

# A trusted HEMS partner for Ambulance Victoria

Case study



## Working in partnership with Ambulance Victoria to deliver critical aeromedical services and ensure mission readiness

### Saving lives, together.

Our long-term partnership with Ambulance Victoria reflects Babcock's commitment to excellence in emergency medical aviation. Through expertise, dedication, and a focus on safety, we continue to deliver life-saving services to the Victorian community.

Since 2016, Babcock has proudly supported Ambulance Victoria with critical Helicopter Emergency Medical Services (HEMS) across the state of Victoria.

Babcock plays a vital role in enabling Ambulance Victoria's emergency aeromedical response, patient care, and rescue operations in remote and challenging environments. Each aircraft is crewed by a Babcock pilot, a Babcock Air Crew Officer (ACO), and an Ambulance Victoria MICA Flight Paramedic. This integrated team operates with a shared commitment to safety, precision, and patient outcomes.

Our crews adopt a "one-team" approach, built on trust and exceptional crew resource management. Babcock personnel undergo rigorous training aligned with paramedic standards, ensuring they can effectively support the paramedic during the most critical moments.

### At a glance

- Fleet:** Six state-of-the-art Leonardo AW139 twin-engine helicopters.
- Coverage:** Four strategically located bases—Essendon, Latrobe Valley, Bendigo, and Warrnambool delivering HEMS services across the state.
- Crew Composition:** Each helicopter is operated by a Babcock pilot, a Babcock ACO, and an Ambulance Victoria MICA Flight Paramedic.
- Training & Capability:** Babcock crews maintain high levels of skill and fitness to support paramedics in the field.



## Supporting Life-Saving Missions

Operating from four bases, Babcock ensures rapid access to advanced medical care for rural and remote communities. Services include:

- Inter-hospital transfers
- Time-critical pre-hospital emergencies, including trauma and paediatric cases
- Search and rescue operations
- Remote patient transport

We supply six state-of-the-art Leonardo AW139 twin engine helicopters, including a dedicated back-up aircraft to support operations. Each aircraft is equipped with a rescue winch operated by the ACO, enabling paramedics to reach patients in inaccessible locations such as bushland, vessels, and open water.

The fleet features a customised fit-out and equipment, replicated across all aircraft, streamlining training and operations for both paramedics and crew. Maintenance is carried out by Babcock engineers at each regional base, ensuring optimal performance and safety.

## Impact and Expertise

Our long-standing partnership with Ambulance Victoria reflects Babcock's commitment to excellence in HEMS. Through our expertise, dedication, and focus on safety, we've helped save thousands of lives and continue to deliver vital emergency services to the Victorian community.

### Contract in numbers

3,600+  
average flying hours per year

2,300+  
patients per year

5x  
advanced AW139 helicopters in operation

4x  
operating bases



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