



Westpac Rescue Helicopter Service



2020/21 Annual Impact Summary

Our mission is to 'always be there for the community delivering the highest standard of aeromedical and rescue services to those in need'.

And whilst COVID dominated public awareness through Financial Year 20/21, our Pilots, Aircrew Officers, and Helicopter Critical Care Medical Teams continued to assist people in everyday emergencies on the road, in the water, on farms, at home, in leisure and sport or at work, as well as conducting lifesaving inter-hospital transfers for seriously ill patients across Northern NSW. Whilst our engineering teams ensured our aircraft remained on standby and ready to respond 24/7.

Similarly, other first responders including NSW Ambulance, NSW Police, Fire and Rescue, emergency services, as well as NSW Health nursing and hospital staff were all in the frontline of this crisis, conducting 'business as usual' and I applaud all their efforts and commitment to public health and safety.

As an organisation, our events and face to face fundraising activities were placed on pause, as were the efforts of our enthusiastic and dedicated volunteers. Our employees in every role, from management,

administration, engineering, marketing, events right up to our aircrews were faced with unprecedented challenges.

Despite these challenges, I'm very humbled and proud to say that our teams, in every aspect, have stepped up to meet the demands placed upon them – be that working in frontline emergency medical care; working on base under tight controls; or working remotely to fulfill the duties normally undertaken in the office or out in the community.

I applaud our teams for their resilience and their ability to maintain our aeromedical response, 24-7, for those in need across Northern NSW and am pleased to share this overview of our past year with you.

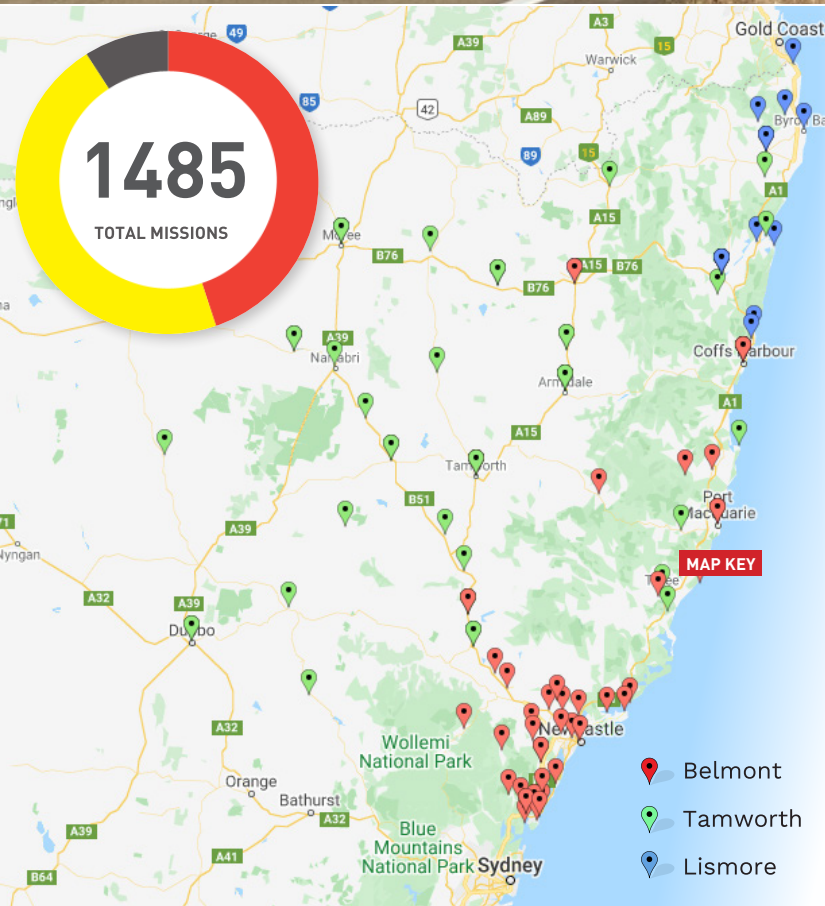
Thank you for your support.

Richard Jones OAM
CEO



Mission Summary

JULY 2020 – JUNE 2021



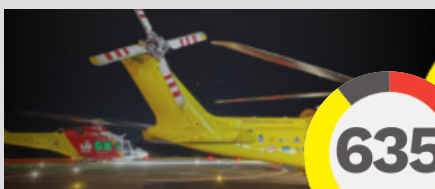
MISSION NUMBERS

- Pre-Hospital Emergency
- Inter-Hospital Transfers
- Search and Rescue

TYPE OF MISSION

650		Medical Conditions	65		Farming
234		Motor vehicle	54		Industrial
153		Motorcycle	29		Burns
103		Water	28		Sporting Injury
8		Falls	2		Air Transport
65		Other			

OPERATIONAL BASES



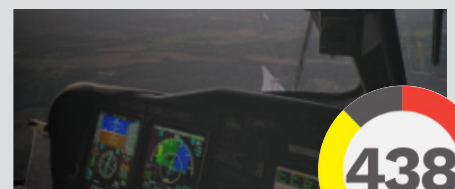
BELMONT

635



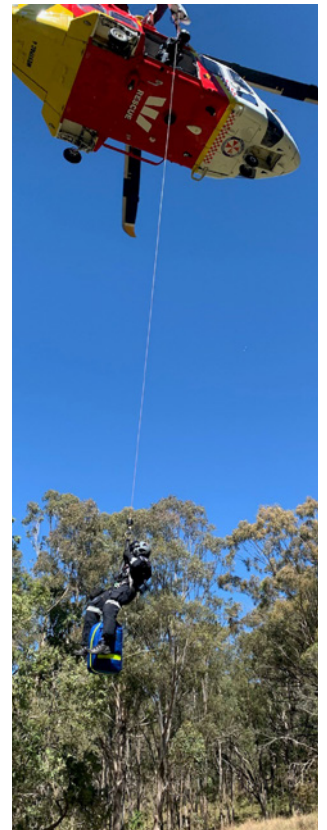
TAMWORTH

412



LISMORE

438



Records Broken

Aeromedical response continued 24-7 throughout the pandemic, with Pilots and Aircrew Officers working in partnership with medical teams from NSW Ambulance and NSW Health, along with first responders throughout Northern NSW, to provide emergency care for people in their time of need. Whilst we saw a decline in flying hours due to reduced demand at the height of COVID restrictions in April and May 2020.

The work-rate of the aircraft and crews increased significantly in the second half of the year. The Service was called to its highest ever number of monthly missions in January 2021, a short lived record broken once again in April 2021.

COVID Safe Operations

Managing the impacts of COVID-19 remains a critical priority.

Foremost has been the safety, health and well-being of our staff, medical teams, patients, volunteers and community; continuity of our aeromedical and rescue services and financial sustainability.

Our Pilots and Aircrew Officers, along with the NSW Ambulance Critical Care Paramedics and NSW Health Doctors and Nurses who make up our Helicopter Critical Care Medical Teams, continue to respond to those most in need despite the challenges that COVID-19 has presented.

At points throughout the year we suspended face to face fundraising activities including postponement

or cancellation of events, closure of Op Shops and suspension of workplace visits, Club Housie games and Volunteering to minimise health risks and ensure compliance with government public health orders.

Skills Development and Maintenance

Our Operational Crew work under extremely intense and often challenging conditions, where their experience and training is paramount to a successful mission. Training has been completed in both the AW139 aircraft and the Augusta Westland approved Cat D AW139 Simulator.

During the Financial Year 2020/21 our Training Team completed initial helicopter training for 15 Doctors, 4 Paramedics and 13 John Hunter Retrieval Nurses and Neonatal Intensive Care Unit staff. 71 Doctors, 23 Paramedics and 55 John Hunter Retrieval Nurses and Neonatal Intensive Care Unit staff completed recurrent helicopter safety training across the Northern Zone.

Aircraft Quality Assurance

The Deep Level Maintenance of the Service's fleet of four AW139's has seen our team at Broadmeadow complete 4 x 300 hourly inspections, 2 x 600 hourly / 12 month Inspections and 4 x 4 yearly / 2440 hourly inspections.

Engineering support continues to be provided 24 hours a day 7 days a week at each of the operational bases at Belmont, Tamworth and Lismore to ensure the highest levels of aircraft availability and safety. The Line bases completed 176 scheduled maintenance events and 104 unscheduled maintenance events.

People and Culture

Among the key areas of focus for the People and Culture Plan for 20/21 were Mental Health, Learning and Development and Workforce Planning.

Specific focus areas included the development and implementation of work-life balance guidelines as well as the development of a Mental Health Action Plan. The Plan focused four goals; building a psychologically safe workplace; increasing the mental health literacy of staff; reducing the risk of PTSD to frontline staff and encouraging sustainable self-care habits of staff. The Plan is monitored and implemented through the Mental Health Action Group, with staff having the opportunity for ongoing Mental Health education including Mental Health First Aid training, monthly Mental Health Updates, Well-being Workshops and EAP sessions for leaders and staff.

SHEQ

The Safety, Health, Environment and Quality (SHEQ) team, facilitated organisational risk management, Investigation and Assurance (Audit) functions, supported by fit for purpose aviation safety/quality management systems.

Internal audits of our Systems are conducted on a rolling annual schedule to ensure assurance and continual improvement.

Key SHEQ projects included Ongoing Flight Operations ergonomic assessment and manual handling analysis through wearable tech, whilst key service compliance included the Safety Management system being re-issued to meet CASR Part 145 requirements, with CASR Part 119 ongoing.

Successful Re-verification of Environmental Management System – AS/NZS ISO 14001:2015, Quality Management System ISO 9001:2015 and OHS Management System ISO 45001:2018.

In Partnership With Our Community

Partnerships with our community, businesses and the NSW Government are vital to ensuring our aircraft are available to deliver the best possible care for those in need.

In 2020/21 the service received \$16.3 million in gross fundraising support, which was approximative 35% of the total income for the year (total income being \$46.0m). While recognising a significant deficit in face-to-face fundraising as a result of the pandemic, the Service was very fortunate to receive a number of major non-recurring gifts including a bequest of \$1.3M from the estate of the late Ms Sheila Woodcock, with Staff and Directors eternally grateful for this and other remarkable gifts.

The face-to-face fundraising restrictions were most strongly felt by our passionate army of Volunteers with activities suspended for many months of the year as we upheld the importance of health and safety.

The strength of relationships with our supporters has been heartening. Naming rights partner Westpac now in its 48th consecutive year, supporting rescue helicopters nationally has been very engaged in its support, as have a number of aircraft logo rights partners, sponsors and workplaces, including NSW Mining, who renewed for a further three years, taking the total length of this partnership to over 40 years.

OUR VISION

To be Australia's leading aeromedical and rescue services provider.

OUR MISSION

Always be there for the community delivering the highest standard of aeromedical and rescue services to those in need.

OUR VALUES

- ▶ Compassion
- ▶ Accountability
- ▶ Unity
- ▶ Integrity

The outcomes of this year could not have been achieved without the continued support of our major partners, supporting sponsors and the community.

Thank you for your support in our continuing success as a vital component of the NSW health care chain.

Northern NSW

Newcastle PO Box 230, New Lambton NSW 2305

Tamworth PO Box 6187, Westdale NSW 2340

Lismore PO Box 3080, Lismore Delivery Centre NSW 2480

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Westpac Rescue Helicopter Service is operated by Northern NSW Helicopter Rescue Service Ltd

Proudly partnering with:



NSW Ambulance



And the Community