

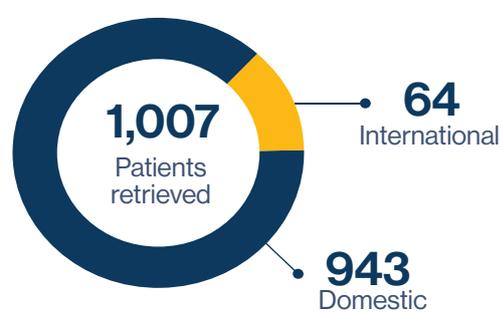
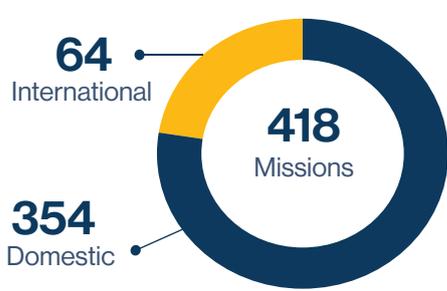
LifeFlight Jet Air Ambulance Capability

Challenger 604 Fleet





Our air ambulance jets



Statistics from 2023-24 FY

Global reach, local expertise

LifeFlight is the largest, most advanced aeromedical service in the southern hemisphere.

With more than **45 years of experience**, we ensure that every flight, mission and operation is a seamless intergration of advanced medical care and expert aviation. Our Challenger **604 jets** are equipped to provide medical intensive care at **35,000 feet**, making us the leading choice for long distance, high-acuity medical care, across Australia and the world.

24/7	180+	5000+	0
Control centre, 365 days a year	Critical care doctors	Medical assists	Zero major incidents

Our service extends to diverse and remote locations with our aircraft strategically positioned across Australia and Singapore. We seamlessly manage both domestic and international repatriations across the vast Asia-Pacific region.



About LifeFlight

2023



LifeFlight clinches prestigious ITIJ Air Ambulance Company of the Year

Our aircraft connect patients to the care they need, but it's the people on board the aircraft who truly set LifeFlight apart. Our professional and qualified staff, combined with vertically integrated logistics, engineering and training capabilities, equips us to provide world-class aeromedical care that has been recognised by peers.

Our jets' innovative design allows for cabin space to be maximized, providing clinical crews with an optimized environment to access and treat patients and to accommodate essential medical equipment. This allows our specialist physicians to perform tertiary-level care in a prehospital setting, ensuring patients receive the best possible care from take-off to touchdown.



2001

CareFlight Medical, now known as LifeFlight Medical is established.



2004

CareFlight air ambulance begins with the operation of a Lear Jet 36 (LJ36).

1 Lear Jet



2009

Townsville base opens for fixed wing operations expanding range and capability.

1 Lear Jet



2009

LifeFlight begins operations with the more capable LJ45.

2 Lear Jets



2013

LifeFlight Communications, Coordination and Control Centre (C3) expands to manage fleet logistics.

2 Lear Jets



We are proud to operate one of the largest fleets of long-range, medically configured aircraft in the South Pacific. LifeFlight operates with the highest levels of safety, skill, care and diligence within the aviation and medical industries.

Together with our partners, we have continuously innovated to improve air ambulance services available to our global customers. Our solution continues this journey of innovation with advanced multi-patient capable aeromedical jets.



2014

First CL604 introduced enabling an interstate and intercontinental capability.

1 Challenger Jet
2 Lear Jets



2020

LifeFlight fleet transitions from L45s to CL604 jets

1 Challenger Jet
2 Lear Jets



2020 to 2022

LifeFlight provides an enhanced response for customers with the provision of additional jets to assist in the management of COVID.

4 Challenger Jets



2022 to 2023

LifeFlight expanded to intercontinental aeromedical transfers permanently.

4 Challenger Jets



Our reach

Our global headquarters is located in Brisbane, Australia and is home to our Communications, Coordination and Control Centre (C3). From our network of aeromedical bases, LifeFlight is able to reach all major locations throughout the Middle East, Europe, Africa and Asia, as well as America. Our customers can be confident that LifeFlight will successfully deliver aeromedical and repatriation services globally.

Importantly, LifeFlight has pro-actively established working relationships with many relevant authorities across the region, including the Civil Aviation Authorities for all countries shown below.

Dedicated aeromedical specialists, working within our 24/7 C3 Centre, are responsible for updating the operational requirements of the ports we regularly operate to, enabling a seamless activation. We also engage directly with local government agencies, including health departments and embassies, to ensure all diplomatic requests are prioritised.

Our jets are crewed with a Captain and First Officer, with the ability to take a third crew member for longer flights, in addition to a Critical Care Doctor and Flight Nurse. LifeFlight air ambulance jets are able to fly to the majority of countries across the globe and airlift injured or ill people back to their country of origin without the need for technical stops in other countries.





Key Flight Routes

We originate direct flights from Australia and Singapore, depending on the destination, with extended reach to the Middle East, Europe and Asia and America via transit locations.

Note: The routes shown below are illustrated to demonstrate our network coverage in the region. Our network can support operations to and from many more locations than are shown, connecting to airports globally.



Constant Medical Observation



Smooth Operational Integration



Agile and Flexible Service



I would like to thank the team at LifeFlight for the very smooth operation of the air ambulance flight last week. The wing to wing transfer in Thailand of patients from New Zealand to Germany was seamless.

Christoph Ullrich
Senior Manager International Network
ADAC Ambulance Service / Medical Assistance



The experts behind our air ambulance jets



LifeFlight's specialist retrieval practitioners are rigorously trained in aeromedical retrieval medicine and are supported by LifeFlight's clinical governance framework.

Employing more than 180 medical professionals, LifeFlight is the largest employer of pre-hospital retrieval medicine (PHRM) specialists, registrars, flight nurses and flight paramedics in Australia.

Overseen by the LifeFlight Clinical Governance Committee, this ensures the highest quality of patient care thus improving patient outcomes.

LifeFlight medical crews undergo rigorous pre-employment training specific to the aeromedical retrieval environment, provided through our LifeFlight Training Academy.

Our Telephone Medical Advisory Services

LifeFlight operates Telephone Medical Advisory Services for a wide range of clients including the Australian Federal Government's Australian Maritime Safety Authority (AMSA). Combining more than 40 years of expertise and state-of-the-art capabilities, our TMAS capabilities provide invaluable medical guidance and support, wherever and whenever it's needed.

Our C3 Centre

Our Communications, Coordination and Control Centre (C3) is at the core of LifeFlight. This hub ensures the seamless and efficient operation of our aeromedical services.

Our air ambulances work in cooperation with C3, which is staffed around the clock by a team of experienced aviation operation coordinators who manage the following:

- Activation and tasking of our jets
- Securing landing permits and obtain customs and immigration clearances
- Flight planning and tracking
- Patient transfers (hospital to aircraft, aircraft to aircraft, aircraft to hospital)
- Third-party ground ambulance and ground handling
- Refueling
- Accurate and complete mission record keeping

Quality and safety

As aviation and medicine are LifeFlight's two core focal points, quality and safety are extremely important to us.

LifeFlight has an enviable safety record, supported by a comprehensive management system incorporating ISO 9001:2015 accreditation.

LifeFlight is a founding member of the Aviation Safety Network and is an active participant in the network and continuing education program. LifeFlight is an industry leader in effective safety management.

Industry-leading accreditation

LifeFlight holds and maintains a suite of accreditations, approvals and certifications including:

- ISO 9001:2015 Quality Assured certification
- CASA-issued Air Operators Certificates (fixed-wing and rotary-wing)
- CASA-issued accreditation as a maintenance facility (fixed-wing and rotary-wing)
- CASA-issued approval for internal checking and training (fixed-wing and rotary-wing)
- CASA-issued certification for AW139 type ratings and other training (CASR 141/142)
- Accreditation as a Registered Training Organisation RTO Code: 2762
- Eurami accredited provider
- Accreditation for Pre-hospital & Retrieval Medicine Special Skills Placement by the Australasian College for Emergency Medicine (ACEM)
- Accreditation with Australian and New Zealand College of Anaesthetists (ANZCA)
- Accreditation with the College of Intensive Care Medicine (CICM)

ZERO

major incidents

LifeFlight has developed a detailed BowTie suite to communicate risk assessment results to all levels of stakeholders, both internally and externally. This has then been taken to a new level through the development of the Risk Profile Picture and Effectiveness of Controls to transform beyond BowTies into a live representation of risk management.





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