



# IMPACT REPORT 2024

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ANNUAL REPORT



## MISSION NUMBERS

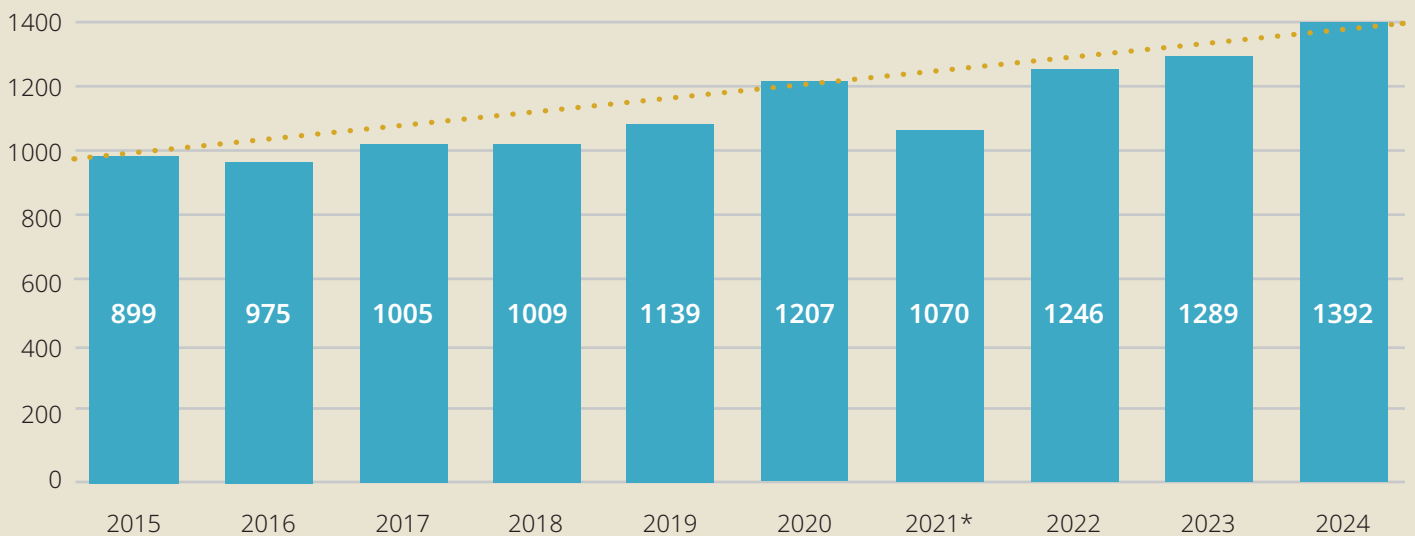
When we talk about the impact of the New Zealand Flying Doctor Service, this can be expressed in many ways. Every dollar from our community has an immediate and direct impact on keeping this critical service going and we thank you all for your support as we reach close to 1,500 missions per year. Arthur Ruddenklau, Operations Manager and Senior Pilot, reported a particularly busy period over the Christmas holidays with both Christmas Eve and New Year involving multiple flights across New Zealand.

Of course our patients are hugely impacted by the service as they are taken to the high acuity level of care or specialist skills they need. In these cases speed and 'level of care' are critical; the plane is much faster than a road ambulance but unlike an ambulance, which is emergency oriented the plane is a mobile intensive care department.

Families also feel the impact when a mother, father, child, cousin, friend, or colleague is helped in very challenging conditions. My hairdresser called me recently – her brother travelled to Christchurch for ongoing cancer treatment, his health deteriorated rapidly and nothing else could be done. All he wanted was to die at home, back in Blenheim – the NZ Flying Doctor Service made this possible. She wanted me to pass on the family's gratitude and appreciation and in turn we pass this to you. Without your support we cannot operate this service 24/7.

Thank you from all our patients and crew.

### - CHRISTINE PRINCE, CEO



\*Decrease due to Covid.

Patient numbers are continuing to increase year on year in both Christchurch and Nelson. The Christchurch service is up 10% and Nelson has grown by over 15%, showing the need for the new plane which has been working from Nelson airfield throughout 2024.

## MISSION TYPES



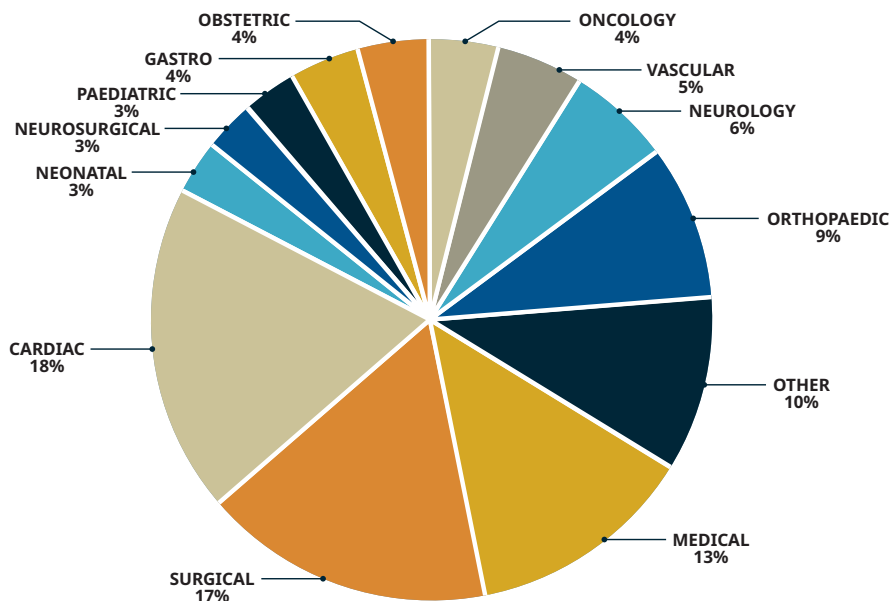
**IN 2024 WE TRANSFERRED**  
1392 patients across New Zealand



**WE ARE SO GRATEFUL**  
for the support from our community



**WE NEED TO RAISE**  
3.0 million dollars every year.



The addition of the King Air B200 aircraft to the New Zealand Flying Doctor Service fleet has made a significant impact on our operations in the Nelson region. In its first full year of service, this aircraft has transported 745 patients, an increase of 15% from 2023. Its speed, reliability, and efficiency have improved our ability to provide critical transfers when and where they are needed most.

We are incredibly grateful to have this aircraft in service. The increased capacity means more patients can receive timely medical transfers, ensuring they get the care they need without unnecessary delays. It has strengthened our ability to respond to cases across the region, supporting both local healthcare providers and the wider community.

Towards the end of 2024, one of our Christchurch-based aircraft was sent to Hamilton Aero Maintenance for a full avionics upgrade. This investment will enhance safety, efficiency, and overall performance, ensuring we continue to deliver the highest standard of care. The aircraft returns to service in early 2025 in a fully upgraded format, further strengthening our fleet for the years ahead.

The King Air B200 is an invaluable asset, and we anticipate continuing to provide lifesaving care with its support for years to come. We look forward to 2025 and the possibility of another plane joining the fleet.

**- ARTHUR RUDDENKLAU, OPERATIONS MANAGER**

## DEVELOPMENTS – THANKS TO YOUR SUPPORT!



### | SUPPORTING PAEDIATRIC CARE: THANK YOU, LINDSAY FOUNDATION

We are incredibly grateful to the Lindsay Foundation for their three years of dedicated support for the service. Their generosity has played a vital role in ensuring that paediatric patients receive the urgent medical transport they need, helping families across the region access life-saving care.

This support has directly contributed to maintaining and improving our ability to safely transport young patients, ensuring they receive the best possible medical attention during critical moments. The impact of this commitment is felt by every family who relies on our service in their time of need.

On behalf of our team and the children whose lives have been touched by this generosity, thank you to the Lindsay Foundation. Your support has made a lasting difference in ensuring this essential service continues for years to come.

## **| INVESTING IN EXCELLENCE: SUPPORTING OUR AEROMEDICAL TEAM**

In 2024, the Trust was able to assist 15 staff in attending the 2024 Aeromed Conference, Critical Care in the Air: From the Highs to the Lows, in Christchurch. This event provided an invaluable opportunity to connect with colleagues across the aeromedical retrieval sector in New Zealand and Australia, strengthening professional networks and sharing vital knowledge. Meeting teams from the Royal Flying Doctor Service (Queensland), The Victoria Air Ambulance Service, and the Royal Flying Doctor Service (Central) broadened perspectives and deepened collaboration across the industry.

Beyond the presentations, the opportunity to engage with experts and peers was a key benefit for our team. Flight Nurse Charmaine presented her Master's research on the Professional Quality of Life of Flight Nurses in New Zealand, contributing valuable insights to the field. These learning experiences help ensure the team continues to provide the highest standard of care to every patient they transport.

This investment in our people is only possible because of our donors. As Flight Nurse Val shared, "Thank you for giving me this learning opportunity as well as an opportunity to meet so many professionals and experts in the aeromedical field." This training directly enhances the skills, knowledge, and connections that make the lifesaving service even stronger.

**"AT THE CONFERENCE WE HAD CLINICAL EXPERTS SHARING PATIENT CASE-STUDIES FROM AROUND THE WORLD WITH PRESENTATIONS FROM AS FAR AFIELD AS ICELAND AND SWITZERLAND. IT IS A UNIQUE LEARNING EXPERIENCE. WITH YOUR HELP IN 2025 WE HOPE TO SEND CLINICIANS TO THE CONFERENCE IN AUSTRALIA."**

**- CHRISTINE PRINCE NZFDT CEO**



## | PERSONAL PROTECTIVE EQUIPMENT (PPE)

This year, the Trust was pleased to equip the Flying Doctor team with new PPE.

The new jackets are fire resistant and also keep the crew warm and dry in all weather conditions, ensuring they can focus on caring for patients and their families, especially when transfers take place outdoors between the hangars and aircraft.

Large umbrellas ensure that the crew can keep patients dry as they are moving between the plane and the hangar or ambulance.

This vital upgrade was made possible thanks to the generous support of Air Rescue and Community Services. This contribution directly enhances the safety and comfort of our team as they carry out their lifesaving work.

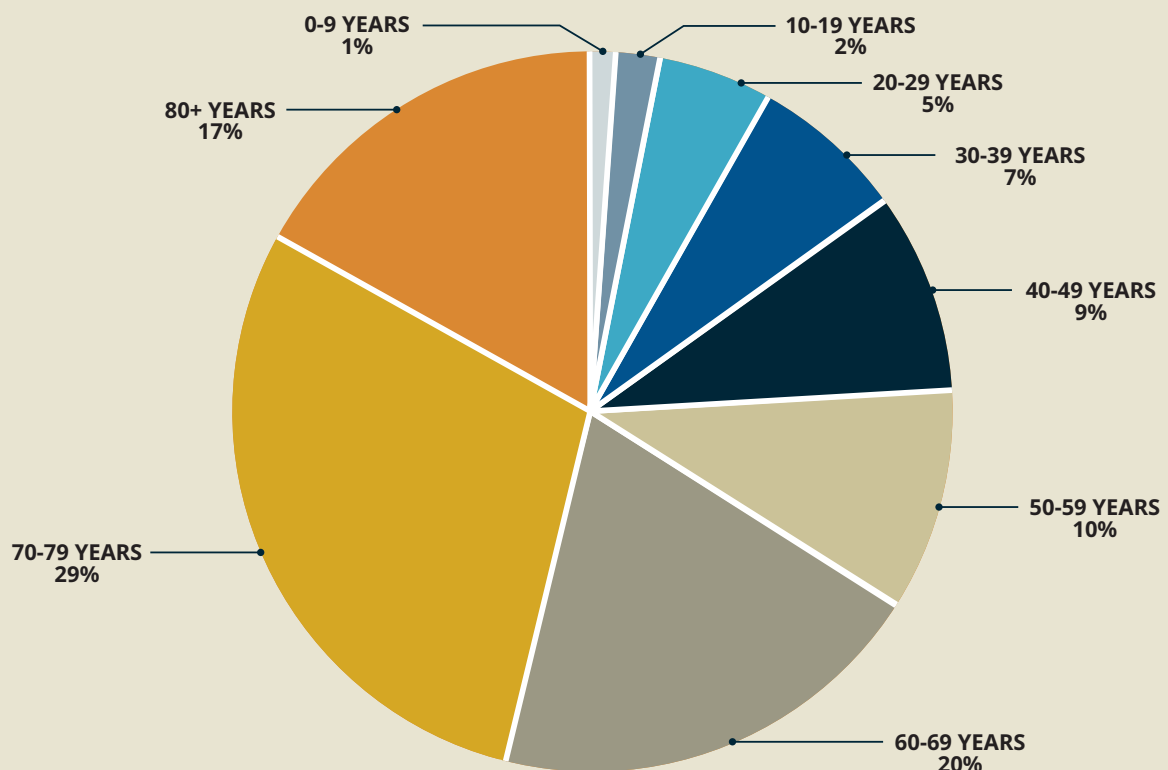




## A FOCUS ON NELSON

Throughout 2024 Nelson's Beechcraft King Air 200, Kahurangi, played a vital role in patient transport, completing 745 transfers from Nelson Airport. November was the busiest month, with 81 transfers handled by the Nelson-based aircraft and an additional 8 patients transported by the Christchurch plane.

The majority of patients transported were over 65 years old (56%), while 40% fell within the 16-64 age group, and 3% were children, highlighting the significant need for aeromedical support among older adults.



# NZ FLYING DOCTOR SERVICE



THANK YOU!



Your generous support in 2024 helped us keep this vital service in the air!



J.I. Urquhart Family Trust

