Safety Professional of the Year, Rotary-Wing Pilot of the Year and Maintenance Business of the Year categories. CareFlight also took out the Rotary Business of the Year award (read more on page 33).



Fifteen different NT aviation operators as well as CareFlight's pilots, engineers and flight examiners attended CareFlight's first Safety Workshop. Sponsored by the Civil Aviation Safety Authority (CASA), the workshop examined the importance of safety practices for aircrew and maintenance considerations, including planning flights to remote areas,

engineering challenges, compliance standards and regulatory changes around aerodromes, drum fuel safety, and the risks and special considerations when operating at night.

This workshop reinforced our commitment to Excellence, which places safety at the forefront of all our operations.

People and culture

Our people are our strength. This is why we consistently strive to ensure we deliver the best employment conditions for our staff including leadership opportunities, learning and development, a focus on mental wellbeing, work-life balance and flexibility, diversity and inclusion and best practice recruitment. Our efforts have been recognised across the country as finalists and winners of various industry HR awards, making CareFlight an organisation our staff are proud to work for.

CareFlight Accolades

HRD's Australian HR Awards

CareFlight has once again proven to be a strong contender across four categories in the HRD's Australian HR Awards. General Manager People & Clinical, Sarah Churchill, took out the prestigious Australian HR Director of the Year award for her outstanding dedication, warmth and empathy whilst Senior Human Resources Manager, Lesley Sheard, was Australian HR Manager of the Year finalist. As an organisation, CareFlight was a finalist in the

Employer of Choice (Public Sector and NFP) and the Best Health and Wellbeing Program categories. CareFlight's consistent high track record at these awards is testament to the importance we place on our people.



GM, People and Culture, Sarah Churchill with her award.

NT Chamber of Commerce 2022 Business Excellence Awards

In the NT, CareFlight took out two awards: for Outstanding Customer Service – Not-for-Profit (NT-wide and Darwin & West Arnhem Region) in the NT Chamber of Commerce 2022 Business Excellence Awards. These awards

recognise the achievements of NT individuals, businesses, not-for-profits, and government agencies through excellence in customer service. At the same awards, CareFlight was also a finalist in the Excellence in Business – Not-for-Profit category.



5-Star Employer of Choice

For a second consecutive year CareFlight has been awarded HRD Australia's 5-Star Employer of Choice. This prestigious award recognises exemplary organisations who excel in leadership, learning and development, wellbeing, flexibility, diversity and inclusion, work-life balance, and recruitment. This award not only highlights and confirms our commitment to our people but also recognises CareFlight as one of the top companies to work for in Australia.

Rotary Business of the Year

Mounties Care CareFlight Helicopter Service took out the Rotary Business of the Year at the 2022 Australian Aviation Awards. The Australian Aviation Awards is a nationwide recognition programme that showcases outstanding businesses positively shaping the growth and development of Australia's aviation industry.

Being recognised as industry leaders in this field is a testament to CareFlight's ethos of championing safety, innovation and community wellbeing.

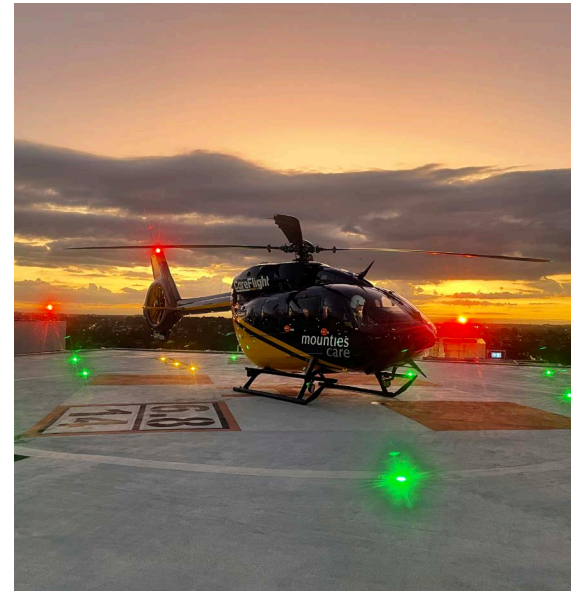
ADF Reserves Employer Support Award

In October 2022, CareFlight was honoured with the Australian Defence Force (ADF) Reserves Employer Support Award (Not for Profit category) for NSW.

The awards formally recognise civilian employers committed to supporting reservists in their workplace.



The Rapid Response Helicopter team receiving the Rotary Business of the Year Award.



Board Award winners

The recipients of our Reward and Recognition Program's most esteemed award, the Annual Board Award, were revealed for a third year. This award is reserved for exemplary CareFlight employees who have demonstrated dedicated years of service and unwavering commitment to our organisation. We extend this honour to two employees each year.

Paul Reilly, Engineering Base Manager, has consistently delivered exceptional performance within the engineering department. His eye for detail has ensured that repairs and modifications to our fleet of aircraft keep us flying safely. His exemplary managerial skills ensure engineering teams are deployed throughout the state at short notice during periods of flood or bushfires.



Nicole Habgood, NT Operations Manager, led our NT COVID-19 response, successfully managing the needs of the Department of Health, Emergency Operations Centre and other stakeholders. Her quiet professionalism has resulted in strong working relationships always with the aim of delivering best patient outcomes.



CareFlight grows even bigger

An increased nationwide investment in education has seen CareFlight staff numbers grow from 544 employees in 2022 to 634 staff in 2023. Our largest intake of new staff came into our education division as we rolled out our nationwide courses whilst continuing to expand our existing courses.

Recognising women at CareFlight

Women from across CareFlight came together on 8 March to celebrate International Women's Day and to hear from inspirational women. Joining online and face-to-face, attendees

heard from our own Chief Financial Officer, Tania Betts and CareFlight Board Member, Jodie Baker, speak about their careers and the challenges of working as a woman in male-dominant industries. Iris Raye from NT Health and Jo Powell from Viva Energy also presented, adding their own experiences and perspectives about International Women's Day.

This event not only celebrated International Women's Day but provided an opportunity to showcase the breadth of talent and experience that our women staff bring to CareFlight and the industry.



CareFlight welcomed new team members at one of our largest ever Educator induction days in 2022.



Flight Nurse Midwives Sami-Lea and Matt pictured here as CareFlight celebrated International Midwives Day. CareFlight is proud to employ nurses who help ensure happy and healthy outcomes for mothers, families and their newborns in some of the most remote pockets of the country.

Fundraising & Community Engagement

Thanks to the generosity of our donors, supporters and volunteers, this past year was another successful one for CareFlight Fundraising. Through various programs such as Regular Giving, Events, Bequests, Direct Mail, Digital Appeal, as well as the sales of CareFlight Bears and Raffles, our fundraising activities have enabled us to continue fulfilling our mission to save lives, speed recovery and serve the community.

We saw strong growth across many of our fundraising programs whilst our events in the NT and NSW provided an opportunity, not only to raise funds for CareFlight, but to also engage with our communities.

CareFlight Bear family grows

Our CareFlight Bear family continues to expand with the addition of four new bears this year.

The funds raised from the sales of CareFlight Bears plays a crucial role in sustaining our operations in the air. By offering these bears for purchase, we give individuals an

opportunity to contribute to our cause while receiving a tangible token of appreciation.

In addition, our CareFlight Bear Collectors Club also experienced considerable growth over the past year, expanding by 11%. Over 2,000 donors supported our bear program through regular monthly giving. These dedicated supporters have helped generate \$625K per year for CareFlight.



Winter Bear Fraser



Emergency First Responder Bear Frankie



Lifeguard Bear Lou



Basketball Bear Benny



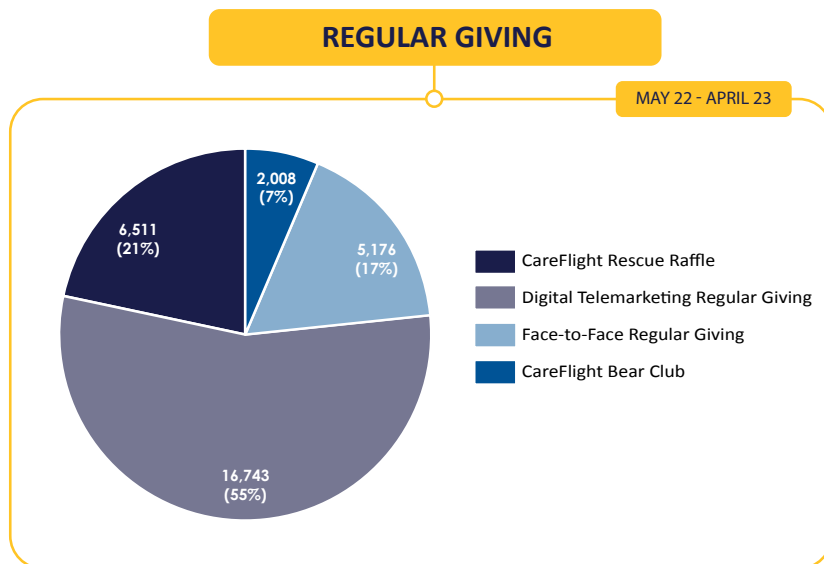
CAREFLIGHT BEAR CLUB
11% increase from 1,784 to 2,008
monthly payment collectors

CareFlight Rescue Raffle

The CareFlight Rescue Raffle has experienced consistent and robust growth, with over 6,000 Rescue Raffle buyers participating this year. The most significant growth was observed in the recently introduced raffle state of Victoria which saw an increase of 47% over the past 12 months.



RESCUE RAFFLE PROGRAM
11% increase from 10,621 to 11,841
tickets sold



Regular Giving

Over 30,000 donors supported CareFlight through our Regular Giving programs which span four separate programs: CareFlight Bear Club, Face-to-face Regular Giving, CareFlight Rescue Raffle and Digital Telemarketing Regular Giving. These Regular Giving sources generated over \$7M in revenue for CareFlight.

Engaging with the community

Serving the community is an important part of CareFlight's mission and as such, we endeavour to actively engage with our

communities. Our Community Engagement program encompasses a range of activities and involves the active participation of staff and volunteers who contribute by providing displays, conducting merchandise sales, delivering talks at community events and club meetings and offering support to local community fundraisers.

The highlight of the NSW event calendar was the CareFlight Sydney Gala Ball. This event, hosted by Australian media legend, Ray Martin, was a big success attracting almost 400 attendees and raising nearly \$200K.

This year, our NSW Regional Road Shows were back on the agenda as we took our message to Cronulla, Lithgow, Penrith, Northern Beaches and the Central Coast. The response was overwhelmingly positive with an incredible number of participants attending the events to learn about our work.

Our Road Show events provide the perfect opportunity, not only to thank our supporters, but to showcase how their generosity makes a difference.

Some of our highly-specialised doctors and registrars attended the series and spoke to supporters, answering questions and offering insight into their roles at CareFlight.

Planning is underway for future Road Show events.



Guests taking part in the Sydney Gala Ball.



In the NT

CareFlight was present at over 40 community events including all major NT Show Days, V8 Supercars, Deadly Cup and a variety of expos and festivals. Our presence at these events has broadened community awareness of the services CareFlight provides for the people of the Top End.

Our major events included:

- The NT Hangar Ball, CareFlight's stellar event in the NT, attracted over 400 attendees and raised \$220K.
- The 10th Kakadu Triathlon, held in May, raised \$20K for CareFlight. Since its inception, the Kakadu Triathlon has raised over \$100K for CareFlight. Over \$6K was raised for CareFlight at the Darwin Golf Club Charity Day.



- The inaugural CareFlight Hangar Christmas event was a success with over 300 attendees and significant media coverage on local news channels.
- 217 participants took on this year's CareFlight Territory Rescue Challenge and helped to raise \$30K.



Participants take part in the CareFlight Territory Rescue Challenge.

Patient Story

Libby reunites with CareFlight pilot who helped save her life

36 years after a serious scuba diving accident almost killed her, Libby Bleakley reunited with CareFlight pilot, John Hoad, who flew to her rescue all those years ago.

Idyllic day turns into a disaster

It was meant to be a day spent scuba diving off the pristine shores of Jervis Bay but what followed was a catastrophic accident which left Libby fighting for her life. Moments before she was torpedoed into the air from 60 feet deep, Libby recalls checking her air gauge which had dropped dramatically. However, while trying to get the air out of her lungs to resurface, she panicked.

Surfacing too rapidly, Libby suffered from decompression commonly known as “the bends”. This condition occurs when a diver ascends too quickly, causing nitrogen bubbles to form in the bloodstream due to rapid changes in pressure. In addition to “the bends”, Libby suffered severe barotrauma and a blockage to her brain.

Pulled from the water by nearby off-duty



Libby and CareFlight pilot, John Hoad, reunite at Westmead NSW.

ambulance officers, Libby was quickly transported to the nearest hospital by CareFlight rescue helicopter, flown by pilot, John Hoad.

Over the next three weeks, Libby spent 11 hours receiving decompression treatment. She also suffered severe vertigo and a brain injury which affected her memory and balance. After only a month of treatment and rehabilitation, Libby returned to her job as a NSW Police Officer. But it took years to regain her memory and pull through depression.

Determined to make her life count, Libby

worked with domestic violence victims and went on to spearhead the first domestic violence victims' support unit within NSW Police. Today, Libby runs a coffee roasting business, *Roasters with Altitude* which raises funds for a Learning Centre in Timor Leste.

In July last year, Libby finally reunited with John and could barely hold back the tears of joy at being able to give Hoady (as he is affectionately known at CareFlight), the biggest thank you embrace.

“Every day I wake up, every extra day I get, is thanks to CareFlight,” said Libby.

Sponsors

Naming Rights Partners

Rapid Response Service NSW



NT Rescue Helicopter



Major Partners



Corporate Partners



Government Partners



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.

- Auburn Tennis Club
- Aurizon
- Bendigo Bank
- Burwood RSL
- Calvary Community Council
- Castle Hill RSL
- Cecilia Kilkeary Foundation
- City of Sydney RSL
- Club Mudgee
- Club Ryde
- Coca-Cola Australia Foundation

- Coffs Ex-Services Memorial and Sporting Club
- DOOLEYS Lidcombe Catholic Club
- Fortescue Metals Group
- Glenn Innes Severn Council
- Gunnedah Services & Bowling Club
- Horizon Bank
- Lithgow and District Workmen's Club
- Matraville RSL Club
- Mineral Resources (MinRes)
- NAB Community Foundation
- Nambucca Heads RSL
- Narromine United Services Memorial Club
- Newcastle Coal Infrastructure Group
- NSW Reconstruction Authority
- Perpetual Trustees
- Riverwood Legion and Community Club
- RP Medical Fund
- Ryde-Eastwood Leagues Club
- Sydney Bowlers Club and City Tattersalls
- Tasmanian Gas Pipeline (TGP)

- The Barbara Sherwood Legacy
- The Carolyn and Michael Gray Foundation
- The Community Building Partnerships Program
- The Community Development Fund (CDF)
- The Corio Foundation
- The JB Bedwell Endowment
- The Michael and Elaine Gift Fund
- The Myer Community Fund
- The Pierce Armstrong Foundation
- The River Birch Foundation
- The Ruth Marie Sampson Foundation
- The Warburton Foundation
- The Woodend Foundation
- The Black Summer Bushfire Recovery Grants Program
- The Entrance Leagues Club
- Triglav Mounties
- Variety Children's Charity NT
- Ventia
- Wenty Leagues Club
- Wyong Rugby Leagues Club

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

- Mainbrace Constructions P/L
- Regal Innovations
- Pherrus Financial Services
- Henfresh
- Winston Express Haulage Pty Ltd
- Wisdom Homes
- Robson Civil Projects Pty Ltd
- Wagner Group Services

Gold

- Kellyville Landscape Supplies
- Journey Beyond Rail Expeditions
- Scotty's Bakehouse
- Roasters with Altitude
- Bullaworrie PTY LTD

Silver

- Booths Motor Group
- Sarmort Engineering Pty Ltd
- Supercare Cleaning Pty Ltd
- Central Coast Roadside Assistance
- Emotional Healing Made Easy
- Workhorse Skip Bins
- Lacnam Paints Australia

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 Betty Bibb
- Estate of the Late Elizabeth Brolly
- Estate of the Late Gwenyth Burton
- Estate of the Late Keith Clayworth
- Estate of the Late Marjorie Fathers
- Estate of the Late Patricia Glennie
- Estate of the Late Ann Gray
- Estate of the Late Elizabeth Green
- Estate of the Late Douglas Haynes
- Estate of the Late David Hegarty
- Estate of the Late Donald Hughes
- Estate of the Late Ann Jackson
- Estate of the Late Grace Johnson
- Estate of the Late Denis Klein
- Estate of the Late Albert Matthews
- Estate of the Late Aileen Moss
- Estate of the Late Shirley Robson
- Estate of the Late Eugene Rue
- Estate of the Late Margaret Shaw
- Estate of the Late Thomas Stee
- Estate of the Late Beryl Tidex
- Estate of the Late Gladys Turnbull
- Estate of the Late Margaret Watt
- Estate of the Late Carole Wilson

Financial performance

Income Statement

	2023	2022
	\$	\$
Revenue	101,760,913	99,300,319
Expenditure		
Operations and administration- costs of personnel	(62,405,506)	(56,112,045)
Direct costs of aeromedical operations	(23,175,842)	(17,435,545)
Fundraising costs- donations and sponsorship	(4,189,894)	(4,005,249)
Fundraising costs- merchandising and events	(1,452,878)	(1,629,431)
Depreciation expense- property, plant and equipment	(2,410,116)	(2,997,069)
Depreciation expense- right-of-use assets	(4,296,327)	(4,810,044)
Impairment and revaluation adjustment	3,808,455	(3,592,661)
Insurance expense	(1,261,576)	(1,155,798)
Gain/(Loss) on sale of assets	26,690	(49,768)
Support costs	(5,886,163)	(5,211,622)
Finance expense	(1,024,830)	(1,101,601)
Total surplus/(deficit) for the year	(507,074)	1,199,446
Other comprehensive income/(expense) items that may be reclassified to surplus		
Loss on revaluation of investments	(4,701)	(192,926)
Gain on revaluation of non-current assets	562,149	2,916,117
Total comprehensive income/(loss) for the year	50,374	3,922,637

Balance Sheet

	2023	2022
	\$	\$
Current assets		
Cash and cash equivalents	3,711,420	14,529,396
Trade and other receivables	14,201,828	9,388,946
Inventories	976,821	555,218
Investments	6,965,750	6,672,037
Total current assets	25,855,819	31,145,597
Non-current assets		
Trade and other receivables	469,594	600,000
Property, plant, and equipment	24,518,386	13,516,387
Right-of-use assets	33,592,550	31,410,697
Total non-current assets	58,580,530	45,527,084
Total assets	84,436,349	76,672,681
Current liabilities		
Loan and borrowings	8,523,176	-
Trade and other payables	9,823,208	4,914,280
Income received in advance	6,344,415	7,135,507
Lease liabilities	4,086,541	9,611,594
Employee benefits	5,784,233	6,181,229
Total current liabilities	34,561,573	27,842,610
Non-current liabilities		
Trade and other payables	433,333	600,000
Lease liabilities	22,503,838	21,773,440
Provisions	2,690,070	2,229,051
Employee benefits	775,670	806,089
Total non-current liabilities	26,402,911	25,408,580
Total liabilities	60,964,484	53,251,190
Net assets	23,471,865	23,421,491
Equity		
Reserves	6,674,381	6,116,933
Retained surplus	16,797,484	17,304,558
Total equity	23,471,865	23,421,491



CareFlight

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