

2024 Impact Summary

JANUARY - DECEMBER 2024



An Impact Through Incredible Support

The job of the Service is to deliver the clinical team, the NSW Health doctors and NSW Ambulance critical care paramedics, to the patient at the point of need and transport the patient to where they can receive the most appropriate clinical care.

Delivery of this crucial aeromedical and search and rescue capability, in partnership with the NSW Government, would not be possible without the wonderful support of Westpac, our business supporters and the community.

Your continued support inspires us all!

Steven Underwood
Chief Executive Officer



Community Partnership

As we celebrate our 50-year anniversary in 2025, we reflect with gratitude on the generosity of this community that has supported us since our humble beginnings in December 1975. What started as a volunteer weekend beach patrol with a single aircraft along the Hunter coast has grown into a world-class provider of helicopter emergency medical and rescue services, ensuring care and support for those in their moments of greatest need.

With the ongoing support of Naming Rights Sponsor Westpac, along with sponsors, volunteers, donors and community supporters, we have continued to invest in life-saving equipment and advanced training for our teams. These contributions directly uphold our mission:

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



Operations

In the past year, in partnership with NSW Ambulance and NSW Health, we completed over **1,595 missions** across Northern NSW, flying more than **2,400 hours**. From pre-hospital emergencies to life-saving inter-hospital transfers or search and rescues, each mission represents a life touched—someone's parent, child, or friend.

Safety is at the core of our operations. We've continued to enhance emergency management processes to protect our crews, patients, and aircraft, ensuring every mission is carried out with care and precision.



Total Missions 2024

MISSION NUMBERS

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



TYPE OF MISSION

782		Medical Conditions	125		Farming
241		Motor vehicle	112		Motorcycle
231		Other	104		Water



Maintenance

Behind every life-saving mission is a dedicated team ensuring our aircraft are ready to respond. At our Broadmeadow facility and three forward operating bases, our engineering teams work to ensure aircraft reliability, through conducting rigorous maintenance.

In 2024, major maintenance, included:

- ▶ One 2-yearly/1,200-hourly inspection
- ▶ One 4-yearly inspection (taking approximately 10 weeks), involving an engine overhaul and main gearbox inspection.
- ▶ Four 600-hourly inspections.
- ▶ Five 300-hourly inspections.



Training

At the heart of our aeromedical response is a highly trained team working together to deliver critical care when and where it's needed most.

In 2024, training included:

- ▶ Completion of 405 training flight missions (in both the AW139 and on-ground flight simulators) to ensure currency of aviation skills inclusive all Pilots and Aircrew Officers.
- ▶ Training completion for NSW Health doctors, NSW Ambulance Critical Care Paramedics and Neonatal ICU nurses.
- ▶ Training ensured every member of the Aircrew and the critical care medical team maintained the highest safety and skill standards.



Leadership

Late 2023 and early 2024 marked a year of leadership transitions. After years of extraordinary service, **Richard Jones OAM** stepped down as Chief Executive Officer, into a new role as Head of Community Engagement.

In December of 2023, we welcomed **Steven Underwood** as new Chief Executive Officer, bringing a wealth of aviation and commercial experience to lead us through 2024 and into a promising future, as we celebrate 50 years of operations in 2025.

Additionally, **John Fenwick** took on the role of Board Chair, further strengthening our governance with his own extensive aviation expertise, cementing a robust governance framework, supported by an independent Board and regional advisory committees, ensuring accountability, transparency, and community representation.



Looking Ahead

As we move into 2025, our focus remains unwavering:

- ▶ **Continued investment** in training and operational enhancements to elevate the quality of our response.
- ▶ **Prioritising safety** across all aspects of our service.
- ▶ **Supporting our staff**, recognising their contributions as the backbone of our success.
- ▶ **Be there for you** - wherever you are.

We expect to assist over 1,500 people this year, a testament to the enduring partnership between our Service, community donors, Westpac and the NSW Government.

From the dedicated crews saving lives to the volunteers and donors who make it all possible—this Service is woven into the fabric of the community that we serve.



Thank You

Your unwavering support fuels every mission and every life saved. Together, we have built a legacy of care and compassion that continues to inspire us daily. Thank you for being part of this journey and for ensuring we can be there for those who need us most.