

21st September 2023

**The Department of Home Affairs
The National Emergency Management Agency**

RE: ENHANCING AUSTRALIA'S NATIONAL LEVEL EMERGENCY RESPONSE CAPABILITIES

Dear Sir/Madam,

As one of Australia's leading providers of high-end aviation capabilities, StarFlight Australia (StarFlight) supports the Department of Home Affairs (the Department) and the National Emergency Management Agency's (NEMA's) initiative to explore alternate Commonwealth crisis response capability options.

StarFlight delivers tailor-made solutions for complex aviation and logistics challenges. A trusted partner of the government and the private sector, StarFlight offers innovative and flexible solutions for law enforcement, emergency services, Defence and industry clients.

We are a leading provider of mission-critical fixed and rotary wing services, specialising in aircraft configuration coupled with bespoke mission system architecture and integration. We offer unparalleled skills in the management of aircraft fleet, aircraft maintenance, provision of specialist aviation and emergency services personnel, services and training.

As our fleet are typically in multi-role configurations, we are also often the first responders to a variety of non-medical scenarios, including the delivery of essential supplies; evacuation support for impacted communities; insertion of essential personnel; aerial surveillance; and search and rescue operations.

StarFlight has relevant experience across several capability engagement models, including standing arrangements, ad-hoc panels, permanent and flexible contracting models and short-notice tasking for a variety of Commonwealth and State-level departments. We have a very good understanding of the trade-offs for all parties within these different engagement models and would be happy to respond to a formal RFI with these insights should one be released to market.

Ahead of that, we have attached some information on our organisation's capabilities. Please feel free to contact me directly should you have any further questions.

Regards,



Ashley van de Velde
Chief Executive Officer
StarFlight Australia Pty Ltd



StarFlight

Agile Aviation Capability



Established to deliver high-end aviation capabilities

StarFlight was established by two iconic Australian organisations, LifeFlight Australia and Linfox. StarFlight brings together the trusted experience, expertise and infrastructure of the LifeFlight group of companies and the unparalleled capability for logistic supply and support of the Linfox Group.

LifeFlight brings decades of experience in safe, rapid response aviation operations. It is a world leader in integrated aeromedical retrieval, with its own dedicated fleet of fixed and rotary wing aircraft, a 150-strong team of emergency medical specialists, flight crews, a world-leading communications, coordination and control centre, training academy and engineering and maintenance personnel.

Linfox is Asia Pacific's largest privately-owned logistics company, employing more than 24,000 people in its operations across Australia, New Zealand and Southeast Asia.

Expert local knowledge – global reach

Our team comprises some of the most qualified aviation and logistics professionals in the world including flight and medical crews, engineering and maintenance personnel, logistics specialists and program managers. Together we provide aviation services for emergency services, Defence and industry clients providing true value for money capability whilst also benefiting Australian communities.

StarFlight has delivered world-leading solutions to incredibly complex aviation requirements. We work closely with clients to understand their requirement and deliverables; ensuring the selection of the most suitable aircraft type based on the requirements and operating environment; development of specialised mission system design, provision of specialist aviation and emergency services personnel, through to the construction of aircraft hangars and aircrew facilities - anywhere in the world.

A Trusted Partner

At StarFlight we understand that for our customers, the unusual is business as usual.

“StarFlight was initially created to provide high-end aviation capability for Government and Defence Services customers, and we saw it as an opportunity to establish a true, niche sovereign capability in the Australian rotary and fixed wing sector. The capability delivered to Victoria Police Air Wing is world class and we’re looking forward to expanding this capability across other industry sectors in the coming years.”

Dennis Richardson AC
Chairman, StarFlight Board



Innovative solutions for our customers

We are experienced in delivering bespoke capabilities for customers who work in challenging environments – be it complex aeromedical retrieval operations in remote sites, zero-margin-for-error law enforcement operations or demanding offshore oil and gas and marine pilot transfer operations.



At the forefront of aviation safety

We pride ourselves on an exemplary safety record and offer integrated Safety Management Systems incorporating BowTie XP and HLS Management Systems. The StarFlight group operates to and is audited against the highest international aviation standards including the Shell Group Requirements for Aircraft Operations (SGRAO) and the International Oil and Gas Producers (IOGP) Offshore Helicopter Recommended Practices.



100% Australian owned

We are proudly 100% Australian owned and operated. We believe that critical aviation services – aeromedical retrieval, search and rescue, law enforcement and Defence, patient repatriation, crew training and emergency coordination – should be supported by Australian companies to help build the country’s sovereign capability.



Best in class – with a heart

We operate a best-in-class integrated service – bringing together some of the most qualified aviation and medical personnel in the world.

StarFlight is a private company with a strong community focus. Fifty percent of our profits help fund our partner company Lifelight to deliver its critical emergency aeromedical rescue and retrieval services to communities around Australia.



StarFlight brings an integrated approach to solving complex aviation challenges.

68,000

aeromedical and
surveillance missions

100+

years aviation
and logistics
experience

22 Aircraft

(fixed and
rotary wing)

10

bases throughout
Australasia

Australian

owned and
operated

Exemplary

safety record



StarFlight Australia Pty Ltd

32 Edward Street
Brisbane, Queensland 4000

Postal address, PO Box 15166
City East, Queensland 4002

Phone +61 7 3037 2299

Email info@starflightaustralia.com.au
www.starflightaustralia.com.au