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# Chairman’s Report



Simon Tompkins  
Chairman

I want to start this annual report with a heartfelt thanks from myself and the other members of the Trust Board to all our supporters, sponsors, donors, fundraisers, doctors, paramedics, pilots, aircrew and other staff who make our service possible.

The last year has been one of considerable challenge and change. Everyone has risen to this challenge which has ensured we can deliver on our mission to ensure that all of our patients receive the best possible care. Patient care remains our top priority. Every day, and night, we need to ensure our crews are well resourced to address the challenges they face.

The demand for our services continues to grow as we are increasingly seen as a core part of the health infrastructure of New Zealand. This can clearly be seen in our financial results which I am pleased to present in this report.

This year has seen a continuation of nationwide changes to improve the rescue helicopter sector while coping with Covid-19 restrictions and demands for continuous and safe operations. Your clinical and operational teams continue to deliver on and exceed the Government’s key performance indicators.

A key part of the changes to the industry this past year has seen the successful integration of the operations of our Trust in Auckland and the Northland operations of Northland Emergency Services Trust under a new operating company with a new Air Operating Certificate issued by the Civil Aviation Authority.

We should also acknowledge the support of the Coromandel Rescue Helicopter Trust which assisted us to provide extra support to the people of Coromandel over the last summer with an additional helicopter and crew based in Whitianga for that period.

Our medical teams have, in addition to the day-to-day services, been instrumental in pioneering a new Diploma course in Pre-Hospital and Retrieval Medicine. This is a major step in a long-held vision to research and improve medical services in emergency situations.

All this is only possible due to the support from both the government, Westpac and all our major sponsors and all our corporate and community supporters. Our fundraising team have been working in difficult conditions due to the community restrictions but continue to find ways to fund all the different demands of providing our services. They are to be commended for our first very successful lottery of a Ford Shelby Mustang.

Our service remains one of New Zealand’s top three Most Trusted charities for the fifth consecutive year in a row. People trust us with their lives and their support.

Thank you all for a very good year.

Regards,

A handwritten signature in black ink, appearing to read 'S. Tompkins', written in a cursive style.

Simon Tompkins  
  
Chairman  
Auckland Rescue Helicopter Trust



# Welcome



## OPERATIONS





**Shared efficiencies and learning opportunities**

In accordance with national guidelines set by the government’s National Ambulance Sector Office (NASO), the Auckland Rescue Helicopter Trust (ARHT) continues to work closely with the Northland Emergency Services Trust (NEST), with the aim of providing our northern communities with the very best patient care.

A major achievement over the past financial year has been the creation of standardised operations manuals, known as the new AOC Exposition Suite, across the two air rescue services. This has enabled the two organisations to align how they operate - building on their strengths and addressing their weaknesses while recognising their differences such as aircraft and crew composition. With buy-in and input from both Kensington and Ardmore Bases, the suite has enabled crew to feel they’re an active part of positive change. Our combined efforts subsequently resulted in the issue of a joint Air Operating Certificate by the Civil Aviation Authority (CAA) - a significant achievement for all involved.

**Keeping busy**

We are currently part of a sector wide rapid dispatch trial which immediately responds aircraft to patients that have a high probability of being severely unwell or injured. The ability to respond and attend patients faster is an exciting development for ARHT which we continue to support. An estimated 20% increase in annual mission numbers is the direct outcome of positive reforms in patient care such as this across New Zealand.

This has not come without its challenges however specifically around crew sickness, non-workplace injury, and fatigue as well as aircraft availability. ARHT is managing to stay within NASO’s Key Performance Indicators (KPIs) none-the-less. To ensure we could uphold a high standard of care, we employed additional crew over Summer and a new Co-Pilot was also recruited later in the year – a welcome and valued addition to the Air Crew Officer cadre.

Interestingly, Covid-19 lockdowns over the past financial year didn’t significantly affect the daily number of missions crew were tasked to. Average missions have increased from three to four a day.

**Operational Excellence**

**Equipment and training initiatives**

A number of initiatives were introduced to upskill staff and ensure their safety.

A new Air Crew Officer (ACO) harness was purchased, allowing training with an Activity Safety Officer (ASO) to happen whilst maintaining operational hoist capability.

A dedicated ACO training programme has enabled two of our Air Crew Officers to use the AW-169 flight simulator. Two ACOs have been signed off as non-flying pilot assistants.

New safety straps were introduced into the AW-169 and BK-117 fleet. These safety straps are an improvement to what we had. Primarily, they enable crew to jettison themselves from the safety strap if required to do so.

A significant trial schedule and evaluation of ARHT training was conducted over a few months. Results of this were passed on to key stakeholders.

**Meeting challenges head on**

We had extensive periods when hoist availability was less than optimal (due to overseas servicing requirements). Crew rose to the challenge of being flexible and changing into different aircraft, sometime numerous times during the day.

We also had a number of services fail throughout the year including power and water. With thanks to our supporters, a tank was installed to combat the water failures. A generator project was also instigated to ensure we have a solution for power failures. This installation is now operational.



Pictured: Glenn Silva - Air Crew Officer





HELP

HERE

NOW

AND



## Case Study



### ‘SCENARIO – BASED TRAINING’ FOR ALL CREW

We have begun to incorporate and continue to develop a training approach that includes both clinical and operational resources. This “scenario-based training” enables us to get a working snapshot of how the team are performing during an exercise.

For some of the team, this was the first time they had ever experienced this.

Scenarios included winching at height and assisting patients in the water. It came into good effect when Jason Haggitt, Simon Owen, Andreas Schold and Karl Taylor responded to rescuing four persons in the Firth of Thames on 6th February after their boat capsized.

Clinical  
Excellence



Pictured: Dr Alana Harper





### Improving patient outcomes together

During the past financial year, we've continued to strengthen and progress the Pre-Hospital and Retrieval Medicine Doctor and Intensive Care Paramedic model of patient care. This includes adapting to the COVID-19 landscape and building robust standard operating procedures (SOPs) that ensure our people and patients are protected and that patients receive optimal pre-hospital care.

This collaborative approach to improving patient care has extended to encompass other regions as well. The Auckland Rescue Helicopter Trust in partnership with the Northland Emergency Services Trust hosted our first Northern Rescue Helicopter Limited (NRHL) Pre-Hospital and Retrieval Medicine (PHRM) Training Workshop in Northland.

During the year we were also able to train with our clinical colleagues in both the Central and Southern Aeromedical Regions.

### Investing in innovation

ARHT launched its first class to train our Intensive Care Paramedics (ICPs) and Pre-Hospital and Retrieval Medicine (PHRM) Doctors in the use of prehospital Point-of-Care Ultrasound (POCUS) using our new Butterfly ultrasound transducers. We are grateful for the ongoing support of our community that enables us to purchase this life-saving equipment.

New Zoll Cardiac monitors/defibrillators have also been procured and implemented onto all ARHT aircraft. This included making modifications to our stretchers to accommodate the monitors and a training and roll out phase.

A number of innovations have evolved post several high-profile water rescues over the past years. This has allowed us to refine water rescue operations and training. Significant resource has

also been placed on rescue swimmer PPE including harnesses, wetsuit and helmets. Ops-Core rescue swimmer helmets have been introduced into service. These helmets enable our rescue swimmers to effectively communicate with the aircraft while in the water during winch operations, leading to enhance safety for our rescue teams.

We are also currently working on an alternative rear cabin/clinician helmet. These are being used overseas and offer improvements to the hearing and visual protection that our current helmets provide. Unlike the current flight helmets that we use, these helmets will be able to be worn and offer protection to our clinicians on the aircraft and at accident scene. The goal will be to individually issue helmets to all members of the clinical team once complete.

### Demonstrating leadership

This past financial year, we were able to launch the Diploma in Pre-Hospital and Retrieval Medicine (DipPHRM). The Auckland Rescue Helicopter Trust is the only aeromedical service in New Zealand accredited to provide training for this Australasian professional qualification. It provides doctors, who have a background in emergency, critical care and intensive care medicine, the opportunity to obtain formally recognised qualifications in the practice of PHRM. This six-month training programme comprises a number of online learning modules and significant practical experience opportunities working with a retrieval service. Trainees require considerable pre-requisite knowledge and experience in emergency medicine, anaesthetics and/or critical care medicine to be involved. Such training sets high clinical standards for the patients we serve.







## NEW UNIFORMS FOR ALL CREW

With thanks to our faithful supporters, new uniforms have been developed using a multi-disciplinary (clinical and operational) design approach. Our priority is to ensure that our crews have high level PPE that is in line with our branding and sponsorship. Soft-shell jackets, wet weather gear and thermal garments have now been distributed for winter. Tactical flight shirts and pants will be issued by the end of 2021.





FUNDRAISING





General  
Manager's  
Report



Shaan Hulena  
ARHT General Manager

While COVID-19 presented the fundraising team with its greatest challenge this past financial year it also enabled us to innovate and pursue new opportunities to fundraise.

As evidenced by being named one of New Zealand's Most Trusted charities by Readers Digest for the fifth consecutive year in a row, our charity is fortunate that our various stakeholders understand just how essential our service is.

This community goodwill was reflected in our tele fundraising efforts which continued to go from strength-to-strength despite the current climate, accounting for 61.5% of revenue raised and a record \$6,750,000 for the past financial year.

The complexities of Covid around large gatherings severely impacted our ability to progress our events fundraising calendar however we were still able to hold the Westpac Chopper Swim, raising \$70,000 in donations.

The rollout of the charity's first Dollar-Match Appeal in conjunction with our media partner NZME was one of our success stories. A donor, who wishes to remain anonymous, offered to match \$250,000 in donations resulting in a total in excess of \$500,000 raised. Not only did the acquisition side of the campaign, an insert with the Herald, help generate new fundraising leads, it also reactivated lapsed donors. It paid for itself almost twice over. Most acquisition campaigns are lucky to break even. An adaptation of the insert was also used in Coromandel newspapers helping keep our charity top of mind in a region we are actively involved with.

Another fundraising success story was the roll out of our first ever lottery. Partnering with Ford and Shelby New Zealand and Classic Car Cover, the public was offered the chance to win a Shelby GT-H Mustang valued at \$160,000. Tickets were sold at a premium of \$100 per ticket however sales were limited to just 6,000 tickets, significantly increasing the ticket holder's chance to win compared to similar lotteries. The lottery was an outstanding success with all 6,000 tickets sold and \$600,000 raised. The car was won by Marie from Lower Hutt. This campaign generated many new donor leads for the charity and we discovered viable new ways to fundraise through the use of digital and new partnerships such as the Whangamata Beach Hop.

This past financial year saw the production of an exciting new television series titled "First Responders" which will highlight the work of ARHT alongside the Northland Emergency Services Trust and other emergency partners. Feedback from the crew about the filming process has been largely positive to date. TVNZ will air the series in the new financial year.

Overall, a very successful year for ARHT Fundraising, despite the most challenging of circumstances. The diversified initiatives that have been established, coupled with our tried and true methods of fundraising, have placed us in a strong position as we enter the upcoming financial year.

READY

SET



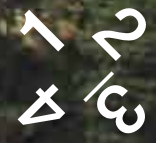


Event Manager Katie Tomlinson during the Westpac Chopper Swim medal ceremony.





## Case Study



### SUPPORTING THE COROMANDEL COMMUNITY

After a noticeable absence over the 19/20 peak summer period, we were delighted to be able to provide a helicopter crew with our dual clinician team in Whitianga over the busy 20/21 Christmas and New Year period. This simply wouldn't have been possible without the tremendous efforts and support from many stakeholders in the Coromandel community including the Coromandel Rescue Helicopter Trust.





Our Mission:  
To Fund 1000  
Rescues

Go  
for  
Launch

Ignition





TO

BOLDLY

THE SHELBY DRAW IS OUR BIGGEST  
EVER FUNDRAISING INITIATIVE

GO





Left: The Shelby Winner Maria and Husband John, along with Project Manager Hannah Reed.

Below: The Shelby Winners along with representatives from Ford, Shelby NZ and ARHT.





# Volunteer Report



AROUND — HELP — COMES — BACK

ARHT Volunteers contributed 579 hours in the last financial year. This is comparatively less than previous financial years due to the impact of COVID-19 and some of our major events being cancelled. Man O War, Easter Show, Chopper Cup Regatta and Humminbird Fishing Tournament were all cancelled as a direct or indirect consequence of the virus. These events traditionally represent \$600,000 in revenue for ARHT and a further 400+ volunteer hours.

Comparatively speaking, those who were able to volunteer made a significant contribution. In 2019-2020 financial year our volunteers contributed a total of 1480 valuable hours and helped us raise \$1,000,000 in donations. In 2020-2021 they gifted just 579 hours yet still helped raise \$800,000.

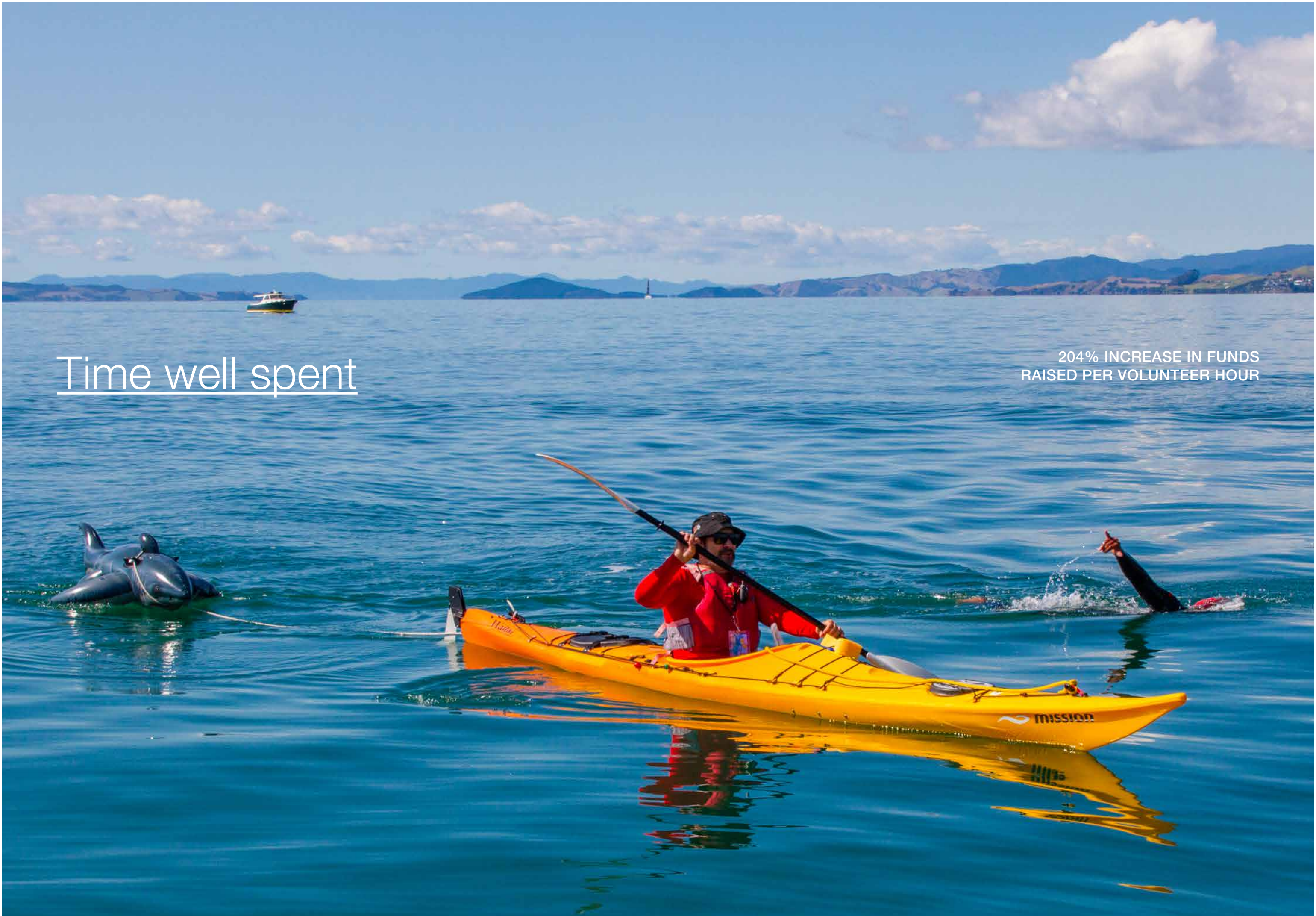
During 2020-2021, those who gave freely of their time, skills and talents helped us with a number of fundraising initiatives including the selling of Shelby Lottery tickets, and assisting at the Westpac Chopper Swim and Chopper Zumba Party events. Volunteers also supported the Whitianga Concert and use of the helicopter simulator at various community events.

We simply wouldn't be able to achieve our fundraising goals without their passion and dedication.



Time well spent

204% INCREASE IN FUNDS  
RAISED PER VOLUNTEER HOUR





ARHT would like to acknowledge the  
incredible generosity of our bequestors:

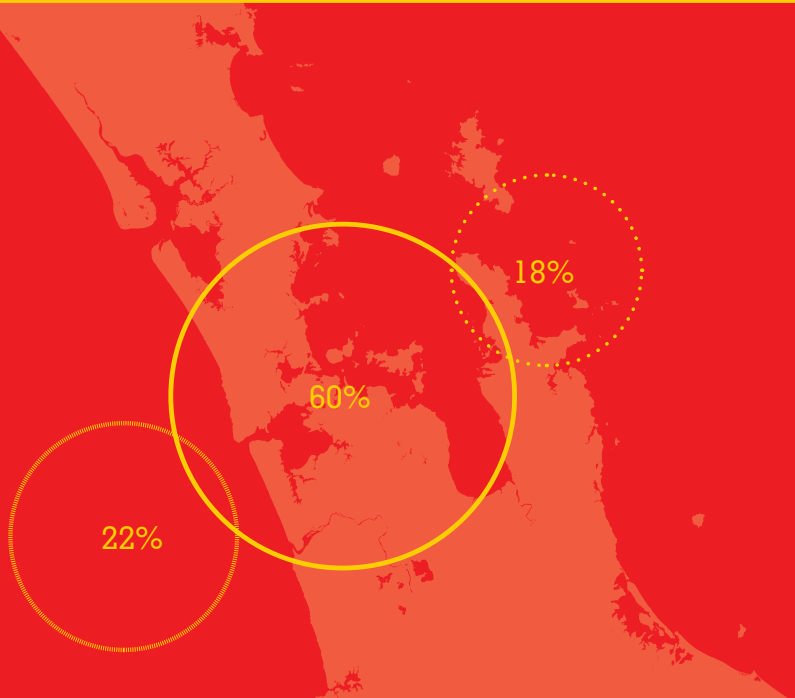
Lucy Elvira Watson, Clarice Lee Jonas,  
Gary George Ryan, Raymond Jelal Natali,  
Margaret Lillian Waller, Marilyn Hoggard,  
Janet Betty Margaret Le Lievre, Gary George Ryan,  
Robert J Burton, Clive Timothy Kaye,  
John Alfred Carleton Dickinson,  
Stewart Theodore Wade, S P Deverick,  
John Frederick Sturm, Janice Marion Bell,  
Arthur White Trust, Pirimai A Grant (P A Grant Trust)  
Samuel Benton Hunter (Lumas Trust).



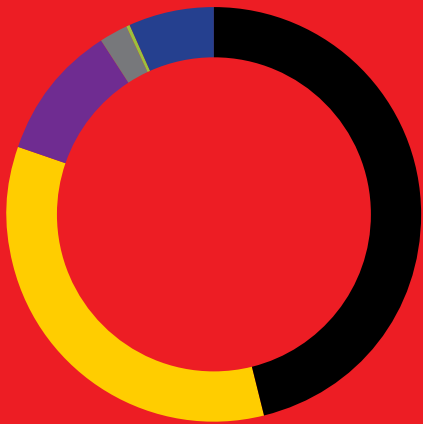
# Statistics

## 1266 Heli-Missions

- 757 Greater Auckland
- 226 Coromandel Regions
- 283 Other Areas



## Numbers\* by Mission Type



320

Additional  
Helicopter  
Missions  
from 2020



112.8

Monthly Mission  
Average

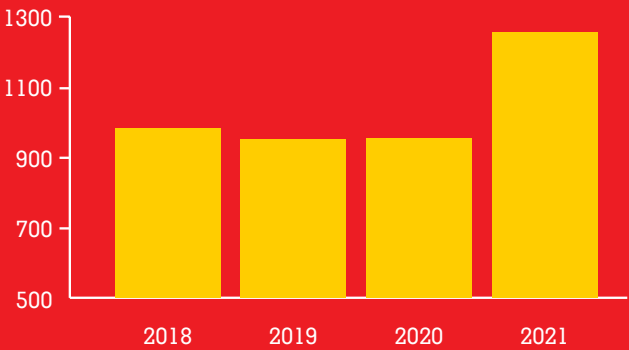
## Mission Total

1354

\*2020/21 Missions

- 626 Medical Emergencies
- 464 Accidents
- 143 Medical Transfers
- 29 Search & Rescues
- 4 Organ Transport
- 88 Rapid Response Vehicle

## Annual Helicopter Missions



33%

Increase  
on the  
previous  
year

Busiest Month  
January  
144 Missions



= 4 Missions

Quietest Month  
September  
77 Missions



= 4 Missions

= 1 Mission

55

Units of  
Blood  
Transfused

24%

Increase  
on the  
previous  
year

37

Patients had  
pre-hospital  
blood  
transfusions

28%

Increase  
on the  
previous  
year

81

Advanced  
airway  
procedures

35%

Increase on  
the previous  
year

88

Rapid Response  
Vehicle Taskings



Status 0/1

Critically  
III

42%

108

Patients had ultrasound



Pre-hospital  
Rotary Responses



Status 0/1

Critically  
III

23%





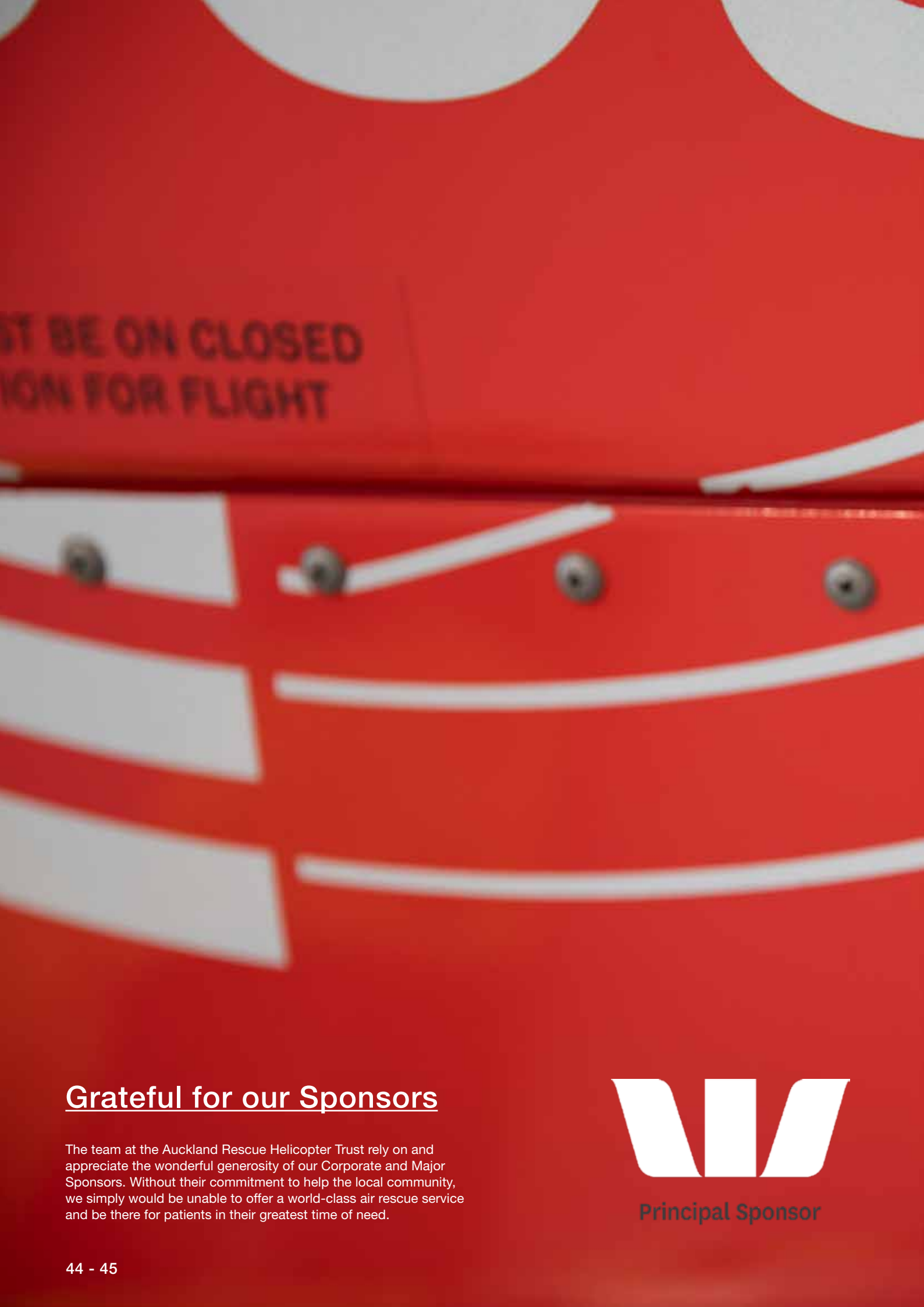
**SUPPORTING OUR  
PEOPLE & CULTURE**

The Auckland Rescue Helicopter Trust continues to support and invest in our people. By maintaining a sustainable and healthy workforce we can improve our performance and provide our patients with improved standards of patient care. Our wellbeing and resilience programme continues to go from strength to strength helping our crew to function at their best. In addition to our successful peer support programme, on-site gym and ongoing cognitive conditioning workshops (performing under pressure) we have also introduced other learning initiatives concerning our sleep and nutrition.

In order to reflect our community, addressing diversity and inclusion in the workplace has been another important focus of the Trust. We are working to align our approach to cultural safety with the Medical Council of NZ and the NZ Paramedic Council. We are also continuing to deepen our connection with Papakura Marae through regular korero and develop a national network for women in Pre-Hospital and Retrieval Medicine (PHRM).







## Grateful for our Sponsors

The team at the Auckland Rescue Helicopter Trust rely on and appreciate the wonderful generosity of our Corporate and Major Sponsors. Without their commitment to help the local community, we simply would be unable to offer a world-class air rescue service and be there for patients in their greatest time of need.



FUJIFILM



Rodney Health  
Charitable Trust



**HALCYON**  
Lighting New Zealand



**NZME.**





THIS WAY UP



Special thanks to contributors  
Tom Robertson, Richard Joseph & James Tayler



