

# ANNUAL REVIEW

2017 - 2018





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# Chairman's Message

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Hon. Robert Borbidge AO

**I am pleased to present the 2017-18 LifeFlight Annual Review on behalf of the Board and the Executive Leadership Team.**

LifeFlight has reached a significant milestone as we mark the beginning of our 40-year celebrations across the organisation.

Since the first historic airlift in 1979 in south-east Queensland, more than 50 thousand souls have been saved and precious second chances gifted to countless families and loved ones.

The need for LifeFlight's service was born out of necessity; to help Queenslanders in trouble far from appropriate medical care. Four decades on, demand for our services has never been greater.

This financial year, our team of highly qualified and experienced professionals performed a record number of missions. LifeFlight's Retrieval Medicine doctors cared for 5,452 people onboard rescue aircraft throughout Queensland, the RACQ LifeFlight Rescue community helicopters undertook 1,819 operations, and our air ambulance jets flew 414 missions across 26 countries.

With a fleet of superior aircraft, highly-skilled aeromedical specialists and support staff, and tasking requirements that continue to increase, the cost of providing LifeFlight's service to the community is significant.

While the existing charitable organisations of LifeFlight Retrieval Medicine and the LifeFlight Foundation have worked hard to secure new contracts and funding to fulfil the growing need for our lifesaving community helicopters, we recognise the imperative to develop a broader and more sustainable funding platform - one that ensures the organisation can achieve its mission well into the future.

LifeFlight's diversified funding model has been established with the sole purpose of keeping the community helicopter rescue service airborne. Funding is based on three key pillars; government funding through service agreements, sponsorship and community fundraising, and increasingly profit-for-purpose commercial enterprises.

During the 2017-18 period, the LifeFlight Australia Board has focused on realigning the organisation to create a clear delineation between our core community helicopter service, RACQ LifeFlight Rescue, and the commercial profit-for-purpose enterprises that exist to fund it.

LifeFlight's profit-for-purpose initiatives have been centralised under a new company; LifeFlight Commercial Ltd. The entities of LifeFlight Air Ambulance, LifeFlight Training Academy, LifeFlight Coordination Centre (C3) and Engineering Services have been transferred to this new commercial company from 1 July 2018.

This new structure will ensure absolute transparency between the commercial profit-for-purpose operations and the community helicopter service. Without these enterprises, LifeFlight could not meet its self-funding obligations and

sustain its level of service to the Queensland community.

In acknowledgment of the valuable work we undertake together, additional funding from the Queensland Government in the 2017-18 budget has allowed LifeFlight to meet its increased tasking requirements in south-east and regional Queensland, and account for the operation and maintenance costs associated with an advanced aircraft fleet.

Without supporters on the ground, and a united effort from many dedicated partners and supporters, we simply could not exist to serve Queenslanders.

Partnerships are paramount to our success, and I thank all those who have stood beside us, including our major Naming Right's sponsor RACQ, corporate partners, small businesses, councils and individuals.

This world-class organisation, grown from humble Queensland roots, remains committed to one authentic cause – saving lives.

Throughout the next year, we will celebrate our proud history and commemorate the official 40-year anniversary of our organisation, and an enduring 25-year partnership with RACQ.

The Board, along with the executive leadership team, looks forward to celebrating with those who have shared this incredible journey with us. Together, we shall continue to faithfully serve and save Queenslanders in their greatest hour of need.

# Our Board

The LifeFlight Board brings together respected leaders with a diverse range of medical, aviation, business, financial and philanthropic experience. The Board reflects LifeFlight's values and works to ensure integrity, transparency and accountability at all times while shaping the direction and future sustainability of LifeFlight's cause.



**Hon. Robert Borbidge AO**

Chairman (Non-Executive)



**Hon. Jim Elder F.A.I.C.D**

Director (Non-Executive)



**Colin Archer**

Director (Non-Executive)



**Stewart Morland**

Director (Non-Executive)



**Rod Forrester**

Director (Non-Executive)



**Jan Taylor**

Director (Non-Executive)



**Paul Turner**

Director (Non-Executive)



**Ashley van de Velde**

Director (Executive)  
Chief Executive Officer

## LifeFlight Retrieval Medicine Board

Hon. Jim Elder F.A.I.C.D. - Chairman

Rod Forrester - Deputy Chairman

Allan MacKillop - Chief Medical Officer

Ashley van de Velde - Managing Director

## LifeFlight Foundation Board

Merren McArthur - Chairperson

Hon. Robert Borbidge AO - Deputy Chairman

Allan Godbee - Director

Ashley van de Velde - Director

Travis Schultz - Director

# CEO's Message

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Ashley van de Velde

**The 2017-18 period has been a year of significant growth across all areas of the organisation. As LifeFlight reaches its 40th anniversary, I am humbled and proud of the tremendous rescue service that we have grown together.**

Over the past financial year, our internal teams have worked hard alongside industry and government partners to secure funding, settle new contracts and establish LifeFlight as a forward-thinking organisation, ready to respond to an often complex and dynamic environment of operation.

Increased funding from the Queensland Government has eased significant financial pressures over the period, allowing LifeFlight to focus on its core mission - saving lives.

However, the high costs associated with the operation and maintenance of an advanced aeromedical fleet places anticipated strain across the organisation. Our profit-for-purpose social enterprises such as LifeFlight Air Ambulance, LifeFlight Training Academy, LifeFlight Coordination Centre (C3), and our Engineering Services, help to negate these costs. All profits raised through these services are redirected back into the community rescue helicopters.

While it is necessary to ensure LifeFlight is a sustainable and viable organisation, we are, and always will be, a charity with

one unified goal – being there for people in their darkest hour. The lives of our fellow Queenslanders; mothers, fathers, sons and daughters, remain at the heart of everything we do.

During the 2017-18 period, LifeFlight experienced its busiest year on record with more than 5000 people supported by our service. It is clear the need for LifeFlight's rapid-response aeromedical care will only continue to grow.

We are gearing our assets to meet this increasing demand, implementing a modern fleet-renewal strategy, particularly to support our busiest bases. The introduction of Leonardo 139 (AW139) helicopters, with their longer range and faster speeds, is allowing us to meet our increased tasking requirements in south-east and regional Queensland.

For example, the Surat Gas Aeromedical Services (SGAS) partnership has resulted in the addition of a second AW139 helicopter for the Toowoomba base, and another stationed at Roma. I sincerely thank our commercial partners including Arrow Energy, Origin, QGC-Shell, and Santos, for their commitment to saving lives.

Our bases are also being upgraded to ensure they are fit-for-purpose and able to meet the expected growth in operations. This year we welcomed the delivery of a new purpose-built base to house our Toowoomba aeromedical crews. The \$4.335 million facility is thanks to funding from the Federal Government's Building Better Regions Fund (BBRF), matched by longtime supporter and philanthropist, Mr Clive Berghofer.

While our assets expand, so too does the requirement for our highly skilled people. During the 2017-18 period, LifeFlight

Retrieval Medicine worked hard to secure a significant new contract with Queensland Health. This renewed contract will ensure all Queenslanders have access to highly-trained LifeFlight Critical Care doctors, regardless of the aeromedical provider, until at least June 2024.

This year we also marked the anniversary of our enduring 25-year partnership with Naming Right's sponsor of our community helicopters, RACQ. The decision to centralise LifeFlight's community operations under one name, RACQ LifeFlight Rescue, has raised our profile and strengthened community engagement following the 2016 rebrand. We look forward to continuing our partnership with RACQ well into the future.

As LifeFlight continues to expand its footprint across Queensland and Australia, the need for community support has never been greater. Stakeholders, corporate partners, and everyday Queenslanders support us on the ground raising vital funds to help meet operating costs and advocating for LifeFlight's service within the community. I sincerely thank all those who have contributed over the past financial year; donating their time, money and goodwill.

While we remember our incredible 40-year history over the coming 12 months, we continue to scope new opportunities and partnerships which will ensure LifeFlight's service remains airborne for all future generations.

I would like to thank the LifeFlight Board, our fantastic and dedicated people, and you the supporter, for your continued commitment and dedication to our purpose.

RACQ LifeFlight Rescue has proudly served the Queensland community for 40 years.

The State's leading aeromedical service, we are strong in our focus and commitment to one singular purpose – ensuring people receive the care they need, when they need it.

Our helicopters, doctors and aircrew are on stand-by should you need us. We have always been, and will continue to be, here with you for **LIFE**.



## Aerial View

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OVER  
**50,000**   
CRITICAL RESCUE MISSIONS SINCE 1979

**5,452**   
TOTAL LIFESAVING MISSIONS PERFORMED 17 - 18

**3**   
JET AIR AMBULANCES

**10**   
ROTARY WING ASSETS

**5**   
LEONARDO AW139S

**8**   
BASE FACILITIES

**9**   
DOCTOR BASES

OVER  
**400**   
LIFELIGHT EMPLOYEES

OVER  
**200**   
FOUNDATION VOLUNTEERS

AVG.  
**130**   
CRITICAL CARE DOCTORS



**Mission Survivor:**

David McKinnon, was airlifted by RACQ LifeFlight Rescue after a serious heart attack in 2017

# RACQ LifeFlight Rescue – Community Helicopters

**RACQ LifeFlight Rescue’s iconic blue and yellow helicopters took to the skies for more than 3,000 hours in the 2017-18 period, delivering life-saving aeromedical care to thousands of people across Queensland and northern New South Wales.**

An incredible 2,166 community-based missions were performed during the financial year, resulting in 1,819 people being airlifted by RACQ LifeFlight Rescue.

Our helicopter network provides a blanket of care from the Pacific Ocean to the outback. It stretches through five major regions with 10 rotary wing aircraft located at bases in Brisbane, Toowoomba, Bundaberg, Roma, Mount Isa and on the Sunshine Coast.

Under our fleet renewal strategy, two new Leonardo AW139 helicopters joined the service this year. These state-of-the-art assets provide an advanced medical platform, increasing the speed, range and the overall capability of our aeromedical

crews. Effectively, they are intensive care units in the air.

This is particularly important for those living in regional and remote parts of the State where the need is significant and increasing. In 2017-18, the Toowoomba base airlifted a record number of patients, surpassing the Brisbane base as the organisation’s busiest.

Cardiac conditions remained the most prevalent medical issue with 352 people treated. Motor vehicle or motorcycle accidents accounted for 185 airlifts, while falls resulted in 116 airlifts. Air-medical intervention not only gives patients a fighting chance of survival, it greatly reduces the chance of permanent disability; significantly improving recovery outcomes.

Thanks to superior search and rescue capabilities, our helicopters continue to go where others cannot; winning medical crews into areas otherwise inaccessible. The Bundaberg base alone completed 40 search and rescue missions this year, with RACQ LifeFlight Rescue helping to

provide peace of mind to Queenslanders active in the great outdoors.

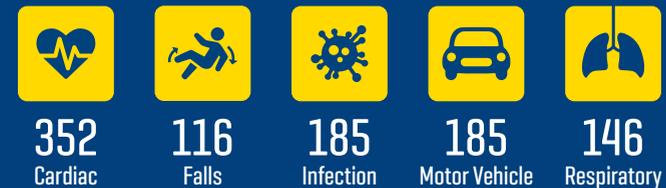
Our fleet has been well supported on the ground by a dedicated team of engineering and airworthiness professionals. For every one hour of flight time, four hours of maintenance and upkeep is required to ensure the helicopters are able to respond quickly to lifesaving missions. Our rotary-wing engineering department is one of the most advanced AW139 operations in the country, performing significant maintenance activities, fleet management tasks and major aircraft inspections.

Equipped with advanced aeromedical capabilities, and the dedication of many valued supporters, RACQ LifeFlight Rescue will continue to deliver on its mission. Together, we care for Queenslanders in their darkest hour.

## TOTAL PATIENTS RESCUED PER BASE



## TOP 5 RACQ LIFEFLIGHT RESCUE MISSION TYPES







### Maddox Porter

**Shelley Porter remembers the moment she first saw the blue-and-yellow helicopter coming to the aid of her little boy.**

Seven-year-old Maddox, and little brother Ashton, had been helping to mow the lawn on Easter Sunday this year; sitting next to Shelley on a ride-on mower. Suddenly they hit a rocky patch and in a split second, Maddox's left hand fell under the mower's blades.

Shelley remembers going into shock as she grappled with her son's horrific injury. Maddox was stabilised but it was clear he would need emergency surgery in Brisbane. The Toowoomba based RACQ LifeFlight Rescue helicopter was quickly on the scene, landing in the backyard and providing medical care for Maddox during his airlift.

Maddox has undergone multiple surgeries, some of which have lasted more than 17 hours. The Porter family knows the outcome for Maddox may have been very different without RACQ LifeFlight Rescue and has since raised more than \$10,000 for the charity in recognition of the care and compassion they received that fateful day.

“ IF THEY DIDN'T COME THAT DAY, MADDOX WOULDN'T HAVE A HAND. IT'S AS SIMPLE AS THAT. I WILL SUPPORT THEM FOREVER. ”



“ I SAW THE BLUE AND YELLOW CHOPPER COMING OVER THE HORIZON AND I THOUGHT, ‘WOW, THAT’S COMING FOR ME.’ ”

**A shocking mountain-bike accident should have left Brisbane dentist Andrew Paddison a quadriplegic but the father-of-two credits the quick medical intervention by his ‘angels of mercy’ - the RACQ LifeFlight Rescue medical team – for his astonishing recovery.**

Andrew was mountain biking when he was suddenly thrown over the handlebars and speared head first into the ground. Andrew’s brother-in-law called for help while the Brisbane dentist lay in agony, unaware of RACQ LifeFlight Rescue’s arrival until the ‘angels of mercy’ were hovering overhead.

In less than 20 minutes, Andrew was delivered to hospital for urgent spinal surgery; a trip that would have been several hours long if he’d been retrieved by ground crews.

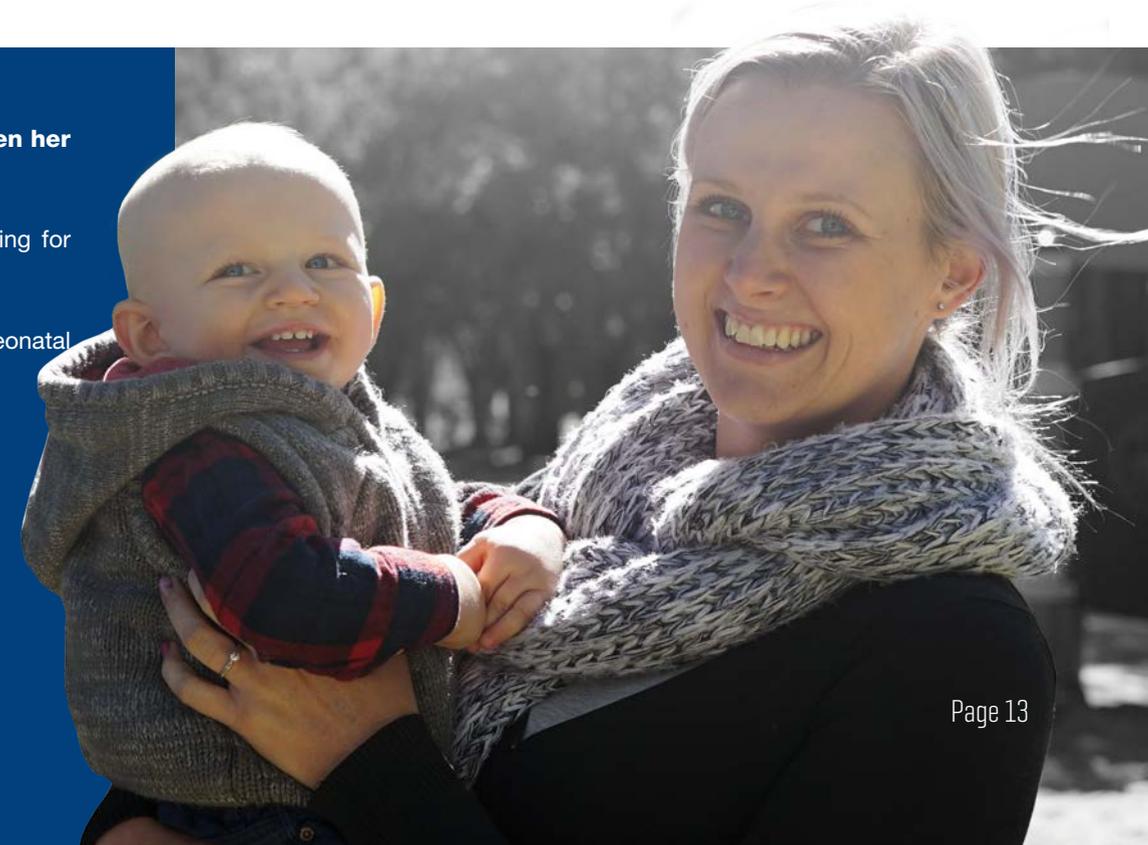
**What should have been a moment of joy turned into sheer terror for Brianna Hile when her newborn son suddenly stopped breathing.**

Just hours after he was born in Toowoomba Hospital, William was turning blue and struggling for breath. Doctors made the lifesaving decision to call quickly for RACQ LifeFlight Rescue.

William was airlifted to Brisbane for treatment and an eventual diagnosis; he had been suffering neonatal sepsis and had a blood clot in his brain.

Fortunately, quick medical intervention made a lifesaving difference to William’s recovery.

“ YOU NEVER KNOW WHEN SOMETHING IS GOING TO HAPPEN TO YOUR MOST PRECIOUS LOVED ONES. ”





## Critical Care in the Air – LifeFlight Doctors

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**It takes more than just bravery to become a LifeFlight Critical Care doctor. Mountaintops, roadsides and boats can quickly become makeshift hospital beds.**

Our doctors are specially trained to administer pre-hospital emergency medical treatment while exposed to the elements or operating 12,000 feet above ground in the back of a helicopter. They each must complete years of post-graduate training in a critical care discipline before they can be considered for the challenging role.

LifeFlight Retrieval Medicine (LRM), an existing charitable organisation within LifeFlight Australia, holds an exclusive agreement with Queensland Health for the recruitment, training, and supply of Critical Care doctors throughout Queensland. LRM also provides medical coordination consultants to the statewide aeromedical coordination centre, Retrieval Services Queensland.

Approximately 130 doctors are contracted to work onboard RACQ LifeFlight Rescue's helicopters in Brisbane, Toowoomba, Bundaberg, Mount Isa and the Sunshine Coast. LRM supplies doctors to Queensland's other aeromedical providers such as the Royal Flying Doctor Service in Brisbane, Rockhampton, and Townsville; CQ Rescue in Mackay; Capricorn Rescue in Rockhampton and the State Government's QG Air in Cairns, Townsville, and Brisbane.

LRM also supplies doctors and nurses to LifeFlight's air ambulance jets based in Townsville and Brisbane and LifeFlight's internal commercial Surat Gas Aeromedical Service clients in Toowoomba and Roma.

Over the 2017-18 period, LRM settled a new contract with Queensland Health to secure this vital service until at least June 2024. The new agreement incorporates a 'non-fatigable' doctor roster by eliminating 24-hour shifts. This will significantly reduce the potential for fatigue due to the frequency and intensity of mission tasking over one shift.

Doctors hail from around the world and join the team for a six or twelve month rotation, travelling from the United Kingdom, Finland, Sweden, Denmark, and South Africa to experience the Australian way-of-saving-lives and to develop their skills in pre-hospital and retrieval medicine.

Recruits are put through two grueling weeks of training to prepare them for life onboard rescue helicopters and air ambulance jets across the State. LRM successfully renewed its accreditation with the Australasian College for Emergency Medicine to deliver this training program in the 2017-18 period.

On any given day, LifeFlight Critical Care doctors treat and transport ten patients who require emergency medical care. Their medical skills, coupled with the speed and versatility offered by a helicopter or jet, is often the difference between life and death.

### Doctor Joey Lindqvist with past patient, Maddox Porter

**Working in a country where it can take more than six hours to airlift a patient to hospital was an eye-opening experience for LifeFlight Critical Care doctor Joachim Lindqvist.**

The Swedish doctor, known as Joey, had his skills tested on the frontline, after a training period at the LifeFlight Academy, when faced with the harsh realities of Queensland's vast and often unforgiving landscape.

Joey recalls being tasked to a serious motor vehicle accident where a man had suffered injuries to several parts of his body, including a traumatic amputation of his leg. It would take two hours to reach him.

"We landed in an airfield where kangaroos watched us as we

hurried to get to the patient," Joey said.

"He had suffered major blood loss and was in a very critical condition. The small clinic didn't have the necessary resources to stabilise him.

"The patient had been given all available units of blood and was still in a critical condition. We needed to get him to Brisbane as soon as possible."

Over the next few hours, Joey and the Flight Nurse worked tirelessly to keep the man alive.

"Even though we had our doubts if we would make it in time, we managed to get him to Brisbane and into surgery."

"There are three major differences with pre-hospital

aeromedicine; the resources are scarce, you're in an unknown and sometimes even hostile environment, and everything you do in the field directly impacts the time it takes your patient to reach hospital," he said.

"It is sometimes a really tough job, where you literally have to make time-critical life-and-death decisions, but it's these tough decisions which make the job so challenging, interesting and ultimately very rewarding."

Joey and his family will return to Sweden in early 2019, where his knowledge and experience will prove invaluable in his future endeavours.

"Working as a LifeFlight doctor is a once in a lifetime experience; for me, it's a dream come true."

# Our Footprint





## New World Class Aeromedical Facility

**The Clive Berghofer LifeFlight Centre officially opened in Toowoomba this year, thanks primarily to funding from the Federal Government’s Building Better Regions Fund matched by a generous donation from long-time supporter and philanthropist, Clive Berghofer AM.**

The new \$4.335m base has delivered a world class aeromedical facility into the heart of Toowoomba and neighbouring south-west communities. The centre was officially launched at this year’s ‘Behind the Hangar Doors’ Gala Ball by the Federal Member for Groom the Honourable Dr John McVeigh MP, and Mr Berghofer.

Both the Toowoomba RACQ LifeFlight Rescue community helicopter and the Surat Gas Aeromedical Service helicopter are housed in the facility. It includes on-site crew accommodation for 24/7 operations, a purpose-built workshop for engineering activities, administration offices, and other staff facilities.

We are grateful to the Federal Government and Mr Clive Berghofer, along with the community, for making this state-of-the-art facility possible. The financial support generously provided for this vital piece of infrastructure has allowed RACQ LifeFlight Rescue to channel its limited resources into frontline services and focus on its core mission - saving lives.

“  
**THE CLIVE BERGHOFER LIFEFLIGHT CENTRE WILL ALLOW RACQ LIFEFLIGHT RESCUE AND THE SGAS HELICOPTERS TO PROVIDE AN ENHANCED SERVICE TO TOOWOOMBA AND NEIGHBOURING SOUTH-WEST COMMUNITIES.**  
”

A paramedic in a dark uniform and helmet is seated in the back of a helicopter, looking out the open door. The paramedic is wearing a helmet with a communication system and a vest with a patch that says "Li". The helicopter is flying over a landscape of rolling green hills under a sunset sky with orange and purple hues. The paramedic's hand is on a handle on the side of the helicopter.

## Keeping Airborne:

We help ourselves through commercial endeavours where all profits are directed back into the RACQ LifeFlight Rescue helicopters

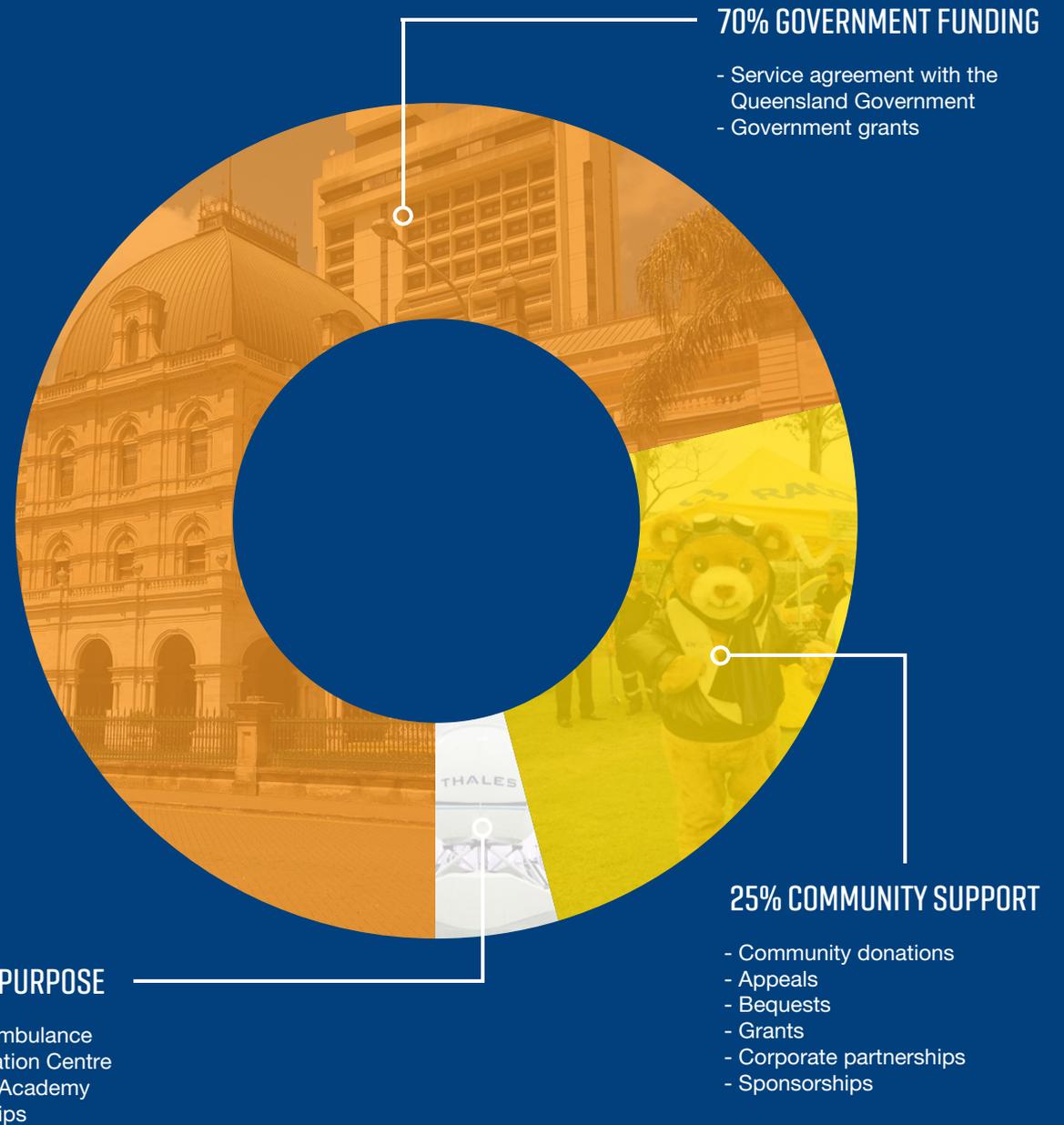
# Funding Model

**Aeromedical care is a vital community service and delivering it is a high cost proposition.**

The combination of highly skilled professionals together with cutting-edge helicopters fitted with advanced medical capabilities means achieving sufficient funding to keep airborne is an ongoing challenge. Our funding model must be both reliable and diversified to ensure we are sustainable and able to meet community needs.

A service agreement with the Queensland Government, community fundraising, and innovative profit-for-purpose social enterprises form a unique funding model with the sole purpose of keeping our community helicopters in the air.

At our heart, we are a charity dedicated to saving lives, but we think with the head of a business. We help ourselves through commercial endeavours where all profits are directed back into the RACQ LifeFlight Rescue helicopters. We are proud of our Air Ambulance, Training Academy, Coordination Centre and other profit-for-purpose initiatives which help us to keep aloft, both financially and in the skies over Queensland; working hard every minute of every day, to save lives.







## LifeFlight Jet Air Ambulance

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**LifeFlight's jet air ambulance fleet undertook a record number of missions in the 2017-18 financial year, performing 414 operations across 26 countries; a 21 per cent increase on the previous year.**

As Australia's only fully-integrated and dedicated jet air ambulance service, with both in-house aviation and medical crew divisions, our fleet includes two Lear 45 jets and one Challenger CL604. Each jet carries a Critical Care doctor and Intensive Care Flight Nurse onboard for all retrievals and can respond to both domestic and international medical evacuations in as little as 60 minutes.

The dedicated fleet of medically-configured aircraft remains on standby 24 hours a day, seven days a week. The jets have travelled around Australia and to destinations as far as England, Japan and Hawaii. On a more regular basis, planes fly across the Asia Pacific and Far North Queensland.

We work in partnership with LifeFlight's Coordination Centre, turning around quotes for insurance companies' repatriation and evacuation requests, often within 15 minutes of enquiries being received.

During the year, two LifeFlight jet air ambulances worked together on one mission to bring a patient home from South Korea. It was the first time LifeFlight had sent an aircraft into the country, and minimal information about airports and customs was available. It was a challenging task for LifeFlight's Aviation Operations Coordinators as they worked to obtain flight and overfly permits for multiple countries before the mission could go ahead. The total flight time for the two jets exceeded 21 hours.

LifeFlight sets a benchmark within the jet air ambulance industry with its best-practice operating procedures. As a result, LifeFlight Australia has been awarded the contract for Queensland Health's Long Distance and High Acuity Air Ambulance services as the Tier One provider. Over the past year, 122 missions were performed and 224 patients were airlifted.

LifeFlight will now be alerted to urgent jet air ambulance tasking requirements, with medical officers and flight nurses on standby to provide lifesaving treatment.

The jet air ambulance wing is a vital part of LifeFlight's profit-for-purpose strategy which redirects all profits back into the community helicopters, RACQ LifeFlight Rescue.

Offering the very best in aviation safety and medical care standards, LifeFlight's jet air ambulances have become the first choice provider for both domestic and international clients. Teams work with State and Territory Health Departments, insurance providers and commercial partners to bring help to those in need.



## Mission Coordination

**LifeFlight's Coordination Centre (C3) is responsible for the tasking and deployment of our fleet of community helicopters and air ambulance jets, coordinating complex aeromedical retrievals across Australia and around the world.**

The buzzing operations centre is staffed 24 hours a day, seven days a week by a team of Aviation Operation Coordinators who answer every call for help and connect Queensland's aeromedical services, including LifeFlight and the Royal Flying Doctor Service (RFDS), to those in need.

Throughout the 2017-18 period, C3 helped to coordinate 2,233 aeromedical retrievals across our rotary-wing and fixed-wing aircraft. This included 2,166 community helicopter missions performed by RACQ LifeFlight Rescue, 53 missions conducted by the Surat Gas Aeromedical Service, and 414 domestic and international jet air ambulance missions.

A team of 12 aviation operations coordinators and three administration staff managed more than 60,000 calls in and out of the centre, and sent over 145,000 text messages.

With a dedicated team both on the frontline and behind-the-scenes, RACQ LifeFlight Rescue helicopters become airborne within 15 minutes during the day and 30 minutes at night, thanks to seamless coordination.

LifeFlight's jet air ambulances, based in Brisbane and Townsville, saw a 21 per cent increase in missions on the previous year. Every flight involves substantial organisation such as aircraft refueling, engineering, permits, crew visas and more.

Across the organisation, inter-facility transfers (IFTs) remained the most common mission type. IFTs involve transferring patients from regional hospitals to tertiary centres for advanced medical care. Our Aviation Operations Coordinators play an integral role in connecting the tasking agency with the flight crew for every mission.

LifeFlight's partnership with the Australian Maritime Safety Authority (AMSA) based in Canberra, strengthened in the 2017-18 period with the renewal of the AMSA telehealth contract. Under the agreement, 104 calls for help were answered by C3. During a call, C3 will connect the vessel to a LifeFlight Retrieval Medicine (LRM) consultant doctor who will provide telemedicine advice for patients onboard ships within Australian waters. If an immediate evacuation is required, the LRM doctor and C3 will arrange for the medical evacuation with local agencies. In some instances, this may involve tasking an RACQ LifeFlight Rescue helicopter to winch the patient from the vessel.

As we continue to expand our aeromedical services across Australia and around the world, C3 will remain at the heart of these complex processes, connecting Queensland's leading aeromedical services to those on the ground and in the air.



Coordinated 2,233 retrievals

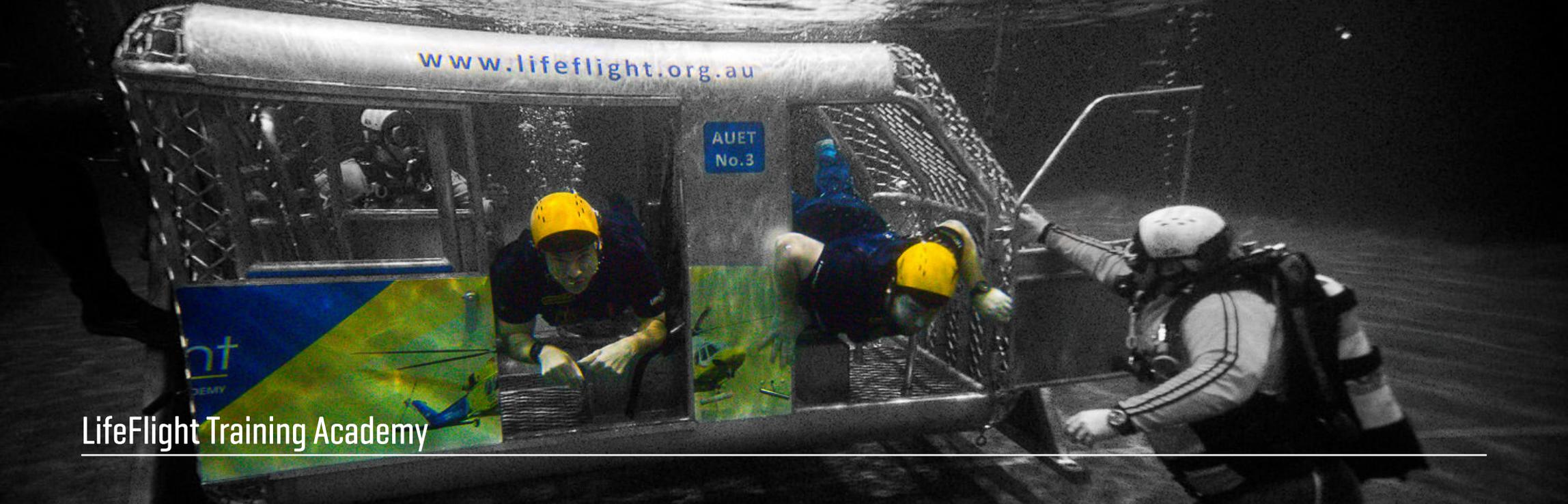


60,000 calls in and out of the centre



A flight schedule table with columns for flight numbers and rows for destinations. The table is filled with colored blocks representing flight times and statuses. The 'Aviatrix' logo is visible at the bottom left of the table.

UNIFY



## LifeFlight Training Academy

**LifeFlight's Training Academy gives students the opportunity to maintain and further their skills in a hands on environment with highly-qualified instructors.**

The Academy prides itself on giving students the theoretical knowledge and practical skills to excel in their aviation workplace, both inside the cockpit and on the ground. As a Registered Training Organisation (RTO) and Civil Aviation Safety Authority (CASA)-approved training organisation, we issued 841 qualifications over the past financial year.

The Thales LifeFlight Reality H AW139 Flight Training Simulator completed 1025.5 flight hours, with 13 AW139 Initial Type Ratings issued. The cutting-edge technology and immersive 360-degree experience offered by the Thales LifeFlight Simulator makes it the perfect learning tool for revising malfunctions which cannot be exercised in a real helicopter.

The flight training school also had a busy year, training more than 100 pilots for flight operations on AW139, AS350, BK117 and BH412 helicopters and issuing qualifications including Initial Type Rating, Night Vision Goggle (NVG), NVG SFE, low level winching endorsements and instrument ratings.

Our skilled instructors draw on their own experience 'flying the line' in rescue helicopters across Australia and around the world, imparting their knowledge to the next generation of aeromedical pilots and aircrew.

The strong partnership between the Dubai Police Air Wing and the Academy continued over the period, providing search and rescue training to both pilots and aircrew. Aero Asahi and the Japanese Coast Guard were welcomed back to conduct their recurrent training in April 2018. This training focused on safely flying the AW139 during normal and emergency operations.

The Academy gives LifeFlight the unique ability to train, maintain and upskill its own employees, consolidating resources and expenses across the organisation. Every new intake of our Critical Care doctors must undergo two weeks of rigorous training to prepare them for saving lives inside the back of a helicopter or jet air ambulance. This practical training runs parallel to classroom-based teachings which centre on pre-hospital care.

LifeFlight's Training Academy will continue to give students the most comprehensive and practical skills to succeed in their workplace under the expert guidance of highly-qualified instructors. By redirecting funds from its profit-for-purpose divisions, LifeFlight can focus on its core mission and channel its limited resources into saving lives.

## Industry Partnerships

**Now in its seventh year, LifeFlight's commercial partnership with the Surat Gas Aeromedical Service (SGAS) has supported hundreds of people who have fallen critically ill, or suffered life-threatening injuries, across regional Queensland.**

Helicopters based in Toowoomba and Roma provide emergency aeromedical assistance to the gas industry and the wider south-west community through the agreement with Arrow Energy, Origin, QGC-Shell and Santos.

The SGAS commercial partnership is a great example of our capacity to provide a broader community benefit through commercial operations. Not only does the RACQ LifeFlight

Rescue service receive vital funding from the SGAS contract; remote south-western communities gain access to a life-saving rescue helicopter service with a specialist critical care doctor.

The important SGAS partnership continued to strengthen in 2018, as crews took to the air onboard Leonardo 139 (AW139) helicopters. The faster AW139 aircraft features a state-of-the-art cockpit, avionics system, and larger working space for the medical crew in the rear of the aircraft; enhancing their lifesaving service to the community.

The Roma and Toowoomba-based SGAS helicopters conducted 31 lifesaving community missions over the past

financial year bringing aeromedical help to people in need.

One patient to benefit was 52-year-old Peter Gilmore, pictured below. Peter suffered a debilitating brain aneurysm which left him fighting for life. LifeFlight's highly trained SGAS aeromedical crew treated Peter before flying him to the Gold Coast University Hospital. Without the assistance of this vital service and the community minded SGAS partners who keep it airborne, Peter's outcome may not have been as positive.

We look forward to continuing this lifesaving work with the SGAS consortium to meet the growing demand for aeromedical services throughout Queensland.



Past Patient, Peter Gilmore, and his wife Helen

Safiya and Paramedic Matt Steer



## LifeFlight Foundation

**The LifeFlight Foundation celebrated its inaugural year with the help of a united community of supporters, dedicated to keeping the RACQ LifeFlight Rescue helicopter service airborne and saving lives.**

We are very proud to report in the 2017-18 financial year, \$4.3 million was distributed to LifeFlight Australia providing crucial financial assistance to the service. In addition to these funds, the LifeFlight Foundation also managed bequests totaling \$203,805 on behalf of LifeFlight Australia.

Funding has also been raised through a combination of individual donations, pledges, and community events. This significant contribution directly supported more than 5,000 people onboard aeromedical aircraft during the period.

A prime example of our progress has been the delivery of a major project; with the construction and activation of the new Clive Berghofer LifeFlight Centre in Toowoomba. Funds for the fit-out of the base were raised with the support of local families and businesses, through our Wall of Heroes project.

During the period, we also funded several major equipment upgrades. With the help of our valued donors, funding has been realised for a number of key projects, resulting in the purchase of four new specialised medical training devices, as well as engineering safety equipment.

Significant medical equipment upgrades were achieved for LifeFlight's Jet Air Ambulance fleet including the purchase of four additional medical training devices, seven paediatric manikins, and two alpha flight helmets.

As a community focused organisation, we were privileged to work with more than 130 event hosts this past year. The enormous fundraising efforts of more than 200 volunteers provided a vital link to our frontline aeromedical crews.

As RACQ LifeFlight Rescue begins its 40-year anniversary celebrations, the Foundation is proud to continue to contribute to this vital community service. Our donors and supporters are the real heroes of the LifeFlight Foundation story; our life-saving service is not possible without you.



\$4.3 million distributed



38,565 active donors



200+ volunteers

# Vital Community Support



## Rotary Ride the Range

More than 600 riders participated in the gruelling Ride the Range in Toowoomba on March 25, raising an incredible \$6,000 for the RACQ LifeFlight Rescue community helicopter service.



## Withcott Hotel Mud Crab Luncheon

The Withcott Hotel hosted Australian Cricketer Andrew “Roy” Symonds for an afternoon of cricket stories and fundraising in April. A big thank you to the Withcott Hotel for raising \$7,110.



## Taroom B&S Ball

More than 500 attendees frocked up to attend the revival of the Taroom B&S. Jane and Lucy Ziesemer wanted to bring back the traditional B&S Balls from the 80’s and raised \$40,000.



## Charity Race Day

The team at Aust-Safe Super raised an astounding \$8,000 at their annual Charity Race Day. Thank you so much Aust-Safe and Bundaberg Fruit & Vegetable Growers for your support.



## Eidsvold Cattle Charity Drive

With over 500 cattle, 25 riders and two head drovers, the team did a fantastic job of herding the cattle across the North Burnett countryside together while raising \$10,000.



## Rexel Holding’s State of Origin Fundraiser

A fabulous night of football and fundraising for the Rexel State of Origin Fundraiser. More than \$1,400 was raised on the night in support of the helicopter rescue service.



# Corporate Governance

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## Governance

Safety, security, performance and risks are monitored and reported at all levels of LifeFlight, from Board oversight through to Flight Safety Delegate groups. The adopted governance structure allows safety and security-related information to flow freely throughout the organisation, encouraging an open dialogue around risks and best-practice outcomes.

## Health, Safety, Security and Environment

LifeFlight's highest priority is the safety and security of our patients, clients, and people.

We take a vigilant, proactive and systematic approach to protecting the organisation against a range of risks, and strive for continuous improvement in safety, security, environmental practices and performance.

LifeFlight's Health, Safety, Security and Environment (HSSE) department aims to positively impact each of these areas. During the 2017-18 period, the HSSE department has focused on three key trends: data analysis, shifting client preferences, and staff wellbeing. The impact of this work will have a lasting positive effect on our success in the years to come.

## Accreditations

1. Registered Charity #CH3058
2. ISO 9001:2015 Quality Assured- Certificate Number QEC 12856
3. Registered Training Organisation #2762
4. Accredited special skills term teaching facility with:
  - Australasian College for Emergency MedicineThat 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
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 other flight training
10. CRICOS (Commonwealth Register of Institutions and Courses for Overseas Students) approval for the provision of training to international students – CRICOS #031103B
11. Organisational Member, Fundraising Institute of Australia

# Financials

## OPINION

The accompanying summary financial statements, which comprises the consolidated statement of financial position as at 30 June 2018 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 2018. In our opinion, the summary financial statements derived from the audited financial report of LifeFlight Australia Limited for the year ended 30 June 2018 are a fair summary of that audited financial report.

## RESPONSIBILITIES OF THE DIRECTORS

The directors of the Company are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and Division 60 of the Australian Charities and Not-for-profits Commission Act 2012 and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

## AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL REPORT

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion.

## UHY HAINES NORTON Chartered Accountants



Darren Laarhoven  
Partner

Brisbane, 13 November, 2018

## CONSOLIDATED STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2018

	2018 \$	2017 \$
TOTAL REVENUE FROM OPERATING ACTIVITIES	<b>88,392,621</b>	79,472,285
TOTAL EXPENSES FROM OPERATING ACTIVITIES	<b>(88,344,078)</b>	(84,502,947)
SURPLUS/(DEFICIT) FOR THE YEAR	<b>48,543</b>	(4,224,697)
<b>OTHER COMPREHENSIVE INCOME</b>	<b>8,557</b>	(8,557)
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	<b>57,100</b>	(4,233,254)
<b>TOTAL COMPREHENSIVE ATTRIBUTABLE TO:</b>		
MEMBERS OF THE PARENT ENTITY	<b>57,100</b>	(4,233,254)

## CONSOLIDATED STATEMENT OF FINANCIAL POSITION FOR THE YEAR ENDED 30 JUNE 2018

	2018 \$	2017 \$
TOTAL CURRENT ASSETS	<b>21,041,541</b>	15,481,893
TOTAL NON-CURRENT ASSETS	<b>29,219,246</b>	70,755,225
TOTAL ASSETS	<b>50,260,787</b>	86,237,118
TOTAL CURRENT LIABILITIES	<b>26,660,951</b>	18,879,448
TOTAL NON-CURRENT LIABILITIES	<b>4,837,902</b>	48,652,836
TOTAL LIABILITIES	<b>31,498,853</b>	67,532,284
NET ASSETS	<b>18,761,934</b>	18,704,834
TOTAL EQUITY	<b>18,761,934</b>	18,704,834

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 Partners

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## Government



## Naming Rights



## Industry Partners



## Corporate Partners



## Business Partners



## Council Partners



## Major Donors

Clive Berghofer Group  
 JL MacTaggart Holdings Pty Ltd  
 Flannery Foundation  
 Mrs Geraldine Underhill  
 The Mather Foundation  
 Mrs Margaret Brown  
 Mr & Mrs John & Robynne Siemon  
 Mr Alan Grimmer  
 QLD Roof Replacements  
 Mr Peter Haeusler  
 Fitzpatrick Family Charitable Trust  
 Mrs Dinie Gaemers

Neil & Tracey Kanowski  
 Brown Family Gift Fund  
 Ms Lynette Snow  
 Mrs Maureen Stevenson  
 Mr & Mrs David & Loraine McLaren  
 Mr & Mrs Keith & Cheryl Schelberg  
 Mr Edward Victor  
 Mr Ross Sawtell  
 Mrs Veronica Butta  
 Ms Rosalie Keirle  
 OPD Developers Pty Ltd

## Bequests

Estate of the late Neville William Becker  
 Estate of the late Gertrude Elizabeth Parker  
 Estate of the late Ian Donald Crellin  
 Estate of the late George Thomas Gray  
 Estate of the late Doris Joan Walker  
 Estate of the late Clarice Andrews  
 Estate of the late Justine Frances Waugh  
 Estate of the late Colin Bernard Kowitz  
 Estate of the late Irene Mae Wright  
 Estate of the late Blanche Ruby Wood  
 Estate of the late Francis Desmond Dwyer  
 Estate of the late Ruby Wolski

## Grants

St John's Grace Fund Ltd  
 Gambling Community Benefit Fund  
 Marian & EH Flack Trust  
 Mary Beatrice Day Trust Fund  
 Queensland Community Foundation  
 Edward James Rowe Trust



## CORPORATE OFFICE

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