



**LifeFlight**

**ANNUAL REVIEW**  
**2016-17**





## **OUR VISION**

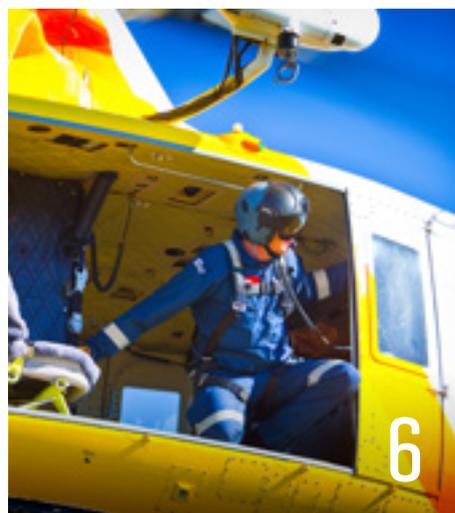
TO BE THE FIRST  
CHOICE CHARITY  
AND AEROMEDICAL  
EVACUATION  
ORGANISATION.

## **OUR MISSION**

TO SAVE LIVES AND  
SERVE THE COMMUNITY  
THROUGH THE PROVISION  
OF RAPID RESPONSE  
CRITICAL CARE.

# CONTENTS

Chairman's Message	4-5
A Year in Review	6-7
The Board	8-9
CEO's Message	10-11
Funding Model	12
Our People	13
Record year for patient care	14-15
Community Helicopters Report	16-17
Our Assets and Bases	18
Our most remote base - Mount Isa	19
Air Ambulance Report	20
Locations Flown	21
LifeFlight Foundation	22-23
One-armed woodchopper reunites with hero	24-25
Pioneer now passionate volunteer	26
LifeFlight Coordination Centre Report	27
Training Academy Report	28
Commercial Partners Report	29
LifeFlight Retrieval Medicine	30-31
Farmer trampled by angry bullock	32
Engineering Report	33
Corporate Governance/Compliance & Safety	34
Gift of life for gifted musician	35
Financials	36-37
Our Sponsors & Supporters	38-39





# CHAIRMAN'S MESSAGE



## I am pleased to present the 2016-17 LifeFlight Annual Review on behalf of the Board and the Executive Leadership Team.

When LifeFlight proudly says it has delivered another record year, the reality of that means our incredible hard-working and highly-skilled team have not produced greater profits – more importantly, they have saved more lives and given a record number of people around Queensland a second chance.

For the first time in our history, we achieved a major milestone of helping over 5000 people, with our aeromedical crews aboard community rescue helicopters and Air Ambulance jets performing a record 5,342 missions – a 10 percent increase on 2015-16.

The record year pays testament to the growing importance that our aeromedical crews play in Queensland, especially in rural and remote areas, in their lifesaving missions.

Old, young, from the outback or the suburbs; our dedicated crews are focussed on giving everyone in Queensland equal access to emergency medical care, regardless of location.

The Board and Executive decision to commit to a new and modern fleet, led initially by the introduction of three new AW139 helicopters, has helped to provide an efficient and high-tech platform for many of those rescues.

It has been a wise, crucial and necessary decision and has proven to be the right

investment strategy as we have moved from an ageing fleet approaching its use-by date to a more functional fleet – but it does come at a high cost to the business.

There have been financial challenges in 2016-17 around a more operationally expensive fleet which meets increasing service standards, however we have continued to work closely with our communities, sponsors, supporters and the Queensland Government to ensure the service is maintained.

This year we recorded our first operating loss in the history of the organisation, which is a reflection of the cost pressures resulting from record-high tasking by Retrieval Services Queensland, which have not been met by our own funding sources.

LifeFlight, along with the other rescue helicopter providers servicing Queensland communities, have been heavily engaged in discussions with the Queensland Government around appropriate funding for a world class aeromedical service - a dialogue which is ongoing and productive.

LifeFlight prides itself on being a financially viable service and the Board and Executive continue to work hard at maximising all revenue sources whether they are provided by the taxpayer, fundraising supporters or our own strategic profit-for-purpose ventures.

The record year has also presented significant operational challenges which has resulted in some difficult decisions such as the determination to find the best aeromedical fit for our third AW139 for the most suitable regional base.

It has also been a year of corporate renewal and board reorganisation – the renewal coming in the form of the launch of the LifeFlight Foundation which supports the emergency aeromedical services of LifeFlight Australia.

The Board reorganisation has seen the departure of several long-serving directors and the reduction in the size from 10 to eight with Jan Taylor replacing our long serving and dedicated Director and former chairman, Mr Peter Young who has moved into retirement.

We thank Peter for his decades of service and contribution, in playing a vital and integral role in the growth of LifeFlight. His wise counsel and commitment to LifeFlight will be missed.

Great partnerships continue to play a critically fundamental part in our missions and operations, including our 24-year sponsorship with RACQ, vital partnerships with the Federal and State Governments along with Brisbane City and Regional Councils - through to our many community and corporate relationships which provides the torch of trust and respect which we proudly carry throughout Queensland.

**The Hon. Robert Borbidge AO**  
Chairman  
LifeFlight Australia

# A YEAR IN REVIEW



LifeFlight celebrated 36 years of lifesaving missions in Queensland and around the world – anyone, anywhere, anytime



LifeFlight's aeromedical crews, community rescue helicopters and Air Ambulance jets performed a record total of 5,342 missions throughout Queensland and the rest of the world



RACQ LifeFlight Rescue now covers 41 council regions in Queensland and northern New South Wales, providing services to 75% of the state's population



Across Queensland, LifeFlight Retrieval Medicine supplies 130 doctors to RACQ LifeFlight Rescue helicopters, Air Ambulances and other aeromedical services



LifeFlight's Air Ambulance Division flew 324 domestic and international missions throughout Australia and around the world – an increase of 32%



Every critical rescue mission costs around \$12,500



LifeFlight crews airlifted 241 patients whose injuries resulted from motor vehicle accidents, including motorbike and quad bike accidents



Children and patients under the age of 18 made up 333 rescues – 20% of all missions



RACQ LifeFlight Rescue helicopters safely transferred 60 precious neo-natal babies in need of urgent specialist care - almost double the number transferred last year



# THE BOARD

## LIFEFLIGHT AUSTRALIA



### **HON. ROBERT BORBIDGE AO**

CHAIRMAN (NON-EXECUTIVE)

The Hon. Robert Borbidge AO became Chairman of LifeFlight Australia in July 2013 and has led the recent growth of LifeFlight and the fleet renewal program.

The 35th Premier of Queensland, Rob Borbidge led a minority National Liberal Coalition Government from 1996 to 1998. He served in senior Cabinet posts, was Deputy Leader and Leader of the Opposition before retiring from politics in 2001 after serving more than 20 years as the Member for Surfers Paradise.



### **HON. JIM ELDER**

DEPUTY CHAIRMAN (NON-EXECUTIVE)

Former Deputy Premier of Queensland, Hon. James (Jim) Elder has a long history of serving Queensland communities. Jim has served in a number of capacities at LifeFlight over the past 15 years and brings an abundance of government policy knowledge and experience. During more than 12 years of parliamentary service with the Queensland Government, Jim worked across portfolios in State Development and Trade, Transport, Health, Business, Industry and Regional Development, as well as Youth, Sport and Recreation.



### **ASHLEY VAN DE VELDE**

DIRECTOR (EXECUTIVE) AND CHIEF EXECUTIVE OFFICER

Ashley van de Velde has devoted his life to LifeFlight's mission and vision and has been CEO of the organisation for more than two decades, starting as an Aircrewman. He has been with the aeromedical service since the beginning, from when he was a Queensland Water Police Officer which led to him volunteering on the rescue helicopter back in 1981. Since then, Ashley has been responsible for LifeFlight's growth and successful diversification nationally and internationally and is committed to ensuring quality aeromedical care is available to local and remote communities.



### **STEWART MORELAND**

DIRECTOR (NON-EXECUTIVE)

Stewart Moreland has a strong commitment to philanthropic endeavours which saw him serve as Chairman of LifeFlight for seven years from 2006 to 2013. He has remained as a Director since then and his company IOR Petroleum is a LifeFlight Business Partner. Stewart's additional business interests include aviation and marine charter, computer software and hardware development.



### **JAN TAYLOR**

The former Director of Fair Trading and Commissioner for Consumer Affairs, Jan has a long history of serving Queensland in both the public and private sectors. Jan has worked with United Nations agencies and has also been an independent non-executive director on a number of commercial and not-for-profit boards in the private sector. Jan established JTA Australia with her particular expertise in strategic communication, stakeholder engagement, community consultation and education and awareness.



### **COLIN ARCHER**

**DIRECTOR (NON-EXECUTIVE)**

Colin Archer is an accountant with more than 30 years' experience, having founded Archer Gowland Chartered Accountant in 1981 and Archers Body Corporate Management in 1982. Colin is also the Managing Director of Archer Rural, Chairman of Retail Food Group Ltd, Founding President of Strata Community Australia and a Director of Sunshine Coast Helicopter Rescue Service before the 2013 merger with LifeFlight.



### **ROD FORRESTER**

**DIRECTOR (NON-EXECUTIVE)**

Rod is a highly successful Sunshine Coast businessman and was a Director of the Sunshine Coast Helicopter Rescue Service from 2002 to 2013 when he joined the LifeFlight board. The founder of Forrester Parker Group, Rod went on to head FKP Limited. His extensive community commitment has included: Founding Chairman of Matthew Flinders College; University of Sunshine Coast Board Member; and Chairman of their Capital Work's Committee and Deputy Chancellor.



### **PAUL TURNER**

**DIRECTOR (NON-EXECUTIVE)**

Paul Turner has worked for more than 30 years in media, politics, public relations and corporate communications for companies such as Bank of Queensland and Origin Energy. Paul is RACQ Chief Communications Officer and represents LifeFlight's naming rights sponsor on the board. He has previously worked in politics as a media advisor and chief of staff and began his career as a newspaper journalist on the Sunshine Coast.

## **LIFEFLIGHT RETRIEVAL MEDICINE BOARD**

The LifeFlight Retrieval Medicine (LRM) board provides their expertise and leadership to govern LRM. We thank them for their service in 2016-17.

Jim Elder - Chairman

Allan MacKillop - Chief Medical Officer

Rod Forrester - Deputy Chairman

Ashley van de Velde - Managing Director



“  
WE ARE FAST APPROACHING ANOTHER  
SIGNIFICANT MILESTONE WITH OUR  
LONGEST-SERVING PARTNER RACQ  
”

# CEO'S MESSAGE



**The pride which we at LifeFlight feel in completing another record year of missions, is matched by the satisfaction of knowing that we have provided thousands of people with a second chance at life.**

LifeFlight continues to be there for Queenslanders and visitors to Queensland in their hour of need – whether we are called on because of accidents, mishaps, illness or due to natural disasters such as floods. The commitment and dedication to patients of everyone who works for LifeFlight is unwavering – 365 days of the year.

The end of the 2016-17 financial year marked the busiest in our 36-year history, with our doctors, nurses, paramedics, aircrews, community rescue helicopters and Air Ambulance jets performing a record 5,342 missions – professionally supported behind-the-scenes by a team focussed on the core purpose of saving lives and improving health outcomes for sick or injured patients.

Support and respect from the community, especially regional communities, has never been stronger as LifeFlight provides reliable access to emergency, lifesaving aeromedical care, at no cost to those we save – anyone...anywhere...anytime.

We do however continue to rely on the community to help raise nearly 30 percent of operating costs for the iconic RACQ LifeFlight Rescue helicopter service and I thank them for their support and compassion.

Our decision to future-proof our fleet and embark upon a renewal program with modern AW139 aircraft has allowed us to deliver the higher standards of lifesaving aeromedical service which is required in a vast and populous state such as Queensland.

While the introduction of three new AW139 aircraft has helped us to respond to an increased rate of effort for tasking in south-east Queensland, LifeFlight has also improved services to other regions from our bases in Bundaberg, Mount Isa, Toowoomba and the Sunshine Coast.

The introduction of AW139 aircraft has been a crucially important and necessary investment decision as we have moved from an ageing fleet approaching its use-by date to a more functional and reliable fleet – but it does come at a high cost to the business.

As the rate of effort, which is determined by tasking from Retrieval Services Queensland, constantly increases we need to regularly review the appropriate allocation of aircraft across our network based on a number of factors but always with a mind to delivering the safest, most efficient and most reliable service possible to the community.

These decisions are never taken lightly and I acknowledge that they can sometimes lead to disappointment from the communities we serve and from LifeFlight staff.

The redeployment of a BK117 to the north-west base in Mount Isa (replacing the Bell 230) offers a better medical platform, improved speed and range and allows for two patients to be transported in most situations (compared to one previously), while the relocation of a Bell 412 to Bundaberg also has improved the capability in that region.

Operations at the Mount Isa base were assured for another year with the decision by the Queensland Government to provide a new 12-month \$2.4 million funding package.

Aeromedical services to Toowoomba and the south-west were also boosted with LifeFlight and its SGAS partners providing greater access to two Bell 412 rescue helicopters, as that region continues to experience a 10 percent year-on-year increase in lifesaving missions.

Our partnerships with other organisations continue to thrive and provide the bedrock of our operations and commercial model. One example of this is the Royal Flying Doctor Service (RFDS) with whom we work closely for tasking in Mount Isa, as well as sharing facilities at our Bundaberg base.

We also provide our LifeFlight doctors for some of their services and support RFDS' aeromedical tasking of their clinics at traditional bases through our LifeFlight Coordination Centre.

We are fast approaching another significant milestone with our longest-serving partner RACQ which next year will reach 25 years of support – an extraordinarily durable and proud record for any modern corporate partnership. RACQ's partnership with LifeFlight is its longest continuous community partnership and one which is highly valued by RACQ members.

An important realignment in 2016-17 was the Queensland Government's decision to move the governance of LifeFlight's contract with Government from the Public Safety Business Agency back to Queensland Health. LifeFlight supports this move given our logical alignment with Queensland Health, which is responsible for funding and coordinating the frontline services that LifeFlight provides to the Queensland public. We thank PSBA and its staff for their support and co-operation over the past three years.

We have also expanded LifeFlight's Air Ambulance service with four jets strategically located in Queensland and Singapore which are flying more missions than ever and providing a profit-for-purpose return to the community helicopter rescue service.

In more than 10 years of Air Ambulance operations, LifeFlight has repatriated over 1,600 patients in need of medical care throughout Australia, the Asia-Pacific and beyond.

LifeFlight's dedicated fleet of medically configured Air Ambulance jets are on standby 24/7 and provide both rapid response and scheduled medical transports to clients domestically and internationally.

Each year brings new challenges for LifeFlight, and based on recent history, an increased demand for services. I am extremely proud of our ability to continue to respond to these challenges and help people in our community at a time in their life when they might be facing their greatest challenge.

**Ashley van de Velde**  
Chief Executive Officer  
LifeFlight Australia

# FUNDING MODEL



**63%**  
**GOVERNMENT FUNDING**

10-year service agreement with the Queensland Government and Government grants

**25%**  
**FUNDRAISING/  
SPONSORSHIP**

Community donations, appeals, bequests, grants, corporate partnerships and sponsorships

**12%**  
**SOCIAL ENTERPRISE**

Shortfall funded by Air Ambulance, LifeFlight Retrieval Medicine and LifeFlight Training Academy

All net proceeds generated by the commercial divisions of LifeFlight Australia are directed back to the RACQ LifeFlight Rescue community helicopter service.



# OUR PEOPLE

LifeFlight has saved a record number of lives over the past year, giving 5,342 people a second chance at life.

Our dedicated team of aeromedical crews, engineers, aviation operation coordinators, support staff and volunteers work tirelessly to bring world-class aeromedical care to patients in need.

LifeFlight has had a milestone year, supported by a team of 403 employees and 135 volunteers who work both on the front line and behind-the-scenes to help save lives.

This lifesaving service would not be possible without LifeFlight's passionate staff members and volunteers who give their time, skills and expertise to deliver world-class aeromedical care across LifeFlight's network of community helicopters and Air Ambulances.

We thank every staff member and volunteer for their commitment throughout 2016-2017 and celebrate those who went above and beyond to help LifeFlight save anyone, anywhere and at any time.

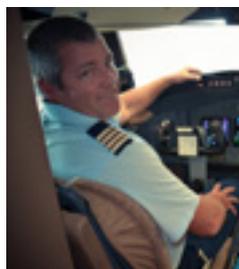
Join us in celebrating our staff members who have reached five and 10 year service milestones with LifeFlight:

## 5 YEARS

Robert Boyd, Greg Gatt, Anthony McKenna, Eddie Balarezo, Kenneth (Red) Goodwin, Traci Hayman, Brad Moulds, Daniel Moretti, Kiley Blackhall, Malcolm Edie, Shane Hoani, Amanda Armitage, Mike Thomas.

## 10 YEARS

Dan King, Aaron Regan, Dean Bordiss, Dave Thomas.



### DEAN BORDISS

DEPUTY CHIEF PILOT – FIXED WING

Dean has flown approximately 3000 flight hours over 10 years of service with LifeFlight. As Deputy Chief Pilot – Fixed Wing, Dean helps to oversee the safety and operation of LifeFlight's 18 fixed wing pilots. Dean has been involved in a number of challenging missions over the past year, including aeromedical retrievals to Bangladesh and South Africa.



### AMANDA DRYDEN

TECHNICAL SERVICES ENGINEER

Amanda has been working with LifeFlight for two years and is based at LifeFlight's Maintenance Facility at Archerfield Airport. As Technical Services Engineer, Amanda is part of the team responsible for the ongoing maintenance requirements for LifeFlight's fixed wing and rotary wing aircrafts. Amanda's role involves complex logistics which makes no two days the same.



### DR FIONA STONLEY

LIFEFLIGHT CRITICAL CARE DOCTOR

Dr Fiona Stonley joined LifeFlight Retrieval Medicine as a Critical Care Doctor in February 2017 from the United Kingdom. She has worked at two of LifeFlight's busiest community helicopter bases - Maroochydore and Toowoomba. Dr Stonley has helped many patients in their greatest hour of need and is LifeFlight's first partially-deaf Critical Care Doctor.



### DR KRIS KLEIN

EMERGENCY MEDICINE CONSULTANT

Dr Kris Klein has worked for LifeFlight as an Emergency Medicine Consultant for more than seven years. As one of LifeFlight Retrieval Medicine's senior staff, Dr Klein works on both fixed wing and rotary wing aircraft, treating hundreds of patients across Australia and the world. Dr Klein currently operates out of the Brisbane LifeFlight base.

# RECORD YEAR FOR PATIENT CARE

**In 2016-17 LifeFlight crews and doctors gave a record number of people a second chance, performing a total of 5342 lifesaving missions – an increase of more than 10 percent.**

It marked the busiest year in the 36-year history for our aeromedical crews aboard our community rescue helicopters and Air Ambulance jets along with the work of our critical care doctors on rescue aircraft for other providers around Queensland including Royal Flying Doctor Service and QG Air.

The RACQ LifeFlight Rescue helicopters alone – based at Brisbane, Toowoomba, Maroochydore, Bundaberg and Mount Isa – performed a total of 2154 missions in Queensland and northern New South Wales costing almost \$27 million – at no cost to patients.

LifeFlight's Air Ambulance jets, sponsored by RACQ, have also had their busiest year on record, performing 324 missions across 18 countries – an increase of 32% on 2015-2016.

LifeFlight Retrieval Medicine doctors treated and transported 4857 patients on board LifeFlight aircraft and other aeromedical retrieval services. Another 395 patients were flown by LifeFlight aircraft with other medical personnel on board.

The SGAS (Surat Gas Aero-Medical Service) helicopters also had a busy year with 101 missions flown from the Roma and Toowoomba bases, including community missions.

The record year was due to several factors, including the introduction of three new AW139 rescue helicopters, which has given the company increased capacity.

But it is the impact on the lives of the patients and their loved ones that matters

most – and the second chance at life that the aeromedical crews provide.

The most common type of illness requiring aeromedical treatment was cardiac conditions.

Avid off-road motorbike rider Cardell Turner nearly lost his life on a routine dirt bike ride in September 2016.

The 43-year-old Kingaroy local was riding through the forest trails between Cherbourg and Murgon when the throttle of his dirt bike suddenly jammed, throwing him over the handlebars into a hard, dry creek bed.

“  
**BUT IT IS THE IMPACT ON THE LIVES OF THE PATIENTS AND THEIR LOVED ONES THAT MATTERS MOST**  
”

The quick thinking action of Cardell's brother-in-law helped save his life. He managed to double Cardell on the back of his bike back to safety where an ambulance could reach them. Cardell was then rushed to Cherbourg Hospital but was in critical condition.

His only chance was an emergency airlift to Brisbane by the RACQ LifeFlight Rescue helicopter. Cardell was suffering from 12 fractured ribs on the left-hand side of his body, a punctured lung and several broken vertebrae. His chest wall had been completely cracked.

For Cardell to survive the flight to the Royal Brisbane & Women's Hospital, Dr El-Rabih had to perform an emergency procedure, inserting a drain into Cardell's chest to re-expand his lung and improve his ability to get oxygen to vital organs such as his heart and brain.

As an experienced rider, Cardell knew the importance of wearing safety gear – a decision which saved his life.

“The one thing we always made sure of when we went bike riding was that we wore our safety gear,” said Cardell.

“I think if it wasn't for the safety gear, especially the helmet, I would have been dead at the scene. The helmet didn't have one scratch or dint in it prior to the accident.

“My wife and children didn't know if they'd see me alive again when the chopper arrived.

“It created a lot of anguish for them. But the LifeFlight crew were in close consultation with my wife, advising her of everything they were doing and the importance of her helping to keep me calm and stable so I could be airlifted out.”

Cardell is slowly recovering and has returned to work. “There isn't a day that goes by that I don't think of, and quietly thank, the staff from LifeFlight,” he said.

With every lifesaving helicopter mission costing on average \$12,500, LifeFlight continues to rely on the support of sponsors and partners – including naming rights sponsor RACQ – along with the donations and support of everyday Queenslanders around the state.

“The work of the dedicated helicopter rescue crews can literally mean the difference between life and death and we congratulate RACQ LifeFlight Rescue on its record year,” said RACQ Chief Communications Officer Paul Turner.

“Both of our organisations are about helping Queenslanders, and RACQ is very proud that for 24 years, it has been the naming rights sponsor of LifeFlight's Rescue helicopters.”



LifeFlight past patient Cardell Turner suffered life-threatening injuries in a motorbike accident and didn't think he'd ever see his wife and children again.

# COMMUNITY HELICOPTERS

**RACQ LifeFlight Rescue celebrated 36 years of dedicated service by performing a record number of lifesaving missions over the past year – serving communities from the outback to the sea.**

The sight of an iconic blue and yellow RACQ LifeFlight Rescue helicopter overhead brings welcome relief to people everywhere in Queensland, where distance and time can be the difference between life and death.

RACQ LifeFlight Rescue performed 2,154 missions in 2016-17, airlifting a record number of patients who were impacted by serious illnesses or involved in life-threatening accidents or incidents.

LifeFlight's five community helicopter bases - located in Brisbane, Toowoomba, Bundaberg, Mount Isa and Sunshine Coast - cover 41 council regions in Queensland and into northern New South Wales.

From airlifting patients involved in serious animal attacks in outback Queensland, to winching critically ill passengers from cruise ships in the Pacific Ocean or off mountain tops, RACQ LifeFlight Rescue

responds to a range of emergency situations day and night.

Last year, RACQ LifeFlight Rescue landed at the scene of 471 accidents and 136 of these were motor vehicle accidents, which comprises 7 percent of all missions flown by the rotary wing.

Over one busy weekend in July, our choppers performed 17 missions in 48 hours, landing at the scene of nine accidents and airlifting eight patients between hospitals for further medical treatment. Five of these patients were involved in motor vehicle or motorbike accidents.

Cardiac conditions remain the most common medical illness treated by aeromedical crews, followed by serious illnesses/infections, respiratory conditions, neurological conditions and patients with abdominal complaints.

Inter-hospital transfers are the most common mission type performed by RACQ LifeFlight Rescue crews, where sick and injured patients are airlifted between hospitals in need of higher critical care. Without RACQ LifeFlight Rescue, these patients would be unable to receive the vital and lifesaving treatment they desperately need.

RACQ LifeFlight Rescue is able to fly hospital-grade emergency medical care to patients across the state, giving patients the best chance of survival and long-term recovery.

Helicopters are fitted with state-of-the-art emergency medical equipment and include a highly trained aeromedical team. This may include a LifeFlight Critical Care Doctor, Flight Paramedic or Flight Nurse. These medical crews work together in a cohesive team to provide the best possible patient care at the scene and thousands of feet in the air.

“  
**CARDIAC CONDITIONS REMAIN THE MOST COMMON MEDICAL ILLNESS TREATED BY AEROMEDICAL CREWS**  
”

Flight crews are made up of an experienced pilot and co-pilot (on the AW139) and aircrewman along with the medical crew. LifeFlight pilots must complete a minimum of 3,000 rotary wing flight hours before they can even take to the skies in a RACQ LifeFlight Rescue helicopter.



As a born-and-bred Queensland service, RACQ LifeFlight Rescue was there to assist fellow Queenslanders in the aftermath of Tropical Cyclone Debbie, rescuing three people from rising floodwaters in Southern Queensland in just 24 hours.

RACQ LifeFlight Rescue has seen its overall capability, rate of effort and fleet enhanced over the past year, due to the sale of old aircraft, with helicopters upgraded at three bases.

The Mount Isa-based RACQ LifeFlight Rescue helicopter was upgraded to a twin-engine BK117 model with improved speed, range and night vision goggle capability. The upgraded helicopter now allows for two patients to be transported in most situations.

The Bundaberg-based RACQ LifeFlight Rescue helicopter was also upgraded to a Bell 412 model helicopter and can airlift multiple trauma patients.

These fleet advancements have allowed RACQ LifeFlight Rescue to provide a more comprehensive lifesaving service to Queenslanders.

With every mission costing around \$12,500 - at no cost to the patient - RACQ LifeFlight Rescue could not survive without the generous support of naming rights sponsor, RACQ and other corporate sponsors, the Queensland Government, loyal supporters and donors and the dedicated communities which support us and help to keep the RACQ LifeFlight Rescue helicopters in the air and saving lives.

# OUR ASSETS & BASES



**9**  
 ROTARY WING  
 ASSETS



**4**  
 FIXED WING  
 ASSETS



**8**  
 BASE  
 FACILITIES



**10**  
 LRM  
 BASES

● CAIRNS +

● TOWNSVILLE ✈️ 🏠 +++

1 Lear 45  
 1 crew house

● MACKAY +

● MOUNT ISA 🚁 🏠

1 BK 117  
 1 crew house

+ ROCKHAMPTON ●

🚁 🏠 + ROMA ●

1 Bell 412

🚁 🏠 BUNDABERG ●

1 Bell 412  
 1 crew rental house

🚁 🏠 + TOOWOOMBA ●

2 Bell 412  
 1 crew on-site accom

🚁 + 🏠 ARCHERFIELD

2 AW 139  
 1 AS 350  
 1 crew on-site accom  
 Maintenance facility  
 Base facility and LRM base

● SUNSHINE COAST 🚁 🏠 +

1 AW 139  
 1 crew on-site accom

● BRISBANE ✈️ 🏠 +

1 Lear 45  
 Aviation Australia facility  
 Brisbane fixed wing base  
 C3 Operations  
 Brisbane corporate office

.....  
**SINGAPORE** ✈️

Challenger 604  
 Lear 60  
 .....



# MOUNT ISA BASE

**LifeFlight has operated from Mount Isa since merging with NQ Rescue in 2015. It has been 10 years since the rescue service was originally introduced to the region, thanks to the efforts and dedication of Alex Dorr who remains with LifeFlight as an AW139 co-pilot in Brisbane.**

In 2016-17, the Mount Isa service received significant funding support from the Queensland Government and operational upgrades to ensure the ongoing sustainability of the local service.

Minister for Emergency Services Mark Ryan announced in June 2017 that the Palaszczuk Government would provide \$2.4 million in funding to keep the RACQ LifeFlight Rescue helicopter in Mount Isa flying.

This funding was on top of the \$1.2 million provided by the Palaszczuk Government in 2015-16 to support the operations of LifeFlight's Mount Isa base until February 2017 plus \$800,000 in top-up funding announced by the government earlier this year.

LifeFlight CEO, Ashley van de Velde said the funding support is absolutely vital to ensure the ongoing service in the region.

"LifeFlight Mount Isa services a population across a vast and remote landscape and is a vital lifesaving lifeline which ensures

people in this remote region have access to critical care in their hour of need," Mr van de Velde said.

"The community has always supported LifeFlight and we are extremely pleased to have the opportunity to continue to provide our services to them."

LifeFlight last year began working more collaboratively with the Royal Flying Doctor Service in Mount Isa through the establishment of a new Aeromedical Joint Operations Oversight Committee, allowing better coordination of available aeromedical assets for patient emergencies.

The Oversight Committee Chair Tony McGrady also welcomed the additional funding which has ensured the viability of the local LifeFlight service.

"Services like LifeFlight are such a vital and lifesaving aspect of living in north-west Queensland and it is reassuring for all residents of the region to have ongoing support from the Queensland Government and LifeFlight to ensure that the service stays in the air," Mr McGrady said.

In another major improvement, LifeFlight introduced an upgraded helicopter to Mount Isa in July 2017.

The twin-engine BK117 offers a better medical platform, winch capabilities, improves speed and range, and allows for two patients to be transported in most situations. It is also Night Vision Goggle (NVG) capable with the team performing their first night mission in late

July to retrieve a cardiac patient from a Cloncurry mine site.

The upgrade asset is expected to enable the RACQ LifeFlight Rescue helicopter to significantly increase its flying hours in 2017-18.

“

**LIFEFLIGHT INTRODUCED AN UPGRADED HELICOPTER TO MOUNT ISA IN JULY 2017**

”

Community support in the region was an important factor in LifeFlight's decision to upgrade the Mount Isa helicopter with local supporters such as Glencore leading the way this year with the renewal of a two-year \$300,000 sponsorship.

The partnership funding, under the Glencore Community Program North Queensland, will be directed to the operational cost of the Mount Isa-based helicopter.

In another coup for the region, Queensland Health Minister Cameron Dick announced the construction of a new helipad at Mount Isa Hospital.

Additional funding support and operational upgrades have come at an opportune time with the Mount Isa-based LifeFlight base having a 32% increase in missions flown in 2016-17.



# AIR AMBULANCE

**For more than 10 years, LifeFlight's Air Ambulance jets have been providing both rapid response and scheduled medical transports for sick and injured patients around the country and around the world.**

LifeFlight's Air Ambulance jets, sponsored by RACQ, undertook a record number of missions in 2016-17, performing 324 aeromedical flights across 18 countries, an increase of 32 per cent on the previous year. We flew to a total of 97 destinations in Australia and around the globe.

Between LifeFlight's Lear 45 and Challenger aircraft, our jets have travelled to destinations such as Hawaii, Japan and United Arab Emirates.

On a more frequent base the jets flew to Fiji, Thailand, the Philippines and the Solomon Islands, along with regular various missions around Australia, airlifting patients north from Darwin and south from Melbourne.

With LifeFlight jets strategically based in Townsville, Brisbane and now in Singapore, the 2016-17 financial year saw the jets clock up more than 2000 hours in the sky.

Fixed Wing Chief Pilot, Paul Regli, said it was the dedicated crews and the people working hard behind the scenes and in the air, who helped make that

figure possible which, in practical terms, meant more people were given a second chance at life.

"I am very proud of our flight crews, engineers, and operations staff who work together to keep us in the air," said Paul.

LifeFlight's dedicated fleet of medically configured jets and crews are on standby 24 hours a day, 7 days a week. One mission from last year saw the Lear 45 complete a 30-hour long-haul flight from Shanghai to Auckland.

“**2016-17 SAW THE JETS CLOCK UP MORE THAN 2000 HOURS IN THE SKY**”

The crew was tasked to retrieve a patient from Shanghai who had suffered spinal injuries and pneumonia as a result of an accident in that city. It took four pilots, four medical teams and four days to complete the mission.

Domestically, the Lear 45 was tasked to pick up a five-year-old girl who had suffered a cardiac arrest and who was undergoing surgery on Thursday Island but she urgently needed to be airlifted to a hospital which was better equipped to treat her.

Our medical team worked alongside the Royal Flying Doctor Service (RFDS) and Queensland Health to airlift the young girl off the island and to Townsville Hospital, essentially saving her life.

Looking to the future, LifeFlight's Air Ambulance division is confident of further growth as we consolidate the LifeFlight Singapore operations with the inclusion of a Lear 60 jet.

"Expanding our fleet to include a Lear 60 will further complement LifeFlight's current fleet capability to undertake a variety of mission types," said Fixed Wing Operations Manager Peter Elliott.

The expanded operation will extend our scope of aeromedical operation around the world, especially a better service in South East Asia, but also solidify LifeFlight's market share across the region.





## LOCATIONS FLOWN THIS YEAR



**97** LifeFlight Air Ambulance flew to 97 destinations around the world to retrieve injured and ill patients from 18 different countries.



**324** Our jets took to the skies to treat and transport 324 patients, an increase of 32 percent on last year.



# LIFEFLIGHT FOUNDATION COMES OF AGE

In a landmark move for LifeFlight, the Board of LifeFlight Australia made the important decision to establish its own charitable Foundation which was launched on 1 July, 2017.

The LifeFlight Foundation is a community-based organisation, which remains part of LifeFlight Australia. It funds and supports the emergency aeromedical services of the RACQ LifeFlight Rescue service and LifeFlight Retrieval Medicine.

The establishment of the Foundation, as a separate entity, provides many advantages to LifeFlight.

Having a separate entity solely focused on fundraising will ensure that we meet the growing funding requirements of LifeFlight Australia's community services. Dedicated Foundation staff with the right expertise can spend time nurturing relationships with donors while the Foundation provides a distinctive fundraising 'face' for the organisation.

The Foundation is also governed by a separate board of directors with the right skills to lead the fundraising efforts with vision and energy.

## “ THE LIFEFLIGHT FOUNDATION IS A COMMUNITY-BASED ORGANISATION ”

The LifeFlight Foundation board is headed by Chair Merren McArthur - Chief Executive, Virgin Australia Regional Airlines (an Australian ASX100 public company) and Virgin Australia Cargo. Merren is supported by Allan Godbee, Ashley van de Velde and the Hon Rob Borbidge who each bring the experience of having served on the LifeFlight parent company board.

With the support of the community, the Foundation primarily funds the cost of key operational aspects of the community helicopter

rescue service aircraft maintenance, fuel, crew training, aircraft assets, medical fit-outs and engineering equipment. It also raises funds for LifeFlight Retrieval Medicine, to cover the costs of medical equipment maintenance, nurses and training.

The Foundation funds projects across all eight aeromedical bases and for all eight RACQ LifeFlight Rescue community helicopters (not including SGAS helicopters) which cover 41 council regions in Queensland and northern New South Wales. Funds are directed to where they're most urgently needed by a team of experienced and passionate fundraisers.

Within its first month of operation, the LifeFlight Foundation received advice of approved funding from the Federal Government under the Building Better Regions Fund to construct a new LifeFlight base at Toowoomba.

The total project cost is \$4.395 million with Federal Government funds being matched by Toowoomba philanthropist Clive Berghofer, who has been a long-time supporter of LifeFlight.

LifeFlight Foundation CEO Leanne Angel said the Foundation model was a way to build on the fundraising activities already undertaken by the charity.

"The move to a Foundation came at an opportune time when demand on LifeFlight's service was at an all-time high," she said.

"I'm humbled and excited to have been entrusted to lead the new entity in my new role as Chief Executive Officer.

"The support we receive from the communities we serve never ceases to amaze me and reminds all of us, especially for the patients we save, that our work is valued and invaluable in the community."

Please show your support and follow the work of the LifeFlight Foundation on Facebook. You can find us at @lifeflightfoundation.





LifeFlight Foundation Board: Allan Godbee, Ashley van de Velde, Chair Merren McArthur, Rob Borbidge and CEO Leanne Angel.





A reunion 23 years in the making - LifeFlight patient Nick Fredriksen with Dr Colin Myers.

# ONE-ARMED WOODCHOPPER REUNITES WITH RESCUE HERO

**It was an emotional reunion 23 years in the making for Australia's only one-armed competitive woodchopper, Nick Fredriksen when he finally met the doctor who saved his life, Dr Colin Myers at the Ekka woodchop arena.**

The champion woodchopper knows from personal experience the lifesaving benefits of aeromedical services and is a proud supporter of LifeFlight, fundraising for the charity in 2017 and donating some of his prize money from this year's events.

Despite the severe physical handicap he was dealt at the age of eight, the Kilcoy born-and-bred local has thrived in the face of adversity and has always wanted to say thankyou to the doctor who helped to save his life.

Dr Myers was part of the aeromedical crew who airlifted Nick to Brisbane in 1994 after his shirt was caught in a hay baler accident which resulted in the loss of his left arm.

"I wanted to meet Dr Myers for a long time to thank him for being there to provide such expert medical care, when I lost my arm as a young boy," said Nick.

For Dr Myers – a pioneer of aeromedical retrieval services in Queensland – having the opportunity to see Nick happy, healthy and triumphing in his sporting achievements is why he became a doctor.

"Often in emergency medicine we don't get to follow up our patients. It's one of those things where you're involved briefly," said Dr Myers.

"You put people back together, often they're not really aware of what you're

doing and then they go into the hospital system.

"It's absolutely wonderful when you do hear about people pulling through serious injuries But it's even better when there's people like Nick who have made such a success of their lives after what was going to be such a severe handicap."

The Ekka woodchop arena served as a fitting backdrop for the reunion, the scene of many of Nick's great victories over his remarkable 15 year competitive career which sees him swing his axe at events around Australia.

“  
**I WANTED TO MEET DR MYERS FOR A LONG TIME TO THANK HIM FOR BEING THERE TO PROVIDE SUCH EXPERT MEDICAL CARE**  
”

Today, Nick is a qualified heavy plant operator, an accomplished swimmer who competes at national swimming titles, and Australia's (and possibly the world's) only competitive arm amputee woodchopper.

Nick competed at his first Ekka at the age 14 and was back there again this year, competing in several woodchopping events at the 2017 show, winning one event and finishing third in two double-handed sawing events with his brother.

The lives of Nick Fredriksen and Dr Colin Myers have taken dramatically different paths over the past 23 years, with Nick achieving sporting fame and Dr Myers helping to revolutionise aeromedical services in Queensland. But they each know without aeromedical services like

LifeFlight, neither would be where they are today.

That's why Nick believes it's so important for him to give back and help fundraise for the LifeFlight Foundation. Nick needed a second aeromedical airlift in 2003 after he had another accident, crashing through glass louvres. With each LifeFlight airlift costing around \$12,500, he has set himself a fundraising target of \$25,000.

"It's so important to me to give back to aeromedical services, like LifeFlight, because I've needed them myself twice and I know how much of a difference they make," said Nick.

"It's a service that I've donated money towards in the past and I now want to put the word out a bit more and get more people involved."

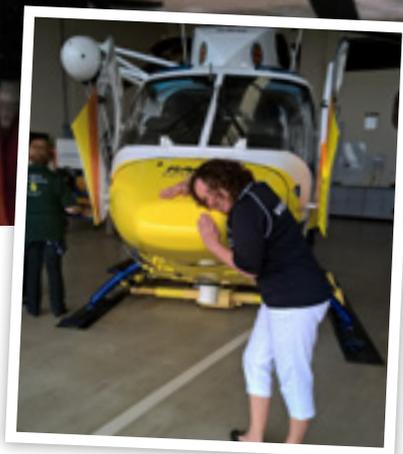
Dr Myers also has a deep appreciation for aeromedical care, and has seen first-hand how fundraising efforts such as Nick's make a difference.

"I think it's wonderful when people give back. It makes an enormous difference and not just in the money they raise but also in terms of the social links with communities which are created," said Dr Myers.



**Dr Colin Myers helped revolutionize Queensland's retrieval aeromedical services and worked onboard RACQ LifeFlight Rescue helicopters and other aeromedical providers from 1992 - 2005. He is currently the Executive Director of Metro North HHS and Director of Emergency & Children's Services at the Prince Charles Hospital, Brisbane.**

# PIONEER NOW PASSIONATE VOLUNTEER



**LifeFlight volunteer Mary Earnshaw has been a trailblazer and source of true inspiration in the world of aviation and shows no signs of giving up on her greatest passion any time soon.**

Mary has a remarkably diverse background in aviation, having worked in the industry as a pilot, flying instructor, recruitment branch manager, operations manager, marketing and public relations manager and now as a volunteer at the LifeFlight Maroochydore base.

She has over 20 years' experience in teaching people to fly and over 10,000 flying hours under her belt, and has recently taken to the skies again after a 15-year break.

Mary had her first taste of aviation at an early age when her father built an almost life-sized replica of a Tiger Moth aircraft for her younger brother, who was interested in flying.

In stark contrast to workplace anti-discrimination standards of 2017, Mary faced a much different set of challenges as a woman planning to pursue a career in aviation during the 1970s.

The profession was considered inappropriate for the 'fairer sex,' as Mary describes it, and women in the cockpit were few and far between.

Despite this obstacle, she made the life-changing decision at the age of 20 to follow her dream and eagerly signed up to take flying lessons every Sunday for the

30 weeks it would take to earn her Private Pilot Licence.

Costing \$26 a lesson, the young aviatrix took on several jobs to support her new ambition.

Mary describes her first solo flight as one of the most exhilarating moments of her life.

"Learning how to fly was really quite difficult because I couldn't tell anyone what I was doing. So why was I becoming anti-social? Why wasn't I out going to the movies and doing things with my friends? I couldn't tell them," Mary said.

## I AM PASSIONATE ABOUT MY WORK AT LIFEFLIGHT

"Until I did my first solo flight - after that I couldn't keep my mouth shut."

Mary gained her Commercial Pilot Licence in 1982 followed by her instructor rating and taught people from all walks of life to fly at the Bunbury Aero Club, in Western Australia.

In 1987, Mary was appointed as Australia's first female Certified Flight Instructor, causing quite a stir among the male-dominated industry at the time.

"I have met some incredible female pilots throughout my career," Mary said.

"However those that I have the greatest respect and admiration for are those who did not see themselves as female pilots.

They viewed themselves simply as pilots and got on with the job of flying."

While working as operations manager for a company called Slingair, Mary fell in love with a helicopter pilot named Pete, who worked for a sister company named Heliwork.

Due to their ever-changing careers, the couple relocated several times working in regional areas such as Kununurra, in remote Western Australia.

Mary and Pete moved to the Sunshine Coast in 2006, where Mary instantly went on the hunt for her next career challenge.

She stumbled onto the LifeFlight base in 2012 purely by chance, but was introduced to a valued and vital local community service and its commitment to saving lives resonated with her instantly.

"Aviation is my passion and since coming to Queensland I wanted to share that with people," Mary said.

"I am passionate about my work at LifeFlight not only because I have the opportunity to put many of my skills and life opportunities learned along the way into practice once again, but more importantly because I can contribute to the vital service that has saved and continues to save so many lives."

REPORT

# LIFEFLIGHT COORDINATION CENTRE

**LifeFlight's Coordination Centre (called 'C3') had one of its busiest years on record as the nerve centre of complex aeromedical retrievals throughout Queensland and from around the world.**

C3's team of 12 Operation Coordinators primary responsibility is to task all of LifeFlight's rotary wing and fixed wing aircraft, helping to connect LifeFlight's RACQ LifeFlight Rescue helicopters and Air Ambulance jets, sponsored by RACQ, to patients on the ground.

C3 answered an extraordinary 65,998 calls over the past year alone - an average of 180 calls per day.

C3 helped to coordinate 2,388 aeromedical retrievals across both rotary-wing and fixed-wing aircrafts throughout 2016-2017. This included 2,154 community helicopter missions performed by RACQ LifeFlight Rescue and the Roma-based SGAS helicopter along with 324 domestic and international Air Ambulance missions.

LifeFlight has seven community helicopters based at Brisbane, Toowoomba, Bundaberg, Mount Isa and the Sunshine Coast. The RACQ LifeFlight Rescue service helps sick and injured Queenslanders in their greatest hour of need through the provision of rapid-response aeromedical care.

While the RACQ LifeFlight Rescue helicopter missions are usually more time-

critical, it's LifeFlight's three fixed wing jets which involve greater coordination.

LifeFlight's Air Ambulances based in Brisbane, Townsville and Singapore saw a 32% increase in missions on the previous year. These flights require substantial logistical organisation with LifeFlight's Operation Coordinators right at the heart of these complex processes.

LifeFlight's Townsville-based Lear 45 jet came to the aid of an injured Bowen man last November after he was involved in a serious accident while driving to work. LifeFlight was able to airlift the man from Mackay to Brisbane for emergency surgery which helped to save his badly injured arm.

Through an extensive network of helicopters and jets, LifeFlight ensures patients can receive the medical care they desperately need. The early medical intervention provided by LifeFlight not only helps to save lives, it also gives patients the best chance of long-term recovery.

C3's relocation this year from the Gold Coast to LifeFlight's Brisbane head office has allowed C3 to become more integrated with other areas of the organisation, facilitating better cross-department communication and functionality.

During the relocation, C3 operated temporarily out of LifeFlight's Training Academy at Brisbane Airport with a back-up operations centre established for emergency or disaster situations.

This year, LifeFlight's 'telehealth' service for the Australia Maritime Safety Authority (AMSA) underwent massive growth, recording a 100% increase in calls from 105 to 209. On AMSA's call, C3 Operators will connect LifeFlight Retrieval Medicine doctors with sick patients' onboard vessels in Australian waters to help determine the best medical care.

This may involve tasking an appropriate RACQ LifeFlight Rescue helicopter if a patient needs to be rescued or winched, or advising vessels to dock at the closest port so the patient can receive the appropriate medical treatment.

The record number of total missions performed throughout the year by LifeFlight would not be possible without C3's dedicated team of Operations Coordinators and support staff who work tirelessly behind-the-scenes, 24/7, 365 days a year to answer every call for help.



## **C3 HAD ONE OF ITS BUSIEST YEARS ON RECORD:**

- The centre relocated from the Gold Coast to Brisbane
- C3 coordinated 2,388 aeromedical retrievals
- Air Ambulance had a 45% increase in missions

# LIFEFLIGHT TRAINING ACADEMY

The LifeFlight Training Academy has been in operation for almost 25 years and continues to provide world class training in a range of specialised courses to around 4000 aviation professionals every year.

The state-of-the-art Academy trains both international and domestic clients in a practical environment with highly qualified and experienced instructors.

The Academy's past year reflects growth not only in client numbers, but also a continual improvement in the variety and specialisation of courses, which ultimately improves the service to patients-in-need.

Internally, LifeFlight aeromedical crews utilise the Training Academy to maintain and further their skills and qualifications.

The Thales LifeFlight Reality H AW139 Flight Training Simulator, which officially opened at Brisbane International Airport last October, continues to host an abundance of new clients from Australia and globally, who complete type ratings and recurrent training requirements.

With CASA recertification, the flight simulator continues to set safety and

training standards in innovative AW139 aircrew training with clients travelling from around the world to experience the world-class facility.

The Academy has been training crews from the Dubai Police Air Wing for many years and this partnership continued in 2016-17, providing search and rescue training to both pilots and aircrew.

“

## THE STATE-OF-THE-ART ACADEMY TRAINS BOTH INTERNATIONAL AND DOMESTIC CLIENTS

”

The popular Helicopter Underwater Escape Training and Emergency Breathing Systems Training continue to lead industry standards in Brisbane and the east coast of Australia with over 400 trainees going through the course.

LifeFlight's Night Vision Goggle training has provided industry with highly specialised courses at LifeFlight bases as well as on-site at clients' home bases.



LifeFlight is one of only two companies which can now provide NVG instruction for not only the initial issuing of an NVG rating, but also the new Special Fire Endorsement (SFE) which will add another dimension to firefighting in Australia.

With the ability to train, test, and issue ratings and endorsements for both pilots and crewmen in various aircraft types, the popularity of the NVG training continues to climb, and it will ensure the LifeFlight Training Academy maintains its position as a top training provider for the industry.

Throughout the year the Helicopter Landing Site Officer (HLSO) training offered by the Academy has led the way in terms of knowledge, skills, and competency due to the inclusion of operational industry Bell 412 helicopters as part of the practical training elements of the course.

As a result, the LifeFlight Training Academy is continuing to provide top quality training to key oil and gas clients throughout Queensland.

# COMMERCIAL PARTNERS

**AS LifeFlight enters its sixth year of commercial partnership with Queensland's CSG-LNG operators Arrow Energy, Origin, QGC and Santos, the relationship goes from strength to strength.**

Over the past six years LifeFlight's partnership with these consortiums has matured which is reflected in the success of the Surat Gas Aeromedical Service (SGAS) service. The SGAS consortium provides up to 150 funded hours for community retrievals each year.

LifeFlight is proud of the vital role commercial partnerships and 'profit for purpose' initiatives play in keeping its aircraft flying across Queensland and beyond. Profit for purpose initiatives provide revenue to LifeFlight to ensure all fundraising and sponsorship money received goes directly into the charitable operation of our aeromedical rescue services.

In the last six years two medically configured Bell 412 helicopters based at Roma and Toowoomba have covered over 270,000 square kilometres. A total of 101 ill and injured patients were airlifted on board the SGAS helicopters last financial year.

LifeFlight medical crews were tasked to a number of different incidents over the past year with the majority being cardiac patients, motor vehicle and motor cycle accidents, falls, strokes and animal bites or attacks.

The remoteness of some locations creates additional urgency as the types of injuries seen in these patients can often be life-threatening, where minutes can mean the difference between life and death.

“  
**A TOTAL OF 101 ILL AND INJURED PATIENTS WERE AIRLIFTED ON BOARD THE SGAS HELICOPTERS LAST FINANCIAL YEAR**  
”

SGAS provides reassurance to the region as its integrated aviation and medical team is permanently on-call to provide round-the-clock emergency medical care, 365 days of the year. The teams can be airborne within 30 minutes during the day and 60 minutes at night.

SGAS will continue to cover the Surat Basin and provide medical coverage until 2019.

Thanks to Arrow Energy, Origin, QGC and Santos for their valued partnership again in 2016-17.

The next year also shapes up as an exciting year for StarFlight with the introduction of 10 refurbished Black Hawk helicopters into Australia for emergency services and disaster relief work.

Established in 2015, StarFlight is a joint venture between LifeFlight and Kaan Air (a leading European helicopter utility operator and renowned helicopter manufacturer distributor for Agusta Westland) which boasts over 50 years of joint industry experience.

Several Black Hawk helicopters are expected to arrive in 2018 with the remainder scheduled for delivery in 2019.

This is an exciting time for StarFlight's crews and the industry as the introduction of these helicopters will help support the community's need for emergency services and will be a boost for local aviation jobs.





Doctors come from around Australia and around the world to train with LifeFlight Retrieval Medicine.

# LIFEFLIGHT RETRIEVAL MEDICINE

**LifeFlight Retrieval Medicine (LRM) has been in operation since 2001 and specialises in the recruitment, training and provision of frontline critical care doctors and nurses for aeromedical retrieval throughout Queensland and overseas.**

LRM recruits and trains around 130 doctors every year, supplying medical staff to all Queensland-based emergency medical retrieval services. LifeFlight doctors are aboard not only RACQ LifeFlight Rescue helicopters, but also rescue aircraft for other providers based at Cairns, Townsville, Toowoomba, Mackay, Rockhampton, Maroochydore, Roma and Brisbane.

At any hour of the day, there is an average of two LifeFlight doctors in the air around Queensland, saving lives. LifeFlight doctors treat and transport more than 10 patients every day.

LRM also delivers services to our Air Ambulance jets based in Singapore, Townsville and Brisbane as well as SGAS aeromedical services located at LifeFlight bases in Toowoomba and Roma.

The 2016-17 financial year saw LRM doctors treat and transport a record 4857 patients on board LifeFlight aircraft and other aeromedical retrieval services locally and in 18 countries overseas.

Several factors contributed to the record year including the increased community expectation, regardless of location, that if

a person is seriously ill or injured they will be airlifted to a hospital or transferred to a major hospital if necessary.

LRM has two intakes of new medical recruits - in July and January-February. In early 2017, 24 new doctors from around the world swapped hospitals for helicopters, changing their title to a LifeFlight Critical Care Doctor.

They underwent two weeks of rigorous clinical and aeromedical training to prepare them for their new role.

“  
**LRM RECRUITS AND TRAINS AROUND 130 DOCTORS EVERY YEAR**  
”

Among the recruits in February was Dr Thomas Holland, who was raised in Borneo and was inspired to become a critical care doctor after seeing countless childhood friends get airlifted to healthcare overseas.

Before joining LifeFlight, Dr Holland had emergency medicine experience, helping to treat patients impacted by Cyclone Yasi in Cairns in 2011 and again in 2015 after Australian citizens were injured during Cyclone Pam.

Dr Alan Turner was another recruit who came to LifeFlight on secondment from the Australian Defence Force, with a wealth of experience after 23 years of service.

Just three weeks into his job with LRM he was involved in a major mission, helping to save the life of local spear fisherman Glenn Dickson who was savagely mauled by a shark off Hinchinbrook Island.

Dr Turner said the severity of Glenn's injuries were reminiscent of the injured troops he used to treat in Afghanistan.

“I went to the back of the ambulance to see the patient for the first time and I was struck by just how grey and pale the young guy was. He was very unwell,” said Alan.

After providing him with a blood transfusion he saw a rapid improvement in his condition with Glenn surviving the trauma, although his right leg had to be later amputated in hospital.

It's this sort of expertise which LifeFlight's doctors bring to communities around Queensland which makes a lifesaving difference, either expediting the movement of critically ill patients to a higher level of care or bringing emergency department treatment to them in a critical situation.

The LRM team plans to continue to provide a blanket of care to patients around Australia and overseas, and aims to grow the clinical training business into the Asia-Pacific region and seek opportunities for growth in the resource industry via clinical labour placements such as on-site paramedics and remote site retrieval services.

# FARM ACCIDENTS

**A crisp winter morning on Jenny Ballon's dairy farm at Maclagan, about 45 km east of Dalby, started like any other.**

However one wrong move in her cattle yard left the grandmother with life-threatening injuries after she was attacked and trampled by one of her own cattle.

It was one of the most terrifying moments of Jenny's life. A large, angry bullock charged right at her, throwing her five metres into the air, before it turned around and trampled her while she was lying on the ground. Her condition was critical.

Jenny says her accident happened in the blink of an eye. The unpredictable large bullock seemed to come out of nowhere.

"I bent down to open the gate and he was coming through, charging right at me. I was probably in his way. He was trying to get out," said Jenny.

She admits it was a split-second wrong decision that nearly cost Jenny her life.

Jenny's injuries were life-threatening, including a cracked sternum, seven broken ribs and a punctured lung. However surprisingly she still had her sense of humour.

Jenny's worried husband, Jeff, knew he had to act fast and urgently called 000 for help.

"I don't know what it would have been like to travel for four hours by road to Brisbane

with a punctured lung and broken ribs. LifeFlight did such a great job of getting me to hospital fast. I feel so lucky," said Jenny.

"All I could think of when I was lying there in terrible pain was, "When I'm better I'm going to eat the beast! I did so well considering how serious my injuries were. I am pretty proud of myself that I managed to walk out of hospital when I did."

“ ”

**LIFEFIGHT DID SUCH A GREAT JOB OF GETTING ME TO HOSPITAL FAST. I FEEL SO LUCKY**

“ ”

After spending three days in intensive care and another week in hospital, Jenny was fortunate to make a full recovery and was back at work on her dairy farm a couple of months later.

True to her word and country roots, Jenny organised one of the biggest fundraisers that her local Maclagan community had ever seen – an event called *BBQ and the Beast* last November.

All of the proceeds went to LifeFlight to pay for other aeromedical emergencies. More than 400 locals attended the event and dug deep to help raise \$21,000 for LifeFlight – and as luck would have it the offending

bullock escaped the grill as he was deemed to be too old and tough to eat.

"We had to pick another one. He proved to be the ultimate sacrifice," Jenny said.

"He looked about the right size and we got about 650 tender steaks out of him.

"It was enough to feed everyone on the night."

Jenny said she was truly humbled by the response she received from her friends, family and local community.

"But I realise they weren't just coming for me. As country people we know how important LifeFlight is. It's the difference between life and death and that's what resonates with people," Jenny said.

Jenny Ballon was one of 75 patients to whom LifeFlight provided critical care in 2016-17, who had been injured as a result of an animal attack or bite or after falling from an animal.



REPORT

# ENGINEERING



**THERE IS 33 STAFF  
IN LIFEFLIGHT'S  
AIRWORTHINESS AND  
ENGINEERING GROUP,  
INCLUDING 23 ENGINEERS.**

**MAJOR AND SIGNIFICANT  
SERVICES IN 2016-17:**

Inspection on VH-XCN, a Bell 412  
and the first 1200 hour inspection  
on the fleet leader Agusta  
Westland 139 (AW139) VH-XIH.



LifeFlight's incredible record year for missions was underpinned by an all-time high rate of effort by its aircraft which was only made possible due to the skill, dedication and efficiency of the engineering team.

The team performed in excess of 28,700 hours of scheduled and unscheduled aircraft maintenance in 2016-17 – almost 20 percent greater work than in the previous year.

LifeFlight's engineers worked around the clock to ensure the frontline crews were able to undertake lifesaving missions 24 hours a day, 365 days of the year. The team have delivered on a number fronts in the past year, enabling crews to take our level of aeromedical care to new heights.

LifeFlight operates a Civil Aviation Safety Authority (CASA) approved maintenance organisation, with an in-house engineering facility at Archerfield Airport to support its rotary and fixed wing aircraft to maximise safety and optimise mission readiness.

There were major inspections on VH-XCN, a Bell 412, which has been in operation with LifeFlight for many years.

There was also the first 1200 hour inspection on the fleet leader, the Agusta Westland AW139 (VH-XIH) which was accomplished by the team in just four weeks.

The quick turnaround was thanks to the team consolidating on the AW139 operations and maintenance over the past 12 months, bedding down preventative maintenance strategies in conjunction with the Maintenance Controllers to ensure the aircraft have as little down time as possible.

The past 12 months also saw most of LifeFlight's Licenced Aircraft Maintenance Engineers (LAME) trained on all the aircraft types operated by the company.



## ALL ENGINEERS ON THE TEAM ARE RECEIVING TRAINING ON ALL AIRCRAFT TYPES



Executive Manager of Engineering, Mick Richmond, said all engineers on the team are receiving training on all aircraft types which should be completed by the middle of 2018.

"That effort will provide the best possible result for LifeFlight Australia," Mr Richmond said.

"The Engineering Department is now functioning as a mature High Reliability Organisation with excellent results."

Many factors contribute to the engineering department's improved

performance, including a relationship which was established last year with HelITSA, a global provider of AW139 maintenance training, based at Eagle Farm in Brisbane.

This allowed LifeFlight engineers to be trained locally on the AW139, which provides significant cost savings to the organisation and fosters local industry involvement in LifeFlight's activities.

"The relationship between LifeFlight Australia (LFA) and HelITSA ensures LFA has engineers trained locally and provides HelITSA with access to an aircraft for the practical elements of the training. The relationship is mutually beneficial," Mr Richmond said.

LFA is continuing to work with HelITSA to expand the training capability to Bell 412 and other aircraft types in the near future.

# COMPLIANCE & SAFETY

## CORPORATE GOVERNANCE

LifeFlight remains totally committed to strong and strategic corporate governance, which remains vital to the ongoing viability of the organisation and its service to the community.

Governance mechanisms include monitoring the actions, policies, practices and decisions of LifeFlight on behalf of patients, the communities in which we operate as well as corporate donors and affected stakeholders.

The LifeFlight Board has met in 2016-17, on average, every six weeks. The Finance Sub-Committee and Quality and Safety Sub-Committee both operated until the AGM on 10 November, 2016. They were then replaced by an amalgamated Audit & Risk Management Committee which has met in 2017 on a regular basis to review and discuss the organisation's financial, safety and corporate governance responsibilities and reports back to the Board of Directors.

As always, LifeFlight's Board members offer their knowledge, skill and guidance without remuneration.

Good corporate governance is a fundamental component of the culture and business practices of LifeFlight and remains integral to our ongoing operation and success.

### FINANCE BOARD SUB-COMMITTEE 2016-17

(until 10 November, 2016)

- Allan Godbee, Committee Chairman
- Colin Archer, LifeFlight Australia Director
- Andrew Warton, General-Manager - Finance and Shared Services
- Ashley van de Velde, Chief Executive Officer, LifeFlight Australia
- Trevor Toner, External Committee Member
- Maxwell Whitford, External Committee Member

### QUALITY & SAFETY BOARD SUB-COMMITTEE 2016-17

(until 10 November, 2016)

- David Donaldson, Committee Chairman & Director
- Ashley van de Velde, Chief Executive Officer
- Peter Elliott, General Manager - Air Ambulance
- Scott Hayden, General Manager - Commercial Projects Unit
- Peter Pearce, General Manager - LifeFlight Retrieval Medicine
- John Sjostedt, HAAMC
- Michael Richmond, Engineering Manager
- Brian Guthrie, Chief Operating Officer
- Brendan Turgiev, LifeFlight Retrieval Medicine Manager
- Paul McHugh, External Committee Member
- Paul Forcier, Chief Pilot - Rotary Wing
- Paul Regli, Chief Pilot - Fixed Wing

### AUDIT & RISK MANAGEMENT COMMITTEE 2016-17

(from 10 November, 2016)

- Colin Archer, LifeFlight Australia Director, ARMC Chairman
- Hon. Jim Elder, LifeFlight Australia Director
- Stewart Morland - LifeFlight Australia Director
- Rod Forrester - LifeFlight Australia Director
- Ashley van de Velde - LifeFlight Australia CEO and Managing Director

## QUALITY & SAFETY

The LifeFlight Quality and Safety Department provides quality and safety assurance as well as a robust risk management platform to ensure consistent and effective application of safety measures based on risk.

This is largely achieved by working with all departments to identify and respond to safety risks.

The Quality and Safety team ensures compliance with the regulatory requirements of Commonwealth and State Government bodies including the Civil Aviation Safety Authority, the Office of Transport Security, Workplace Health and Safety Queensland, Department of Environment and Heritage Protection.

LifeFlight strives to follow best practice by being clear, logical, and reasonable, and by affording procedural fairness. It seeks to base its operations on sound evidence, not influenced by prejudice, and strives to maintain a high level of integrity in its recommendations and findings.

In applying the principles of best practice, LifeFlight recognises that responses must be proportionate to the key issue of safety. Our position is to promote full voluntary reporting, recognising that safety is a critical part of doing business. To do this, the Quality and Safety team work collaboratively with all areas of LifeFlight to ensure their safety obligations are understood.

### ACCREDITATIONS

- 1) Register Charity #1179
- 2) ISO 9001:2008 Quality Assured- Certificate Number QEC 12856
- 3) Registered Training Organisation #2762
- 4) Accredited special skills term teaching facility with:
  - Australasian College for Emergency Medicine. That also enables us to take students from:
  - Australian and New Zealand College of Anaesthetists
  - Joint Faculty of Intensive Care Medicine
- 5) Accredited teaching partnership with James Cook University
- 6) Holder of Fixed and Rotary Wing Air Operators Certificates:
  - Fixed Wing #1-3XF48-06
  - Rotary Wing #AQ22351316
- 7) Certificate of Approval (C of A) as an Accredited Maintenance Facility for Rotary Wing and Fixed Wing
- 8) CAR217- Fixed and Rotary Wing (CASA Approval for internal checking and training)
- 9) CASR 141/142 for the conduct of AW139 type ratings and simulator flight training
- 10) LifeFlight has a dedicated Quality and Safety Management Team for constant management and monitoring of operations
- 11) CRICOS (Commonwealth Register of Institutions and Courses for Overseas Students) approval for the provision of training to international students - CRICOS #031103B
- 12) Organisational Member, fundraising Institute of Australia

# GIFT OF LIFE FOR GIFTED MUSICIAN



**It was the day that became a living nightmare for Toowoomba mother Wendy Sharpe as she watched her 15-year-old son Connor suddenly collapse and stop breathing during a rugby league game in September, 2015.**

Connor had suffered a major heart attack, completely out of the blue.

The Year 12 student doesn't remember collapsing, nor does he remember the emergency RACQ LifeFlight Rescue flight that saved his life. But it's a day Connor's mother Wendy will never forget.

"You don't realise how precious life is. We had one of the fittest kids. It is unfathomable and unbelievable," said Wendy.

"He literally died on that football field. I thought we'd lost him."

Wendy credits Connor's survival to the swift medical assistance he received that terrifying day.

It began with the quick-thinking response of Connor's coach Jason Brookes who recalled the CPR skills he had learnt at school to revive the teenager following his collapse.

He kept Connor breathing until paramedics arrived who soon called the RACQ LifeFlight Rescue helicopter. Wendy could only watch on in horror.

Doctors now know Connor was suffering hypertrophic cardiomyopathy or an enlarged heart muscle. There are often no symptoms, but the genetic condition can be life threatening and result in sudden and unexpected cardiac death – even in fit, young sportspeople.

Despite the shock of the diagnosis, Wendy considers Connor one of the lucky ones. She is thankful RACQ LifeFlight Rescue was there for them on that day, to urgently airlift him from Toowoomba Hospital to the Lady Cilento Children's Hospital for specialist care.

"LifeFlight kept him alive, they probably used every machine they had on the chopper," said Wendy.

"They are angels. Connor wouldn't be here without them."

Since his health scare, Connor's had to give up his beloved rugby league. Under doctor's orders he can no longer play contact sport and has instead thrown himself into music, rediscovering his love of the saxophone.

"I feel both lucky and unlucky," Connor said.

"I have always been dedicated to my saxophone, but since the health scare, I now play about two to three hours a day when I can. I really want to study at the Queensland Conservatorium of Music next year and learn more."

Following a cut-throat audition process, Connor was hand-picked by world-renowned jazz musician James Morrison to be a part of a residency program led by the musical legend, culminating in Connor performing alongside James himself in concert.

After having completed yet another rigorous audition process, Connor has also been accepted to be part of the well-respected State Honours Ensemble Music Program as well.

Connor has been giving back to LifeFlight in his own way, using his musical prowess to entertain guests at various LifeFlight Foundation fundraising events, including a private function at the Clive Berghofer LifeFlight Centre to celebrate the 10th anniversary of LifeFlight's Toowoomba base and a LifeFlight Gala Event in 2017.

The cheeky teenager hopes the function will bring him more opportunities to share his musical talent with Toowoomba and beyond.

"Hopefully I'll get a few more gigs out of it," laughs Connor.

# FINANCIALS

## REPORT OF THE INDEPENDENT AUDITOR ON THE SUMMARY FINANCIAL STATEMENTS TO THE MEMBERS OF LIFEFLIGHT AUSTRALIA LIMITED

The accompanying summary financial statements, which comprises the consolidated statement of financial position as at 30 June 2017, and the consolidated income statement for the year then ended, are derived from the audited financial report of LifeFlight Australia Limited for the year ended 30 June 2017.

We expressed an unmodified audit opinion on that financial report in our report dated 21 October 2017. That financial report and the summary financial statements do not reflect the effects of events that occurred subsequent to the date of our report on that financial report.

The summary financial statements do not contain all the disclosures required by Australian Accounting Standards. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial report of LifeFlight Australia Limited.

### MANAGEMENT'S RESPONSIBILITY FOR THE SUMMARY FINANCIAL STATEMENTS

Management is responsible for the preparation of a summary of the audited financial report based on the audited financial report.

### AUDITOR'S RESPONSIBILITY

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Auditing Standard ASA810 Engagements to Report on Summary Financial Statements.

### OPINION

In our opinion, the summary financial statements derived from the audited financial report of LifeFlight Australia Limited for the year ended 30 June 2016 are a fair summary of that audited financial report.

UHY HAINES NORTON  
DARREN LAARHOVEN

Brisbane, 8 November 2016

Liability limited by a scheme approved under Professional Standards Legislation

## CONSOLIDATED STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2017

	2017 \$	2016 \$
Government funding	23,986,508	20,695,016
Fundraising and sponsorship	8,429,465	9,377,280
Call centre (includes merchandise)	2,237,608	2,332,736
Training	1,315,173	2,293,331
Medical and commercial AME	40,667,614	38,826,931
Other revenue	2,560,232	1,363,582
<b>TOTAL REVENUE FROM OPERATING ACTIVITIES</b>	<b>79,196,600</b>	<b>74,888,876</b>
Helicopter operations - community	(30,808,684)	(23,645,269)
Finance costs	(3,236,088)	(2,846,175)
Fundraising and sponsorship	(2,089,208)	(2,113,447)
Call centre (includes merchandise)	(1,632,338)	(1,697,973)
Training	(2,808,662)	(2,802,079)
Shared services and other	(5,956,049)	(6,001,659)
Medical and commercial AME	(37,926,325)	(34,930,922)
Share of net profit of associates and joint ventures	230,092	9,816
<b>SURPLUS FROM OPERATING ACTIVITIES</b>	<b>(5,030,662)</b>	<b>861,168</b>
Net gain on financial instruments at fair value through profit or loss	805,965	81,759
<b>(DEFICIT)/SURPLUS FOR THE YEAR</b>	<b>(4,224,697)</b>	<b>942,927</b>
<b>OTHER COMPREHENSIVE INCOME</b>		
ITEMS THAT MAY BE RECLASSIFIED SUBSEQUENTLY TO SURPLUS OR DEFICIT:		
Exchange differences on translating foreign operations	(8,557)	-
Other comprehensive income for the year	(8,557)	-
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>	<b>(4,233,254)</b>	<b>942,927</b>
<b>SURPLUS ATTRIBUTABLE TO:</b>		
Members of the parent entity	(4,233,254)	942,927
<b>TOTAL COMPREHENSIVE INCOME ATTRIBUTABLE TO:</b>		
Members of the parent entity	(4,233,254)	942,927

# CONSOLIDATED STATEMENT OF FINANCIAL POSITION

FOR THE YEAR ENDED 30 JUNE 2017

	2017 \$	2016 \$
<b>ASSETS</b>		
CURRENT ASSETS		
Cash and cash equivalents	9,144,701	9,496,219
Trade and other receivables	5,308,989	7,889,049
Inventories	427,524	386,292
Other assets	600,679	436,570
<b>TOTAL CURRENT ASSETS</b>	<b>15,481,893</b>	<b>18,208,130</b>
NON-CURRENT ASSETS		
Trade and other receivables	952,966	502,966
Property, plant and equipment	68,136,558	76,313,263
Intangible assets	123,410	155,097
Investments accounted for using the equity method	1,542,291	1,312,199
<b>TOTAL NON-CURRENT ASSETS</b>	<b>70,755,225</b>	<b>78,283,525</b>
<b>TOTAL ASSETS</b>	<b>86,237,118</b>	<b>96,491,655</b>
<b>LIABILITIES</b>		
CURRENT LIABILITIES		
Trade and other payables	8,452,549	8,258,713
Financial liabilities	6,697,548	10,101,160
Provisions	3,716,457	3,714,785
Other liabilities	12,894	-
<b>TOTAL CURRENT LIABILITIES</b>	<b>18,879,448</b>	<b>22,074,658</b>
NON-CURRENT LIABILITIES		
Trade and other payables	46,537	46,537
Financial liabilities	44,084,006	47,385,161
Provisions	567,696	542,563
Other liabilities	3,954,597	3,504,648
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>48,652,836</b>	<b>51,478,909</b>
<b>TOTAL LIABILITIES</b>	<b>67,532,284</b>	<b>73,553,567</b>
<b>NET ASSETS</b>	<b>18,704,834</b>	<b>22,938,088</b>
<b>EQUITY</b>		
Reserves	(8,557)	-
Accumulated surplus	18,713,391	22,938,088
<b>TOTAL NON-CURRENT ASSETS</b>	<b>18,704,834</b>	<b>22,938,088</b>

These summary financial statements have been derived from LifeFlight Australia Limited's annual Financial Report. The summary financial statements do not contain all the disclosures required by Australian Accounting Standards. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial report of LifeFlight Australia Limited.

# OUR SPONSORS

## NAMING RIGHTS



## CORPORATE PARTNERS



## BUSINESS PARTNERS



## COUNCIL PARTNERS



CITY OF  
**GOLDCOAST.**



## MEDIA PARTNERS



## BEQUESTS, GRANTS & TRUSTS

### MAJOR DONORS

LifeFlight would like to thank and acknowledge the generosity of our major donors, especially those who have supported us for many years. The support that you have shown through your donations to special projects and your pledges of future support to our lifesaving services, are greatly appreciated.

### BEQUESTS

- Estate of Elsie Marie Wirth
- Estate of the Late James Theologa
- Estate of Dorothy Dyker
- Estate of the Late Elaine Phillips
- Estate of the Late Janet Greenshields Phillips
- Estate of the Late Jean Emslie Morison
- Estate of the Late Maureen Omiros
- Estate of the Late Gertrude Elizabeth Parker

### GRANTS

- South 32 Cannington Pty Ltd
- Queensland Community Foundation
- Commonwealth Bank of Australia
- Edward James Rowe Trust
- Mary Beatrice Day Trust Fund
- St John's Grace Fund Ltd
- Hervey Bay RSL



# LifeFlight

## HEAD OFFICE

**Address** 32 Edward Street Brisbane QLD 4000

**Postal Address** PO Box 15166, City East, QLD 4002

**Phone** +61 7 3037 2299

**Email** [info@lifeflight.org.au](mailto:info@lifeflight.org.au)

**[www.lifeflight.org.au](http://www.lifeflight.org.au)**

## CONNECT WITH US

 [LifeFlightOfficial](#)

 [RACQ\\_LifeFlight](#)

 [lifeflight\\_au](#)

 [lifeflight-australia](#)

 [LifeFlight\\_AU](#)

