



CareFlight ANNUAL REPORT 2024



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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 on our patients first and foremost. 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 - CareFlight aims to minimise the impact of its activities and supply chain, with a focus on carbon emissions reduction toward net zero. It is centred on driving improvements across our operations, while also looking to how we can continue to innovate and evolve. This will enable transition to a lower-carbon footprint in our aeromedical operations. CareFlight’s main generators of carbon emissions include the electricity needed in its buildings and hangars, and the fuel consumed by its aircraft and ground assets. CareFlight has already implemented actions to reduce the impacts in buildings and hangars where possible. Low energy lighting, slow flow taps and fittings and other items have been installed where possible.

The emissions footprint from fuel consumed is more difficult. Sustainable Aviation Fuel (SAF), whilst technically feasible, is prohibitively expensive (3.5X the rate for traditional JET fuel). Innovation is core to tackling this issue with CareFlight engaging with a manufacturer of EVTOL (Electric Vertical Take off and Landing) Aircraft with the potential to revolutionise aeromedical operations. The technology is still in development as are operational regulations. CareFlight has developed an innovative approach to decanting aircraft fuel in the Northern Territory that significantly reduces the amount of fuel discarded and the cost of replacing that fuel. This approach has both an economic and environmental benefit.

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 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 people, as our people are our greatest strength.

Governance - CareFlight has a strong tradition of transparency between the Executive, the Board and our stakeholders, and seeks to comply with best practice application of financial accounting standards and disclosures for not-for-profit organisations. CareFlight encourages external audit 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.

In recognising the importance of ESG and to reflect the complex operations of CareFlight, the People, Safety and Environment Committee (PSEC) provides the lead on governance for all People, Safety and Environment issues, and complements the work done by the Audit and Risk Committee (ARC), where the focus is on Organisational Governance, Financial and Audit oversight and management of Organisational Risks. The Investment Committee, which includes the CEO and CFO as Committee members, ensures CareFlight’s investment strategy for surplus funds aligns with its financial investment goals, risk tolerance and timeframe.

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. The Strategic Plan informs both the annual Business Plan and our individual Business Unit Plans, ensuring all parts of the business are working towards achieving the Strategic Vision set by the Board.



Annual highlights across Australia



103,000+
Calls managed by our
logistics teams



44
Winch missions nationally



3,886,231km
Flown by our aircraft

Responding to Challenges

CareFlight has been challenged in the last year by the global economic conditions that have resulted in high costs of fuel and aircraft parts as well as volatility in the USD exchange rate. This global challenge, has been further extended with very difficult conditions domestically from the cost-of-living crisis and inflation being felt by all parts of the economy. Combined, these factors have impacted CareFlight's financial position. Management's response has been to closely review all costs to ensure our activities are fit for purpose and are efficient. Our aircraft availability has been impacted by poor performing global and domestic supply chains resulting in high cost and scarcity of parts. Very high rates of effort culminating in record high flying hours across ageing aircraft fleets has necessitated real focus from staff to ensure we are delivering improved patient outcomes. The team has responded extraordinarily well and have ensured CareFlight continues to deliver for the community whenever and wherever we are needed.

Once again we emphasise that our people are our greatest strength. Our CareFlighters have retrieved and moved more patients than any previous year, have delivered more resilience building courses for first responders right across Australia, and have kept a focus on delivering the very best in 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 clinical staff shortages, particularly in regional and remote areas.

Growth and Sustainability

CareFlight has continued to grow in areas that represent the best opportunity for strong revenue growth such as Education and Training, Jet aeromedical retrieval and in our support to Federal Government Agencies. Over the past year, our focus has remained on ensuring we are efficient and sustainable, and we have concentrated on an organisation-wide review of our systems and processes to ensure we are well placed for the future. We have worked hard in every part of the business to ensure our cost base is sustainable, that our processes are efficient and fit for purpose, and that we are better using technology to assist in the management of our business. Significant investment in our systems will ensure we have far greater visibility of key cost and revenue drivers across the business.

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.

“Our CareFlighters have retrieved and moved more patients than any previous year.”

MORE THAN 9,000 PATIENTS HELPED NATIONALLY



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 we 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. Brand awareness across Australia has improved significantly in the last two years and we will continue to work on increasing this awareness of the work CareFlight does in and for the communities in which we operate.

The success of this work has been shown through the ongoing support from our major sponsors: Mounties Care and the Mounties Group, who are providing direct

support to the Mounties Care CareFlight Helicopter based in Sydney, and Viva Energy Australia, who are providing direct support to the CareFlight NT Rescue Helicopter powered by Viva Energy, as well as community education for remote communities in the Top End. 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 continued an important partnership with Nutrien Ag Solutions in providing Emergency Trauma Training and building resilience in agricultural communities across Australia. We have also partnered with several organisations to grow our media exposure, including Channel 10 Darwin, Foxtel, JCDecaux, TVSN and Smooth FM.

Diversification

CareFlight has for many years focused on diversification to ensure we are resilient to impacts in any single part of the business. This has included both our revenue streams and our fundraising channels. We have experienced how unforeseen events can significantly disrupt forecast performance, and constantly monitor and look for new ways to address impacts to the business.

CareFlight secured \$19.95m Federal Government Funding in the 2023 budget and have since delivered an additional AW139 and an additional G150 jet into service in the Northern Territory, directly ensuring improved year round support to all Territorians in need. By rapidly purchasing and introducing these aircraft into service, we have demonstrated to the Federal Government that we are a trusted partner, and we continue to engage closely with all Governments at Federal, State and Territory level. We have continued to invest in our Partnerships team to ensure we are well positioned to continue this engagement, and this investment has seen far improved engagement and success in developing new revenue streams with the US Military and Australian Defence Force, as well as in the Energy and Resources sector.

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

Controlling Costs

Cost reduction and assuring efficient operations remains a key priority for Management. 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 far greater visibility of our data and from that an improved ability to manage our costs across the organisation. This has seen significant 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.

Financial Strength

CareFlight continues to experience cost pressure due to exchange rates, aviation supply chain delays, wage pressures, an inflationary economy and high fuel prices.

The renegotiated pricing of several key contracts which came into effect during the year plus the \$19,950,000 Federal government grant for two aircraft drove the surplus of \$18,621,061 and \$29,075,257 positive cash flow from operations.

The net asset position significantly increased by \$18,722,963 primarily due to the \$19,950,000 Federal Government funding received on 29 June 2023 for the purchase of two additional aircraft. The net current asset position at year end is a deficit of \$2,530,021, reflecting the drawdown of some investments during the year to fund significant systems investment, including cyber security and projects across finance, payroll and HR. These projects will benefit CareFlight by providing greater visibility of key cost and revenue drivers to enhance operational decision making.

Board Recognition of Staff

With the speed of change in the community and the global challenges presented in recent times, it is particularly rewarding and comforting that the CareFlight family continue to deliver on the mission established decades ago by those visionaries who saw the value of helicopter-led medical retrieval services.

Over the life of CareFlight, the Board has changed membership many times, the technical aspects of our services have evolved, our fleet has expanded to include fixed wing as well as rotary aircraft, the evolution and delivery of our medical services has evolved ensuring continued world-class retrieval services and the regulatory frameworks have become ever more complex.

But the one constant is that CareFlight continues to have dedicated staff who are committed to delivering for our community in often the most challenging and difficult circumstances.

The Board is proud of the incredible contribution of our staff who have continued to reflect the commitment that has been part of the culture passed down from our founding visionaries to each generation of the Careflight family.

The Board also acknowledges and thanks the commitment of our entire Northern and Eastern teams who have faced very substantial challenges arising from ever increasing workloads and high community expectations amongst the aftermath of bushfires, floods and COVID.

Thank you to all of our CareFlight family for ensuring our aeromedical service truly delivers world-class services time and time again for our community.

Our Commitment

The Board and CareFlight Management are committed to ensuring CareFlight will always deliver on our mission for our community and our stakeholders. Since its inception, CareFlight’s charitable status has been the foundation for CareFlight to always seek to deliver for our community, above and beyond statutory and contractual obligations.

This commitment reflects our partnership with our stakeholders, our donors and supporters. To deliver on our mission, we are dependent on the contribution of our thousands of donors, supporters and volunteers who are vital in ensuring we are able to deliver our world-class CareFlight aeromedical retrieval services. We thank each of you for your support.

“In the words of one of CareFlight’s founding visionaries, Dr Ken Wishaw: “Without your help CareFlight would never leave the ground.”

The Hon. Brad Hazzard, Chair

Mick Frewen, Chief Executive Officer



Board of Directors

The Hon. Brad Hazzard

BA, DipEd LLB LLM
Chairperson

The Hon. Michael Gunner

BA, GAICD
Deputy Chair

Mick Frewen

BA, MMgt, GAICD
CEO, Executive Director

Joanne Baker

B.Comm, GAICD
Independent Non-Executive Director

Sue Bailey

GradDipMktg MAICD
Independent Non-Executive Director

Ian Vanderbeek

BBus, 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

Edward Mallan

Adv Dip HospMan, BComm, MBA,
Grad Dip WHS, GAICD
Independent Non-Executive Director

Erin McMullen

Company Secretary

Retired this year

The Hon Dr Andrew Refshauge

MBBS, FAICD
Former Chair
Resigned on 9 February 2024

Patricia Angus

PSM, MTH
Former Independent Non-Executive Director
Resigned on 30 August 2023

“ Without your help CareFlight would never leave the ground. ”

The fleet expands with Federal Government support

Additional jet and helicopter saving lives

In September 2023, CareFlight welcomed Federal Health Minister, the Hon. Mark Butler, to our Darwin base to announce the acquisition of a second Agusta Westland AW139 Rescue Helicopter and a second Gulfstream G150 Aeromedical Jet. This \$19.95 million Federal Government investment significantly strengthens CareFlight’s emergency response and patient transfer services.

The G150, featuring a state-of-the-art aeromedical interior, is designed for diverse missions, from urgent neonatal care to multi-patient transfers across Australia. Its extended range and advanced configurations set new standards in aeromedical efficiency and patient care, making it the only jet capable of transporting patients from Darwin to any Australian capital city without refueling.

The G150 jet enables CareFlight to support all Australians when confronted by a crisis, right across the country, whilst also enabling us to deliver support to our regional neighbours in times of natural disaster.

The acquisition of a second AW139 Rescue Helicopter means that CareFlight now has the capability to provide

a true 24/7 lifesaving service, ensuring there is always a helicopter crewed and online, ready to provide urgent assistance,

In addition, collaboration with the National Critical Care and Trauma Response Centre enhances CareFlight’s ability to deploy Australian Medical Assistance Teams and other Government Agencies rapidly, and over greater distances.

The Hon. Mark Butler MP, praised the expanded fleet as a solution to the “tyranny of distance” faced by Territorians in need of lifesaving care. He also highlighted the broader regional impact, stating:

“The helicopter and the jet will make a difference not just to Territorians in the Top End, but to the AUSMAT team’s ability to project capability into our region.”

With these new additions to our fleet, CareFlight is now better equipped than ever to serve the needs of the Territory and beyond, ensuring that critical medical care is just a flight away, no matter the circumstances.



G150 Jet Fast Facts

5,000km+
max range

G150 can cross Australia with no re-fuel stop required

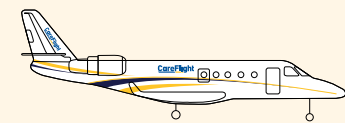
850km/h
cruise speed

High speed patient transfers to help save lives



Our Aeromedical Fleet

Jets



Gulfstream Jet G150



Beechjet B400

Turbo Prop



Beechcraft King Air B200

Rotary Wing



AW139



H145



BK117



Patient Transport Vehicles

Australia’s leading integrated aeromedical operation

CareFlight is a clinically-led organisation that has developed leading solutions over decades to reach, treat, and transport patients in the unique Australian context.

CareFlight is the only medical retrieval organisation in Australia that owns and operates a fleet of dedicated jets, turbo prop aircraft, helicopters and road ambulances providing a truly integrated retrieval capability.

CareFlight’s engineers conduct all major maintenance and engineering in-house, ensuring minimum downtime for the aircraft. Last year, this enabled our pilots and aircrew to fly over 10,000 hours and cover more than five million kilometres.

Our patient transport network extends further, with CareFlight specially trained road nurse and driver teams transporting patients to and from CareFlight’s aircraft, as well as directly between hospitals.

Supported by dedicated 24/7 logistical and ground support teams, CareFlight’s doctors and nurses provided care to more than 9,000 patients last year.

Clinical expertise

Our clinical teams are all highly skilled and trained to work together to provide the best care for patients. The doctors on our teams work at leading teaching hospitals and are specialists or senior registrars in critical care: emergency medicine, intensive care or anaesthetics. Our nurses are qualified and experienced in intensive care and emergency care and are trained in aviation nursing. With their extensive expertise and experience, CareFlight’s highly qualified clinicians are well-suited to manage critically ill and injured patients in both pre-hospital and transport settings.

CareFlight’s clinicians have the support of our 24-hour supervising specialist doctors, who are all Fellows of one of the Critical Care Colleges. These doctors provide clinical oversight for all CareFlight aeromedical missions, are involved in planning for all high acuity missions, and on call as needed for low acuity. Embedded within our logistical operations, they play a fundamental role in critical clinical planning before a mission and will often provide remote support and advice to the clinical teams during the missions, as well as liaising with the receiving hospital to update them of the patient’s condition if required.



36 registrars
inducted last year

Training CareFlight doctors

In 1990, CareFlight became the first Australasian non-hospital organisation to be granted accreditation for specialist training in critical care.

Senior registrars complete six or 12-months full-time work at CareFlight in training rotations on our aeromedical services.

They undertake aeromedical training that is approved by the Critical Care Medical Colleges of Anaesthesia, Emergency or Intensive Care to count towards their specialist training requirements.

CareFlight Air Ambulance

Our CareFlight Air Ambulance (CFAA) team provide an important national and international aeromedical service for people in need within Australia and across the Asia Pacific region. Operating out of bases in Sydney, Newcastle and Darwin in the Northern Territory, our Air Ambulance teams assist people who urgently need transport for critical treatment due to injury or illness. The service encompasses CareFlight’s fleet of dedicated jets, turbo-prop aircraft and road ambulances with in-house clinical teams ensuring continuous care from first retrieval to admission at the treating hospital.

CFAA supports a diverse range of missions for government agencies including The Department of Foreign Affairs and Trade (DFAT), the Australian National Critical Care and Trauma Response Centre (NCCTRC) and the Australian Defence Force (ADF), global assistance organisations and travel insurance companies around the world. This service also supports the Australian government’s foreign affairs efforts with our closest trading partners in the Indo-Pacific region. Our Darwin operations base puts CareFlight in close reach of Australia’s closest neighbours, meaning we can reach patients sooner and bring them home faster, speeding recovery.

In the past year, we have added an additional Gulfstream G150 jet to our fleet thanks to funding from the Federal Government. We have laid the groundwork for an operations base at Newcastle Airport, and continued to grow our team of international pilots, engineers and flight nurses enabling us to conduct multiple missions simultaneously or undertake long-haul missions with two separate teams. During the year, our CFAA medevac teams, consisting of nurses, doctors, pilots and drivers, completed commercially booked missions by jet and Patient Transport Vehicles (PTV) as well as medical escort on commercial airlines.

Any surplus generated from our commercial activities is entirely committed to delivering our social purpose.



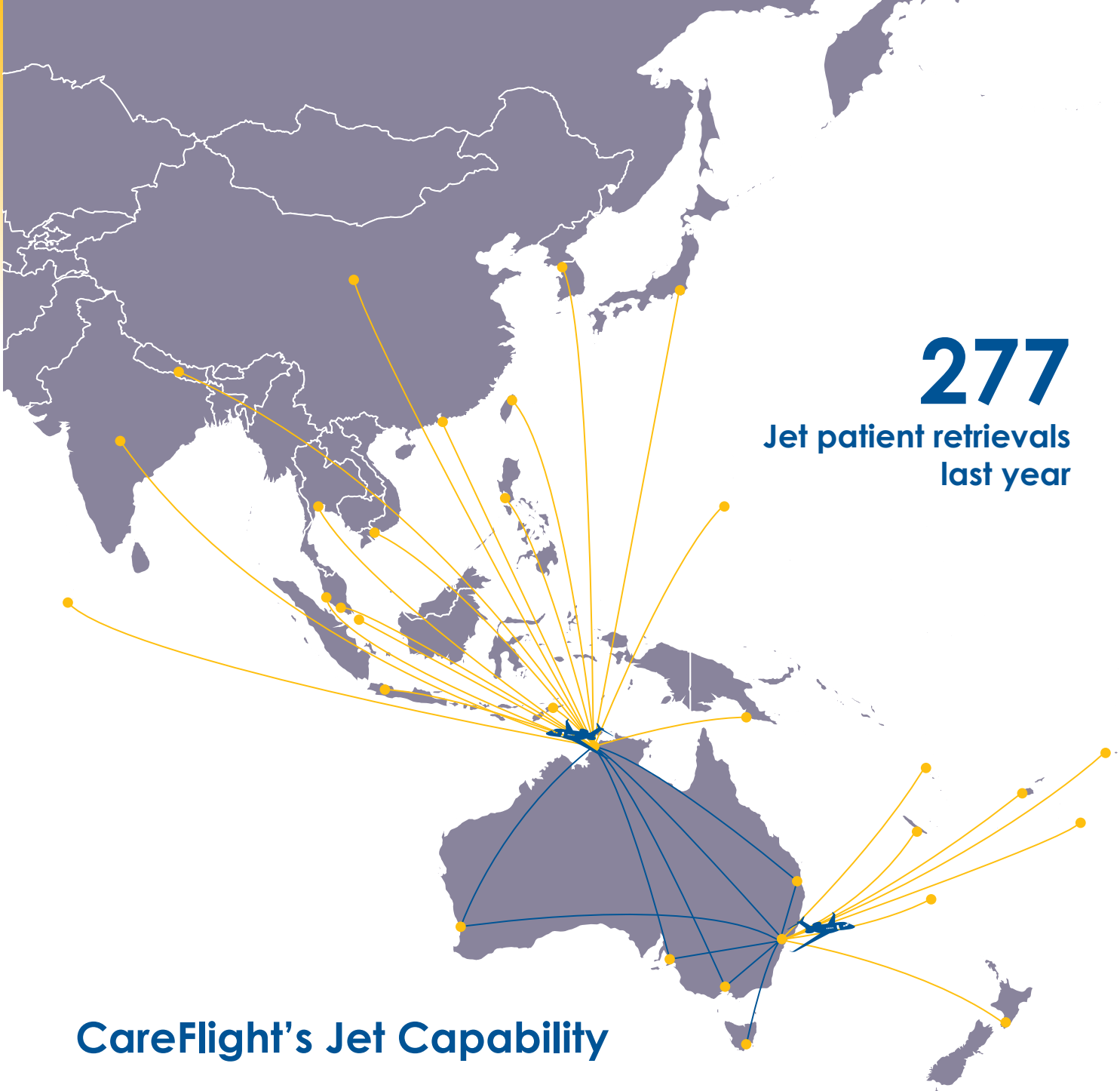
When needed, our jets can be equipped with state-of-the-art equipment to transport multiple patients, including critical non-stop rapid neonatal services. Our doctors and flight nurses provide a bed-to-bed service, staying with the patient until admission at the receiving hospital ensuring continuity of care.



CareFlight is one of just a handful of aeromedical organisations in the world who conduct all major maintenance and engineering in-house. Our engineers can also reconfigure aircraft layouts to suit the typical missions that CareFlight carry out to maximise efficiency and ensure the highest standard of patient care.



CareFlight operates Logistics Coordination Centres in Sydney and Darwin with a 24 hour medical retrieval specialist embedded to ensure the best clinical response available for every mission.



CareFlight's Jet Capability



Increased pilot numbers via up-skilling and new hires



Added additional G150 to fleet



Established Newcastle Operating Base

Northern Operations

Busiest year on record

In 2023/24, CareFlight achieved a significant milestone, recording the highest number of patient retrievals in the Northern Territory since becoming the sole provider of aeromedical services in the Top End over a decade ago. Collaborating closely with the Northern Territory (NT) Government and a network of health and emergency service partners, CareFlight conducted over 7,527 patient retrievals.

CareFlight’s operations in the Top End are crucial for providing critical medical care across the vast 600,000 square kilometres of this region. Our comprehensive team, including nurses, pilots, doctors, and aircrew officers, is supported by dedicated engineering, administration, logistics, and operations staff, ensuring our service operates 24/7.

In addition to the Top End Medical Retrieval Service, CareFlight’s activities included interstate emergency jet medevacs, interhospital road transfers, search and rescue missions for the Australian Maritime Safety Authority (AMSA), and lifesaving aeromedical support for Defence

services. Noteworthy rescues ranged from the retrieval of a child from a crocodile attack in Kakadu National Park to numerous life-threatening medical emergencies in remote locations.

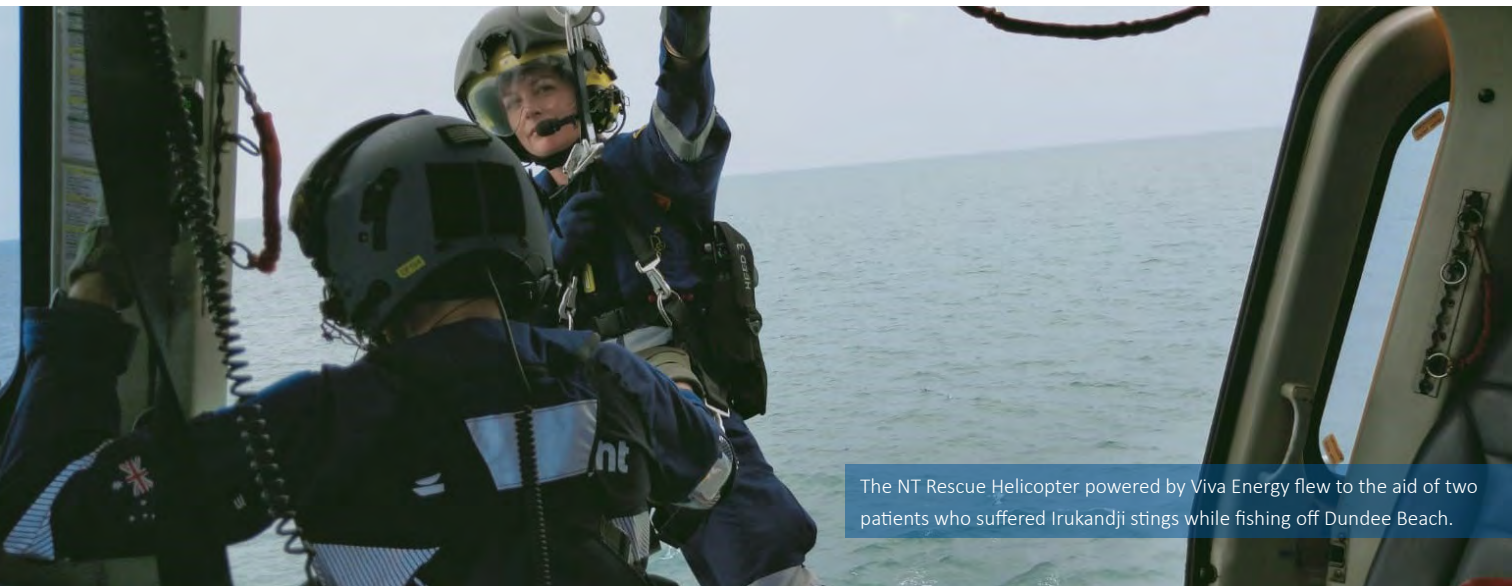
This record achievement emphasises CareFlight’s commitment to providing essential aeromedical services and highlights the vital role we play in ensuring the health and safety of communities across the NT.

2,938,058km
distance flown

Northern Operations aircraft

7,527
patients

Northern Operations team helped



The NT Rescue Helicopter powered by Viva Energy flew to the aid of two patients who suffered Irukandji stings while fishing off Dundee Beach.



Patient Story

A heartwarming journey home for twins with CareFlight

This year, CareFlight played an integral role in the successful transfer of twins, highlighting our mission to provide critical aeromedical services. We successfully transported twin infants, born at just 28 weeks, back to Darwin aboard our specialised aeromedical Gulfstream G150 Jet, operating on behalf of the Northern Territory Government.

The twins were born prematurely following a CareFlight transfer to Brisbane, and after six weeks of intensive care, were stable enough to return closer to their home and family. This journey was made possible using a specially designed baby pod, tailored for infants weighing under 8kg. This innovative equipment not only ensures their safety but also minimises noise and maintains a stable temperature throughout the flight. With a combined weight of 4kg, the twins were securely placed in the same pod, each with their own seat belt, ensuring their comfort and safety.

Upon arrival, the twins were admitted to Darwin’s special care nursery, where they continue to receive the specialised care they need. This heartwarming mission reflects CareFlight’s dedication to providing essential medical transport and highlights the advanced capabilities of our aeromedical services.





Expansion of CareFlight's Fleet in the Northern Territory

CareFlight has significantly expanded its lifesaving capabilities in the NT by introducing a second Agusta Westland AW139 Rescue Helicopter and a second Gulfstream G150 Aeromedical Jet. This expansion marks a substantial advancement in CareFlight's ability to deliver essential aeromedical services across the Top End and beyond.

Since its deployment in August 2023, the AW139 helicopter has been instrumental in numerous lifesaving missions, ensuring continuous emergency response capability.

In March 2024, CareFlight achieved a significant milestone with the operational readiness of the new Gulfstream G150 Aeromedical Jet. Featuring a state-of-the-art aeromedical interior, the G150 is designed to meet various mission requirements, from urgent neonatal intensive care to seamless multi-patient transfers across Australia. Its extended flight range and advanced configurations set new benchmarks for aeromedical efficiency and patient care standards being the only Aeromedical Jet that can transport patients from Darwin to any capital city in Australia without the need to refuel during this journey.

The addition of the second G150 jet not only enhances CareFlight's capacity but also solidifies Darwin's stature as a central aeromedical hub, enabling the provision of

expanded services across Northern Australia and into Southeast Asia.

The introduction of both aircraft ensures CareFlight's ability to maintain critical backup assets, enhancing operational resilience and readiness. This strategic expansion not only strengthens CareFlight's operational footprint in Northern Australia and Southeast Asia but also fosters local economic growth by creating more opportunities for skilled professionals in the region.

CareFlight Palmerston Interhospital Transport Service (PIRTS)

CareFlight's Palmerston Interhospital Transport Service (PIRTS) remains a cornerstone of our commitment to healthcare accessibility and patient care in the NT. Throughout the reporting period, the PIRTS crew facilitated the safe transport of more than 2,960 patients between Palmerston Regional Hospital and Royal Darwin Hospital. This essential service ensures timely and efficient transfers, contributing to enhanced patient outcomes and continuity of care across medical facilities in the region.

CareFlight's Northern Territory Emergency Aeromedical Service

The introduction of a second Gulfstream G150 Aeromedical Jet has been pivotal in addressing the escalating demand for patient transfers and specialised care across Australia. Over the past year, our crews have facilitated the transfer



Patient Story

Charlotte: A Journey of Courage and Transformation

This year, CareFlight reflects on Charlotte's remarkable journey, which shows resilience and the transformative impact of medical intervention. Charlotte's story began with a small injury during her first trip to the NT, which quickly escalated into a life-threatening situation due to necrotising fasciitis, a rare bacterial infection.

Transported urgently by CareFlight from Katherine Hospital to Darwin Hospital, Charlotte's condition required immediate and intensive medical care to combat the infection's progression. Despite the severity of her illness, Charlotte fondly recalls the CareFlight pilot's efforts to provide comfort and reassurance during the critical transfer.

After three months and 17 surgeries, Charlotte's recovery journey took a significant turn. Her experience inspired a profound career shift from journalism to nursing, motivated by her gratitude for the care she received and her desire to make a difference in others' lives.

Today, Charlotte proudly serves as a nurse in Darwin, embodying the resilience and compassion that define CareFlight's mission. Her journey from patient to caregiver highlights the organisation's commitment to saving lives and supporting individuals through critical medical crises.

Charlotte's story stands as a testament to the transformative impact of timely medical intervention and the strength of the human spirit in overcoming adversity.



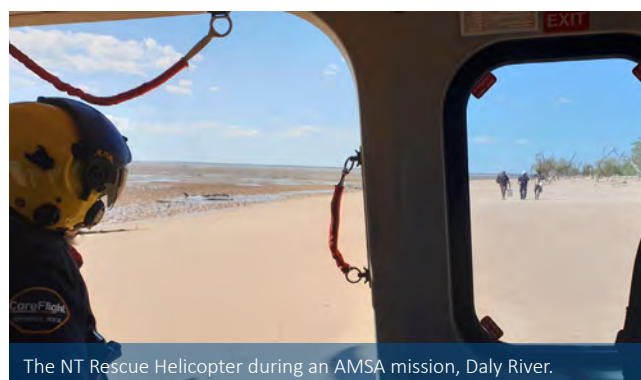
of more than 260 patients to medical facilities in different states, ensuring they receive timely and tailored treatment. This service plays a critical role in supporting patients in need of urgent medical interventions beyond the capabilities of their local healthcare facilities.

Australian Maritime Safety Authority (AMSA)

CareFlight plays a pivotal role in maritime search and rescue operations under contract with the Australian Maritime Safety Authority (AMSA). Over the past year, CareFlight responded to 14 search and rescue missions initiated by emergency beacon activations.

With two Rescue Helicopters equipped with winching capabilities, CareFlight ensures safe and efficient emergency responses across the Top End. This crucial capability enables our highly skilled crews to conduct complex rescues, particularly in remote and inaccessible areas where conventional landings are impractical or impossible. By lowering clinical crew members directly to individuals in distress via a winch on the side of each helicopter, CareFlight enhances operational success and efficiency, contributing significantly to saving lives in challenging maritime environments.

This year, CareFlight responded to a distress call from a capsized recreational fishing boat off Bathurst Island. AMSA tasked CareFlight after the boat's crew activated an Emergency Position Indicating Radio Beacon (EPIRB). The CareFlight NT rescue helicopter located the capsized vessel



with four individuals clinging to it. Using our winching capabilities, CareFlight delivered essential supplies to the survivors and coordinated with NT Police, Fire and Emergency Services, and Border Force for a safe and successful rescue. The survivors were safely transported back to Darwin by Border Force and Darwin-based Water Police.

Winch Simulator Now Operational

Our state-of-the-art winch simulator is now online and actively being used at the CareFlight Hangar in the NT. This innovative training tool represents a significant advancement in our emergency medical services, enhancing our ability to deliver precision down-the-wire (DTW) operations in the most challenging environments.

The winch simulator allows our rescue crews, including highly trained critical care doctors and nurses, to practise

real-life winching scenarios in a safe and controlled environment. This capability is crucial for performing DTW rescue and recovery operations, especially in remote and inaccessible locations where landing is not feasible.

Since its deployment, the winch simulator has enhanced crew proficiency and expanded our pool of flight doctors, leading to safer operations and improved patient outcomes.

Community Education Impact: Building Resilience Through Remote Trauma Courses

CareFlight remains dedicated to enhancing emergency response capabilities in remote regions across Australia through our Remote Trauma Courses, generously sponsored by Territory Insurance Office (TIO) and Viva Energy Australia. These courses are crucial in equipping individuals living and working in remote areas with essential emergency response skills, ensuring they can provide immediate care during critical moments before professional

help arrives. This year, we have successfully delivered 17 Remote Trauma Courses, benefiting 177 participants across 15 communities in the Top End.

In addition to our Remote Trauma Courses, CareFlight has expanded its community education initiatives to include programs like Sick and Injured Kids in the Bush (SIKITB) workshops sponsored by Viva Energy Australia. These mobile workshops are tailored to equip clinicians and community members with critical skills to manage paediatric emergencies in remote, rural, and regional settings. Led by our team of experienced doctors, nurses, and paramedics, these workshops combine evidence-based training with scenario-based simulations to prepare participants for real-life challenges in paediatric care.

CareFlight remains committed to collaborating with communities and healthcare partners to further expand these essential educational programs.

Community Initiatives

177
participants trained

in Trauma Courses for remote communities at no cost

468
boxes of fruit

at 15kgs per box delivered to remote communities

The Fresh Fruit For Kids initiative

Running since 2020, CareFlight delivers free fruit, donated by Woolworths, to remote community clinics, where staff hand them out to kids and their family.



Eastern Operations

This year, CareFlight’s teams were exceptionally busy across all operations, including Rapid Response, Patient Transport Services and the Rural Fire Service contract. Our dedicated efforts ensured swift and comprehensive medical support, highlighting our commitment to serving communities in need throughout New South Wales.

CareFlight Rapid Response Service

CareFlight’s Rapid Response Service, utilising the technologically advanced H145 Mounties Care CareFlight helicopter, delivers hospital-level care to severely ill or injured patients within minutes of receiving a call.

Last year, our rapid response team was tasked with 390 missions, treating a total of 281 patients. Operationally,

1,789
patients

helped by Eastern Operations team

2,744
total flying hours

Eastern Operations



the helicopter flew for 194 hours, ensuring swift medical intervention and transport. This high level of responsiveness and expertise is crucial in providing life-saving care and improving outcomes for patients in critical conditions.

Medical Services Agreement

CareFlight has worked with NSW Ambulance for the past 17 years to provide highly skilled and experienced doctors on the NSW Ambulance Fleet of eight AW139 helicopters, road retrieval ambulances and fixed wing air ambulances. In the previous year, 26 Critical Care CareFlight Doctors were contracted to NSW Ambulance.

CareFlight doctors with NSW Ambulance undertook:

71
Fixed Wing Air Ambulance missions

882
Road Retrieval Ambulance missions

926
Helicopter missions

Fire, Flood and Rescue

Under the Rural Fire Service (RFS) contract, our Flood, Fire, and Rescue (FFR) operations proved critical in supporting communities across NSW. Our teams flew a total of 698 hours, with 430 hours dedicated to fire, winching, and incident observation missions.

Flood missions accounted for 46 hours, during which we responded to emergencies in areas including Casino, Tumut, Broken Hill, Albury, Nowra, Cooma, Bankstown, Moree, and the Central Coast. These missions typically involved rescuing people isolated by floodwaters and providing medical assistance, as well as conducting incident observations and transporting essential cargo, food, and personnel to affected regions.

Our dedicated efforts ensure timely and effective support during natural disasters, helping to safeguard lives and property.

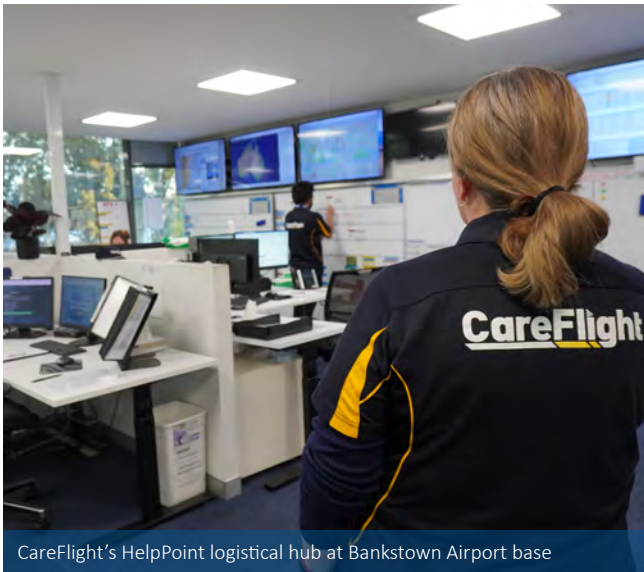
FFR AIRCRAFT OPERATED BY CAREFLIGHT



Patient Transport Service

In the past year, CareFlight’s Patient Transport Service (PTS) moved a total of 1,410 patients, marking an increase from the previous year’s 1,330 patients. This is the highest number since the contract’s commencement. Our PTS recorded a total of 1,687 flying hours, reflecting our commitment to providing swift and efficient patient transport.

Since November 2023, we have expanded our operations with a King Air aircraft based at Newcastle Airport. Having aircraft based in both Bankstown and Newcastle, alongside our bases in Coffs Harbour, Port Macquarie, Tamworth, and Armidale, ensures comprehensive coverage and faster response times for those in need of critical care.



CareFlight’s HelpPoint logistical hub at Bankstown Airport base

CareFlight Patient Transport Service’s Bankstown base



Milestone Story

CareFlight marks five years delivering Patient Transport Service for Northern NSW

In June 2023, CareFlight proudly celebrated five years providing the Patient Transport Service with NSW Health, helping deliver vital patient care for regional and rural communities.

Since 2018, CareFlight has helped more than 7,000 patients in Northern NSW, as well as other locations around the state and interstate when called upon.

The service transports patients needing specialist treatment and procedures that are not available locally. Once they have had the treatment or procedure, they are then flown back to their local hospital to recover.

Patients are flown from airports around regional and rural NSW to Sydney and Newcastle, where awaiting CareFlight road crews take them to specialist hospital facilities.

Staffed by specially trained flight nurses, CareFlight King Air B200 twin engine turbo-prop aeroplanes are fitted with a combination of stretchers and patient seating. The pressurised cabin provides a high level of patient comfort and safety.

CareFlight road vehicles are staffed by a driver and a specially trained nurse, providing patient transport to and from the aircraft. Additional vehicles and locally-based crews are also strategically located in other major regional centres to support the surrounding communities.

HealthShare NSW co-ordinates all patient movements with CareFlight’s HelpPoint, a specialist team equipped to provide logistics support and coordination throughout the patient’s journey.

CareFlight CEO Mick Frewen said the five year milestone for the fixed wing service was yet another notable event in CareFlight’s history.

“We firmly believe in giving patients from regional areas greater access to the very best level of healthcare to meet their needs. We’re very proud our crews have been able to work with our partners in the healthcare system to help so many patients in the last five years, while ensuring they are transported with the highest standards of patient care and safety.”



7,000 patients helped by CareFlight since 2018



3 dedicated King Airs



12 patient transport vehicles

Clinical Governance

A robust process of Clinical Governance ensures that everyone within CareFlight, from frontline clinicians to managers and members of the Board of Directors, is accountable to our patients and the community. There is a shared responsibility to provide the delivery of health services that are safe, effective, integrated, high quality and continuously improving. In addition, for Clinical Governance to be effective, it must be an integrated component of corporate governance.

We are proud of our Clinical Governance framework, which is embedded in the Corporate Governance structure, and championed by our National Medical Director, General Manager Clinical and Head of Clinical Governance. This framework aligns with the National Model Clinical Governance Framework that is based on the National Safety and Quality Health Service Standards.

Our Clinical Governance Framework processes are supported by the Clinical Executive Committee. This is supported by defined working groups covering Clinical Practice, Infection Prevention and Control, Clinical Equipment and People and Culture. Clinical Governance data is provided to the CEO and Board through reporting.

The CareFlight Clinical Governance framework is embedded into our practices and procedures and incorporates the NSQHS standards. This provides reassurance to our patients, consumers, and the communities that we serve,

that our services are independently accredited, provided in partnership with patients and consumers, and are continuously improving.

Highlights of the 2023 – 2024 period:

- The appointment of a dedicated General Manager-Clinical.
- The Electronic Medical Record system is now fully embedded across all CareFlight Services.
- A feedback platform in Indigenous language is in final development.
- A company-wide review of our drug management procedures was undertaken to ensure that we meet, or exceed industry standards, as well as regulatory and legislative requirements.



Clinical Governance can be defined as:

“The set of relationships and responsibilities established by a health service organisation between its state or territory department of health, governing body, executive, workforce, patients, consumers and other stakeholders to ensure good clinical outcomes”



9,316
patients treated



213
feedback submissions received
about CareFlight clinical care



500+
high acuity cases reviewed
by the QA teams

Education & Training

CareFlight’s Education and Training department has experienced significant growth over the past five years, with the number of courses delivered annually increasing from 50 to over 500. This remarkable expansion can be attributed in large part to the generous support of our sponsors.

Our programs remain dedicated to providing real-world training aimed at strengthening the chain of care for patients from the moment of injury or illness. Our goal is to empower people through education to save lives, speed recovery and serve the community.

We operate within three primary areas of focus: Clinical, Community, and Commercial. This structure enables us to tailor our programs to the specific needs of each stakeholder group, ensuring participants leave equipped with the confidence to apply their newfound skills and knowledge in emergency or trauma situations.

Our commitment to excellence includes ongoing review of content, scenarios, and delivery methods to meet the evolving learning needs of our participants, resulting in continual growth of our educator team, all of whom undergo 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.

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.

Our internal clinical training is intensive and focused 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 with the training necessary for 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 Pre-Hospital and Retrieval Medicine (DipPHRM) to our registrars in Sydney and the Northern Territory. This plays an important part in our biannual recruitment of exceptional registrars to support the achievement of our mission.



36

New Registrars inducted NSW/NT



One of two intakes of registrars in NSW over the year



166

Active Educators and Operations staff across Australia



51 locations
551 participants

Nutrien Emergency Trauma Training



56 courses
550 participants

Certified



150,000km

travelled in the Community Space



15 courses
289 participants

Commercial Education Bespoke



144 locations
1,140 participants

Community Education



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 other members of the community by helping to develop lifesaving capabilities in our communities through a scenario-based delivery approach.

This year has seen us successfully complete the delivery of the large-scale Black Summer program of community training, which was significantly supported by federal government funding. Over 100 TCW were run across New South Wales, Victoria, South Australia and Tasmania, with particular focus on fire and drought affected areas.

In the remote areas of the NT, our Remote Trauma Course (RTC) continues to be in great demand. CareFlight delivers the RTC 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. While the RTC is also a course suitable for first responders, it is aimed specifically at people in remote settings who have little or no first aid training. Incorporating a scenario-based approach, the RTC adopts a “yarning” or “storytelling” approach to build on participants’ experiences and previous learning. This delivery method 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.

This year we have successfully introduced our Infant Care Workshop (ICW) in alignment with our Sick and Injured Kids in the Bush (SIKITB) program. Where SIKITB is delivered to practitioners working in remote clinics, the ICWs are delivered to new parents and carers of infants in the community who are nominated by the clinics.

The focus of our social purpose course delivery continues to be building resilience in communities nationally.



First Aid training course



Remote Trauma Course

Commercial

CareFlight’s commercial education provides both customised, industry-specific courses as well as running a Registered Training Organisation (RTO ID: 40803) offering a range of certified training courses.

Custom courses can be tailored to clients’ specific needs, focusing on scenarios relevant to their teams. This approach ensures training directly addresses workplace accidents and incidents, bolstering participants’ confidence in responding effectively when encountering such situations.

Our RTO delivers certified training courses nationally through a model that builds on our uniquely skilled and experienced educator team of current paramedics and nurses. 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.



Trauma Care Workshop

“ Our workshops are designed to empower first responders and to help develop lifesaving capabilities in our communities, building resilience. ”

Safety & Quality

Safety and quality have always been integral to CareFlight’s operations. In the past year, we have reinforced this commitment by building two dedicated teams, each with a distinct focus on ensuring the highest standards of safety and quality across all aspects of our services.

The Aviation Safety and Quality team, led by Paula Gray, concentrates on the safety of our aircraft and how people interact with them, encompassing flight operations and, engineering.

The Safety, Health, Environment, and Quality (SHEQ) team, under the leadership of Martin Jones, manages the broader aspects of the CareFlight Integrated Management System (IMS), including the assurance that it is operating as intended and that the risks to which the organisation is exposed, or contributes to, are known and appropriately managed.

Systems reviewed and improved

We developed a new intranet site to improve accessibility and visibility of the IMS and provide an all of business view of how we meet our legislative and other obligations. We also reviewed our safety and quality systems with the aim

of improving access, simplifying workflow and improving the quality of data captured to support the analysis of operational performance across all disciplines.

Audits uphold our safety standards

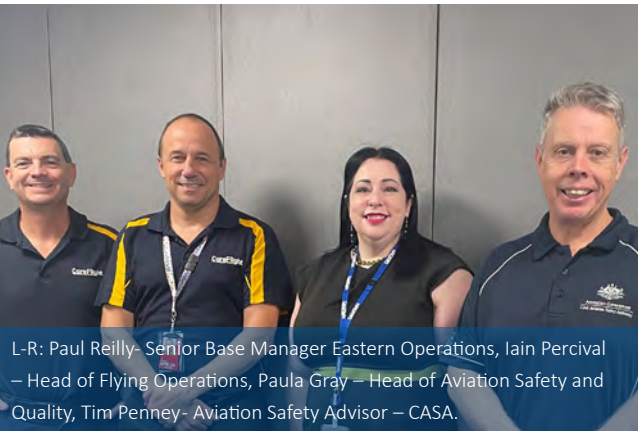
The internal audit program was reset to better align with the structure of the IMS and the nature of operations at each CareFlight location, leading to an all of business approach rather than a department specific approach.

To ensure that CareFlight operations comply with regulatory and standard requirements and uphold our own stringent standards, we conducted 83 internal audits and compliance checks. Additionally, we performed 16 supplier audits to verify that the highest quality and service standards are maintained across all areas of our operations. Our commitment to excellence was further confirmed through external audits carried out by organisations, including Ernst & Young, the U.S. Department of Defense (DOD), and SAI Global. These efforts ensure that we consistently meet and exceed the expectations of our valued customers.

Leading the way in air safety through education

In collaboration with the Civil Aviation Safety Authority (CASA), CareFlight delivered a series of impactful workshops focused on Safety Culture for our operational aviation personnel. These workshops aimed to enhance and recalibrate our understanding of Just Culture, as well as to improve the rates of incident reporting. Over six sessions, we engaged with teams in Bankstown and Darwin to delve into critical safety topics.





The workshops reviewed the importance of thorough and accurate reporting, utilising case studies to highlight key human factors and their influence on safety. Additionally, the sessions provided an in-depth examination of CareFlight’s own Just Culture policy and matrix, fostering better comprehension and appreciation among our staff. A Just Culture is one that is fair and discourages the blaming of any individual for an honest mistake that contributes to a subsequent accident or incident. The essence of this Just Culture promotes open lines of communication across all



levels of the organisation and encourages open reporting of occurrences, errors, and hazards. This framework promotes a culture of continuous learning and quality improvement. This initiative has not only strengthened our safety culture but also reinforced our commitment to maintaining the highest standards of operational safety and quality.



Certification and accreditation

AVIATION	Air Operator's certificate CASA	Certificate of Approval CASA			
TRAINING	CAR217 CASA	Part 141/142 CASA	Australian Skills Quality Authority RTO		
MGT SYSTEMS	 Quality ISO9001	 OH&S ISO45001	 Environment ISO14001		
MEDICAL	Australian College for Emergency Medicine	Australian & New Zealand College of Anaesthetists	Australian College of Rural & Remote Medicine	European Aeromedical Institute	College of Intensive Care Medicine
				Royal Australian College of General Practitioners	 Quality Innovation Performance NSQHS Standards

People & Culture

Our team is the backbone of our success. We are dedicated to providing top-tier employment conditions, which include leadership opportunities, continuous learning and development, mental wellbeing support, work-life balance, flexibility, diversity, and inclusion.

Our commitment to best practice recruitment has earned us recognition nationwide, with CareFlight being named as finalists and winners in various industry HR awards. These achievements make CareFlight an organisation of which our staff are proud.

Award-winning excellence and recognition

Over the past year, we have been recognised for our exceptional contributions and achievements across various domains. We were honoured as an HRD 5 Star Employer of Choice, reflecting our commitment to outstanding workplace practices and employee satisfaction. The Australian Aviation Awards further acknowledged our excellence in the aviation industry, celebrating our innovation and operational efficiency.

CareFlight’s work has also been acknowledged internationally. Last year we were honoured with The Barry Marsden Memorial Award for 2023 by The Honourable Company of Air Pilots (London). This award recognises outstanding contributions to life preservation during natural disasters.

Our dedication to engineering excellence was highlighted as we were named a finalist for the Engineering Professional of the Year 2023. Demonstrating our impactful community work, we won the Australian Charity Award for Outstanding Achiever 2023. We were also recognised for our educational efforts, earning the title of Outstanding Educational Provider at the Not-for-Profit Leadership Awards 2023. Additionally, our nursing and midwifery team were esteemed nominees at the Nursing and Midwifery Excellence Awards, showcasing our commitment to healthcare excellence.

Board Award Winners

Kurt Pride – Chief Aircrew Officer



Kurt Pride joined CareFlight in 2018 as an Aircrew Officer based at Westmead. His dedication and foresight were evident from the start, taking initiative on numerous projects and contributing significantly to our operations.

Recently, Kurt has taken on the role of Chief Aircrew Officer. In this capacity, Kurt has shown unwavering commitment, often spending extended periods away from home to support our Aircrew Officers nationwide.

Shane Trevithick, Director NSW Medical Services and Retrieval Specialist, NSW Clinical



Shane Trevithick joined CareFlight as a registrar in 2003. By 2007, he had advanced to the role of Medical Director for our clinical teams, collaborating with NSW Ambulance to provide Helicopter Emergency Medical Services services across the Greater Sydney area.

For more than 15 years, Shane has played a crucial role in recruiting and training over 280 outstanding registrars. These registrars have collectively completed more than 30,000 shifts, contributing to countless lifesaving efforts.

Shane’s commitment to saving lives is evident in his multifaceted career. He balances his responsibilities at CareFlight with his work as an emergency specialist at Nepean Hospital and his role as Senior State Retrieval Consultant with the NSW Ambulance Aeromedical Control Centre.

CAREFLIGHT’S EMPLOYEES = 641



138

Doctors



84

Nurses



123

Aviators and engineers



62

Drivers and Patient Transport Drivers



25

Logistics



120

Support Services, Admin, Marketing and Fundraising



89

Educators



Employee Engagement Survey

Since its inception in 2017, CareFlight’s biennial employee engagement survey has been a vital tool for gauging staff satisfaction and identifying areas for growth. The 2023 survey, our fifth to date, revealed that 90% of employees are proud to work for CareFlight and would recommend it as an excellent workplace. This overwhelming endorsement highlights our commitment to fostering a positive and supportive work environment.

CareFlight’s Impactful Awareness Events

CareFlight hosted three morning tea events across all our bases to celebrate and raise awareness for important causes. In honour of International Women’s Day, we highlighted influential women throughout history and within CareFlight, recognising their remarkable contributions. Additionally, for White Ribbon Day, we organised a morning tea and fundraiser to support the

global movement focusing on preventing violence against women and children. On R U OK? Day, our morning teas facilitated conversations about mental health and the significance of support networks. These events reflect our dedication to community engagement and raising awareness of critical social issues.

CareFlight committed to gender equality

CareFlight is actively addressing and striving to eliminate disparities in pay based on gender, a critical aspect of fostering a fair and inclusive workplace. By prioritising gender pay equity, CareFlight emphasises its broader commitment to diversity, equity, and inclusion.

Staff health and wellbeing

At CareFlight, we prioritise the health and mental wellbeing of both our patients and staff. We are committed to supporting our employees through various initiatives, including the ongoing “15 Minute Challenge,” which encourages staff to engage in fun activities that promote wellbeing and health. Additionally, we are enhancing our flexible working policy to promote a balanced workplace environment.

Our Mental Health and Wellbeing Workgroup remains dedicated to exploring innovative approaches to enhance employee health and wellbeing. While our Employee Assistance Program (EAP) continues to offer confidential counselling and support services, including financial and legal assistance.



Veronica’s Journey

Partnership Impact and Professional Development at CareFlight

Veronica’s journey with CareFlight embodies the transformative impact of dedicated programs and strategic partnerships in fostering professional growth and community engagement. Relocating from Queensland in 2020, Veronica joined CareFlight with a clear goal of advancing her career. Supported by Viva Energy sponsorship, Veronica began her journey as an administrative trainee.

Since transitioning into her role in September 2022, Veronica has thrived in CareFlight’s dynamic and supportive environment, collaborating with professionals across various disciplines. Her engagement in industry events and community outreach programs, such as the hangar ball and initiatives in remote communities, has enriched her experiences and broadened her professional network.

Veronica’s progression has been supported by the Indigenous Youth Mobility Program (IYMP), providing essential resources such as transportation, interview preparation, and ongoing mentorship. This comprehensive program facilitated Veronica’s integration into the workforce and equipped her with skills crucial for her professional success.

Her dedication and the backing of the Viva Energy partnership enabled Veronica to take on the role of Administration Officer in January 2024. In this capacity, she manages diverse responsibilities, from administrative duties to optimising operational efficiencies within CareFlight.

Veronica’s journey highlights CareFlight’s dedication to reconciliation and diversity. Together with Viva Energy, we create inclusive workplaces, nurturing talent like Veronica’s and supporting career growth. We remain committed to providing meaningful employment and fostering cultural understanding, empowering Indigenous and rural youth for successful careers.



Fundraising

Thanks to the generosity of our donors, supporters, and volunteers, this past year marked another successful chapter for CareFlight Fundraising. Across various channels including Regular Giving, Events, Bequests, Direct Mail, Digital Appeals, and the sale of CareFlight Bears and Raffles, our fundraising initiatives remained robust in furthering our mission to save lives, facilitate recovery, and support the community.

Bequest revenue grew by 50% compared to the previous year. Donors who choose to leave a gift in their Will to CareFlight help create a legacy that can save the lives of Australians for generations to come.

While our events in the NT and NSW not only raised funds for CareFlight but also strengthened community engagement.

Community engagement and events

The support from community events directly facilitates the lifesaving work we do in communities throughout Australia, helping raise funds for the Mounties Care CareFlight Rapid Response Helicopter in Greater Sydney, as well as our nationwide aeromedical operations and education programs.

Serving the community is central to CareFlight’s mission, so we actively engage with those we serve. In NSW, our Community Engagement and Events Team has been actively representing CareFlight and showcasing our aeromedical operations to local communities.

Roadshows

After a successful year in 2022, CareFlight Roadshows were back in 2023/24. Teams from across the organisation engaged with local communities and supporters, providing information about our lifesaving work. In addition to our Sydney roadshows we visited Coffs Harbour, Port Macquarie, and Forster-Tuncurry where we highlighted our Northern NSW Patient Transport Service, crucial for connecting regional patients with major health hubs. Participants at the roadshows also learnt about our expansive training programs and critical operations in the Northern Territory’s Top End.

Club CareFlight prize draws

In November, business owners and representatives gathered at the Bankstown CareFlight hangar in NSW for the annual Club CareFlight Business Support Program prize draw. Club CareFlight is a program that allows small to medium-sized businesses to support CareFlight’s critical work. The prize draw winner, Diab Engineering from Western Australia, will have their business logo displayed on a CareFlight local aircraft throughout 2024.

In February, CareFlight NT hosted the annual Club CareFlight logo draw, where local NT businesses participated in a networking and base tour event. The highlight was the SpinWin Wheel, which determined the business logo to be featured on the Agusta-Westland 139 Helicopter for the next 12 months. Hastings Deering



was announced as the winner, securing this prominent placement on the NT rescue helicopter.

These events highlight the important role of local businesses in supporting CareFlight’s mission. The participation of these businesses is crucial in enabling CareFlight to continue providing lifesaving services to the community.

Events

In January, over 350 cyclists participated in the 2024 Tumut Cycle Classic through the Snowy Mountains. CareFlight was a fundraising recipient raising \$20K to support our aeromedical services and training programs.

In March, CareFlight attended Airshows Downunder Shellharbour 2024. Our helicopter training simulator, ‘HeliSim,’ provided attendees with a unique insight into our work, replicating the environment where our medical

\$50,000

raised at the
Sydney Chinese Lions 2024 Charity Ball

teams deliver advanced trauma care. Also in March, we attended the Camden Show, where we were awarded Best Community Display.

At the Sydney Chinese Lions 2024 Charity Ball, CareFlight was the fundraising recipient, with \$50K raised on the night through auctions to purchase lifesaving medical equipment for our rapid response helicopter. We are deeply grateful for the support from the Sydney Chinese Lions Club.

The NSW Seniors Festival Expo at the International Convention Centre, Darling Harbour, was another key event allowing us to showcase our services and connect with the community.

As we look forward to upcoming community events, talks, and base visits, we want to express our gratitude to our supporters. Their contributions make our lifesaving work possible.



Vet Bear Laura



Beekeeper Bear Dan



Tenpin Bowler Bear Terri



Butcher Bear Barry



Barry the Butcher’s Companion Duke



NT Community engagement and events

During the year, CareFlight Top End organised over 32 community events, becoming the bridge between our mission and the hearts of people everywhere across the Top End.

The major highlights for the year include:

NT Hangar Ball

In August 2023, the annual NT Hangar Ball celebrated CareFlight’s achievements in delivering aerial medicine and trauma care training across the Top End since 2007. The successful event raised \$197K.

2023 Jatbula Challenge

Twelve Australians successfully raised \$40K as part of CareFlight’s new Top End initiative, the 2023 Jatbula Challenge. This inaugural event attracted nationwide interest, with participants eager to reach their individual fundraising targets to support CareFlight’s work in the Northern Territory.

The six-day challenge took participants along the popular Jatbula Trail, a 62km path on the western edge of the Arnhem Land escarpment. This trail, historically traveled by generations of Jawoyn people, is highly sought after during the Northern Territory dry season with restrictions to the number of passes given out. Recognising the importance of CareFlight’s work in the Top End, NT Parks and Wildlife donated a six-day window for the fundraiser participants.

CareFlight Territory Challenge

The CareFlight Territory Challenge held in April 2024 successfully raised over \$17K. Several events were organised around Darwin to promote the Challenge and engage the community. CrossFit Darwin, the major partner, played a key role in designing and implementing the main fitness program.

Deckchair Cinema Fundraiser

The fundraising event at Deckchair Cinema in April exceeded our expectations, becoming a tremendous success raising \$5K. Attendees enjoyed a fantastic evening, watching a great movie, savouring delicious food donated by local businesses, and interacting with the dedicated heroes from the CareFlight team.

Other events

Across the dry season, CareFlight NT hosted many other community events to help connect with people in the community whilst raising funds. This includes the V8 Supercars, 4WD Camping and Fishing Expo, Royal Darwin Show, Pitch Black Day, Charity Golf Day, Lions Beer Can Regatta, Hilton Hotel Charity Breakfasts, Trivia Nights and Bunnings BBQ Fundraisers.

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

- Winston Express Haulage Pty Ltd
- Henfresh
- Hastings Deering (CAT)
- Fearless Flyers Inc
- Wagner Group Services
- Thinktank
- Robson Civil Projects Pty Ltd

Gold

- Williams Fashion Logistics
- Diab Engineering
- Noppen Air Pty Ltd
- Kellyville Landscape Supplies
- Tong Li Management Pty Ltd TA Tong Li Supermarket
- Fishing and Outdoor World
- Liam Investments Pty Ltd
- Sitzler

Silver

- Sarmort Engineering Pty Ltd
- Pickles Auctions
- Relec Switch Boards
- Castlebar Pty Limited
- Shamrock Chemicals NT Pty Ltd
- Sheffield Blades
- Emotional Healing Made Easy
- Supercare Cleaning Pty Ltd
- Industrial Printing Company
- Wright Tender Meats
- Lacnam Paints Australia
- Findex
- The Bottle-O Arndell Park
- Central Coast Roadside Assistance

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 Elaine Alexander
- Estate of the Late Katherine Andrews
- Estate of the Late Verna Bomford
- Estate of the Late Gwendoline Brian
- Estate of the Late Ruth Wingate Bright
- Estate of the Late Raymond Henry Brough
- Estate of the Late Brian Hal Casey
- Estate of the Late Darryl Connell
- Estate of the Late Shirley Ivy Cook
- Estate of the Late Bessie Ruth Davis
- Estate of the Late Jonathan W De Burgh Persse
- Estate of the Late Susan Jean Ellison
- Estate of the Late Christine Evans
- Estate of the Late Ann Gray
- Estate of the Late Barbara Hayes
- Estate of the Late Maree Higlett
- Estate of the Late Geraldine Kenway
- Estate of the Late Gladys Maude Kidd
- Estate of the Late Mavis Vera Mann
- Estate of the Late Henry Duncan May
- Estate of the Late Evelyn Morrow
- Estate of the Late June Patricia Muller
- Estate of the Late Angela Pearson
- Estate of the Late Marion Ralph
- Estate of the Late Kathleen May Raven
- Estate of the Late Arthur Edmund Ruckert
- Estate of the Late Fay Beverly Selby
- Estate of the Late Audrey Edith Stamp
- Estate of the Late Charles Sutton
- Estate of the Late Boyd Robert Taylor
- Estate of the Late Eric Tweedale



Sponsors

Naming Rights Partners

NSW Rapid Response Service



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.

- Allport Bequest
- Andrews Foundation
- APA
- APS Foundation
- Balgowlah RSL
- Bendigo Bank
- Border Trust
- Castle Hill RSL
- Catalina Country Club
- Cecelia Kilkeary
- Charlestown Bowling Club
- CITIC Pacific Mining
- City of Sydney RSL
- Cobar Bowling and Golf Club
- Coca-Cola Australia Foundation
- Coffs Ex-Services Memorial and Sporting Club
- CommBank Staff Foundation
- Darwin Lions Beer Can Regatta
- DOOLEYS Lidcombe Catholic Club
- Endeavour Energy
- Forestville RSL Club
- FRRR
- Glencore
- Goulburn Soldiers Club
- Hornsby RSL
- James N Kirby
- Lendlease
- Lithgow and District Bowling Club
- Mayfield Ex-Services Club
- Morialta Trust
- NAB Community Foundation
- Newcastle Permanent
- NSW Reconstruction Authority
- Panthers North Richmond
- Panthers Port Macquarie
- Parramatta Leagues Club
- Perpetual Trustees
- RP Medical Fund
- Ryde-Eastwood Leagues Club
- Sawtell RSL Club
- Smartgroup Foundation
- St Johns Bowling Club
- Swiss Re
- The Black Summer Bushfire Recovery Grants Program
- The Carolyn and Michael Gray Foundation
- The Centenary Foundation
- The Community Benefit Fund
- The Corio Foundation
- The Entrance Leagues Club
- The Humpty Dumpty Foundation
- The James Bedwell Endowment
- The Myer Community Fund
- The Woodend Foundation
- Twin Towns Services Community Foundation
- Wangi District Workers Club
- Wenty Leagues
- West Tamworth League Club
- Wests HQ
- Windsor RSL
- Yamba Bowling and Recreation Club

Financial Performance

Income Statement

for the year ended 30 April 2024

	2024	2023
	\$	\$
Revenue	135,937,327	101,760,913
Operations and administration- costs of personnel	(70,600,924)	(62,405,506)
Direct costs of aeromedical operations	(25,080,015)	(23,175,842)
Fundraising costs- donations and sponsorship	(3,673,855)	(4,189,894)
Fundraising costs- merchandising and events	(1,167,250)	(1,452,878)
Depreciation expense – property, plant, and equipment	(2,801,003)	(2,410,116)
Depreciation expense – right-of-use assets	(4,075,391)	(4,296,327)
Impairment and revaluation adjustment	-	3,808,455
Insurance expense	(1,417,050)	(1,261,576)
Support costs	(7,228,558)	(5,857,467)
Gain on sale of assets	84,549	26,690
Foreign exchange gain/(loss)	50,550	(28,696)
Finance expense	(1,407,318)	(1,024,830)
Total surplus/(deficit) for the year	18,621,061	(507,074)
Other comprehensive income/(expense) items that may be reclassified to surplus		
Gain/(loss) on revaluation of investments	301,849	(4,701)
(Loss)/gain on revaluation of non-current assets	(199,947)	562,149
Total comprehensive income for the year	18,722,963	50,374

Balance Sheet

as at 30 April 2024

	2024	2023
	\$	\$
Current assets		
Cash and cash equivalents	9,357,665	3,711,420
Trade and other receivables	7,948,238	14,201,828
Inventories	1,227,528	976,821
Investments	5,191,981	6,965,750
Total current assets	23,725,412	25,855,819
Non-current assets		
Trade and other receivables	243,643	469,594
Property, plant, and equipment	33,998,951	24,518,386
Right-of-use assets	30,340,182	33,592,550
Total non-current assets	64,582,776	58,580,530
Total assets	88,308,188	84,436,349
Current liabilities		
Loan and borrowings	-	8,523,176
Trade and other payables	9,439,035	9,823,208
Income received in advance	6,412,738	6,344,415
Lease liabilities	4,409,505	4,086,541
Employee benefits	5,994,155	5,784,233
Total current liabilities	26,255,433	34,561,573
Non-current liabilities		
Trade and other payables	233,333	433,333
Lease liabilities	18,536,243	22,503,838
Provisions	-	2,690,070
Employee benefits	1,088,351	775,670
Total non-current liabilities	19,857,927	26,402,911
Total liabilities	46,113,360	60,964,484
Net assets	42,194,828	23,471,865
Equity		
Reserves	6,776,283	6,674,381
Retained surplus	35,418,545	16,797,484
Total equity	42,194,828	23,471,865



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