

NSW Health Retrieval Network: Helicopter Tender



The NSW Government is creating a modern new Helicopter Retrieval Network to deliver high quality clinical care faster and safer than ever before.

The new Network will provide medical retrieval services across NSW and result in:

- ▶ **Faster patient care and reduced retrieval times**
- ▶ **A new fleet of bigger, safer Augusta Westland 139 helicopters capable of transferring sick neonates and babies**
- ▶ **Helicopter bases operating 24 hours a day, 7 days a week**
- ▶ A team of doctor and paramedic, or doctor and nurse available for every flight
- ▶ A new world-class training centre established at the new base facilities to be constructed at Bankstown airport
- ▶ A Northern NSW and Southern NSW super region to help meet growing demand now and in the future
- ▶ Support for regional and rural communities with the retention of the same number of regional base locations.

The NSW Health helicopter tender is one of the largest of its kind the world.

Current and potential suppliers of aeromedical services were invited to tender for the new Network. Tenderers attended briefings, interactive workshops and site visits in early 2014, with non-government organisations supported to consider forming a consortia.

Following an open and transparent process tenders were evaluated on compliance with the contract, performance-based specifications, commitment to community engagement and value for money.

Contracts signed

The tender has successfully engaged a mix of not-for-profit and commercial operators, chosen for their compliance with the contract, performance-based specifications, and value for money. The new Network will be fully operational in 2017, allowing for an orderly transition of operations for the new Network over the next three years.

Northern Region

The Northern region will be run by Northern NSW Helicopter Rescue Service Pty Ltd, an amalgamation of two well-known non-government organisations, already engaged in aeromedical retrieval. Northern NSW Helicopter Rescue Service will be tasked to perform patient retrieval from newly constructed helicopter bases in Lismore and Newcastle and the existing base in Tamworth. Northern NSW Helicopter Rescue Service has the strong support of the local community across the Northern region and brings significant operational experience and productive working relationships with NSW Ambulance and local health districts.

The operators have been servicing the local community since 1975, currently undertaking more than 1300 missions each year.

Southern Region

The Southern region will be run by Toll Helicopters (NSW) Pty Ltd, an Australian-listed corporation with a strong track record in helicopter aviation. Toll will operate helicopter patient retrieval services from newly constructed bases in Bankstown, Orange, and Wollongong and the existing base in Canberra. Toll has more than 10 years experience in providing helicopter emergency medical services, and provides aviation services, including helicopter aeromedical evacuations to several Commonwealth agencies, including the Australian Federal Police, and Australian Defence Force.

Further information on the new network is available at www.health.nsw.gov.au/helicoptertender