



ANNUAL REPORT 2020



This annual report is significant to Little Wings as it is the first of its kind for our organisation.

This document both highlights the financial position of sustainability and stability but also shares the journey of our passengers, people and partners.

We would like to take a moment to thank everyone that has contributed to Little Wings over the past 8-years of service... it is with your support that we are able to make a difference in the lives of many seriously ill children.

Enjoy.

HERE FOR THE HIGHS AND LOWS



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OUR STORY

Little Wings is a nonprofit organization that provides free, professional and safe flight and ground transport services for seriously ill children in rural and regional NSW. We strive to ease the journey and help sick children access specialised medical services and treatments that are only available in major cities or towns. We do everything we can to support families by easing the financial burden, emotional strain and travel fatigue that they experience due to the long-distance travel associated with receiving vital medical treatment.

Established in 2012, Little Wings started by providing services to children undergoing cancer treatment at The Children's Hospital in Westmead, Sydney. Since then, our team has worked hard to extend our services to assist other seriously ill children receiving treatment at The Sydney Children's Hospital Network, The John Hunter Children's Hospital in Newcastle and Royal Far West in Manly.

Today, we proudly support children experiencing serious illness across all domains, from the physical to the psychological. Ultimately, working to ensure that we support in meaningful ways, appreciating the complex impact serious and chronic illness have on children and their families.

It is our privilege to help families with regular, ongoing medical appointments to travel with ease, and we offer a welcome break to children during their treatment, by bringing them home for some much-needed quality time with family and friends. We believe in keeping families together during some of the most testing times of their lives. Together with our supporters and partners' assistance and generosity, we will persevere with our mission of making a difference in the lives of sick children in regional New South Wales.



FACTS:



3 BARON FLEET



1 HANGAR LOCATED AT BANKSTOWN AERODROME



33 VOLUNTEERS



8 EMPLOYEES



4 PARTNER HOSPITALS AND MEDICAL SERVICES*



FLYING IN AND OUT OF 55 REGIONS ACROSS NEW SOUTH WALES

* Westmead Children's Hospital, Randwick Children's Hospital, John Hunter Children's Hospital, Royal Far West.

A LETTER FROM OUR CHAIR

The Board of Little Wings takes great pride in the achievements for the year. There have been many challenges and risks to consider plus the ever-important challenge of resourcing. However, there were many wonderful highlights which we celebrated and for which we can all be proud.

Even in these unprecedented times when so many businesses and organizations are struggling to survive, we've found the generosity of the State and Federal Governments, Corporate partners, and the community to have been extraordinary.

It's as if, when people realized how tough it was for so many parts of the community and how tough it's going to be as we go forward, that they looked with fresh eyes to find those who were struggling, and to get involved. Little Wings, as an essential service provider, was certainly a recipient of that expression of caring.

Not only did we receive grants from Governments for which we had not asked, to ensure we could keep flying, but organizations who previously had not supported us came forward. And to our great surprise and delight, members of the general public, also began to contribute more than in times past.

Much of the spirit of inclusiveness, generosity and engagement has been engendered by our new CEO Clare with her boundless energy and tireless effort throughout the year. That was particularly so as we were forced to reduce resources to meet a diminishing demand, as orchestrated by the Children's Hospitals. She forged important relationships with Governments, Regulators, and like-minded organisations who were also dedicated to the children of regional families, and needed access to our services.

However, our organization's success is also about the unfailing contributions from our volunteers. They are the dedicated team of pilots, so happy to be flying with Little Wings right now, all of our smiling drivers who move families between Airports and Hospitals with ease, and some pretty special volunteers in the leadership team including the Chief Pilot who so professionally oversees our flight operations, plus the Board who all volunteer.



Everyone strives to deliver excellent service to our partners and families. It's that high level of expertise, professionalism and a great sense of caring, that makes the difference, and makes us one very strong and dedicated team.

We believe that all the little things we do today will make a BIG DIFFERENCE to the Little Wings of tomorrow.

BOARD PROFILES

Janette Davie AM Chairperson of the Board

Janette has spent most of her professional life in the Tourism and Travel industry both in Australia and in the USA. Her expertise lies in developing strong teams, and driving growth strategies both in commercial enterprise and in the Not for Profit sector where she has also spent many years. Janette has a broad knowledge of governance, finance, risk, privacy and data protection from her many Executive roles, the most recent of which was Mastercard Pty Ltd in Sydney. Janette is a Member of the Australian Institute of Company Directors (MAICD) and joined the Board of Little Wings in January 2017, taking on the role of Chairperson of the Board in June 2017.



Phil Duvollet Director



Phil has a strong aviation background having started his career as an Aircraft Maintenance Engineer in the Royal Australian Air Force. Phil worked for almost 10 years at Williamtown near Newcastle working on Macchi jet fighter trainers, Winjeel's and FA-18 Hornets, and was the volunteer Maintenance Officer for the Williamtown Flying Club for several years. Phil obtained his unrestricted pilot's licence at this Club and also obtained an aerobatics' rating participating in regional flying competitions. Phil holds a Master's Degree in Engineering from the University of NSW and now manages a project management consulting business where he consults to State Governments including the NSW Ministry of Health on various projects as well as CEO's, CFO's and Boards of large companies on their project risk profiles and capital portfolios. Phil has young children and was raised in the country so has a great appreciation of the challenge's families living regionally experience. Phil is a member of the Australian Institute of Company Directors and joined the Board of Little Wings November 2016.

Michael Semark Director

Michael joined the Little Wings Board in October 2017. He is a Partner at the Global Executive search firm Boyden. Michael brings over 25 year's experience working in the fields of executive talent acquisition and human capital consulting as well as managing businesses in Australia and the UK. Michael is a visible figure in the provision of Interim Management Professionals and HR talent acquisition arena and has built a global reputation in his field. He leads the Interim Management Practice at Boyden and has an impressive track record across many sectors including banking, commerce and industry and public sector. Michael holds a degree in Hotel Management which has always given him a strong customer care ethos, and has worked as a child mentor with children's mentoring charity Chance UK, supporting children with emotional or behavioural difficulties. Outside of HR executive search Michael has 3 children, runs sprint triathlons and is a Master Diver with PADI.



Michael Sharp Director



Michael joined the Board of Little Wings in October 2017. He has over 20 years' experience in media and corporate affairs and over 10 years' experience in investor relations. Since January 2011 he has been Group Head of Corporate Affairs and Investor Relations at Downer EDI Limited. His previous roles include Vice President Corporate Affairs at Brambles, Head of Corporate Communication at Qantas, and General Manager Corporate Affairs at Westfield Holdings. Michael was originally a lawyer and he also worked as a journalist with The Sydney Morning Herald for five years.



Mark Edmonds

Director

Mark joined the Board of Little Wings in November 2017. He is a Partner of professional services firm PwC, where he works with a diverse range of clients in industries including infrastructure and real estate. Prior to PwC, Mark was Director of Structuring and Fund Mandates at listed investment management firm Challenger Limited. He also started a talent management business providing professional agent representation to young and aspiring footballers. Mark holds a Bachelor of Commerce (Accounting), a Masters of Taxation, and is a member of the Institute of Chartered Accountants Australia. Mark enjoys all things outdoors with his family which includes his two young children.

Alexandra Bryant

Director

Alexandra joined the Board of Little Wings in August 2018. She has over 10 years' experience in leadership, communication and marketing roles and is currently the Agency Director for Map and Page, a PR and content agency. Prior to this Alexandra worked for Westpac for 7 years across various marketing, media and project-based roles focussed on delivering excellent customer outcomes. During this time Alexandra was a member of the NSW Community Board for the Westpac Foundation. She also has experience in HR and internal communications from her time with Colgate Palmolive. Alexandra holds a Bachelor of Commerce (Marketing/HR) and a Masters in Commerce (HR) from University of NSW. She is passionate about working organisations with a special purpose. When not working Alexandra enjoys travelling the world and exploring new cultures.



Clare Pearson

Chief Executive Officer

Clare is the CEO at Little Wings and has dedicated her career to the not-for-profit sector; most recently fulfilling roles as CEO in the anti-human trafficking and disability industries. Clare is a qualified psychologist, specialising in child and adolescent welfare, and passionate about working in community based projects aimed at making a difference in the lives of children and their families.

Following her training, Clare worked in positions of senior leadership in both Australia and the United Kingdom, establishing new projects of purpose and developing, leading and inspiring teams in executing innovative programs in the areas of child protection, early intervention, disability and education.

More recently, Clare authored a book titled, Threads of Hope, with the goal of celebrating the lives of human trafficking survivors. Ultimately, shining a light on the devastating scars humans have battled, the survivor stories of triumph and the incredible work, passion and intervention offered by Australians in creating change, raising the voice of those unable.

Clare is a strong believer in the power of people, whereby a united effort can affect meaningful and significant change on a local and global level.



A LETTER FROM OUR CEO

Being the first year of my tenure, 2020 has been a year of great learning. Whilst we have seen unprecedented challenge, we have also embraced opportunity and remain positive about the future.



I am conscious, that in the midst of the years disarray and disappointment, it is easy to oversee the successes and to be overcome with the bumps along the way, failing to celebrate the simple wins achieved throughout the year, and in fact, we have had many milestones to be proud of.

No doubt, like the rest of the world, corona virus has carried many challenges for Little Wings and at times caused much angst, but it has also highlighted our team's resilience, created new opportunities and most importantly, with the stability of our existing partners and in welcoming the new, we have been able to continue service for our families.

This of course saw us safely complete 430 missions, transporting some 1051 passengers. Our ability to continue service and minimise disruption for families as they endure their own personal battle in the midst of a pandemic is one we are most proud of. Honouring our commitments in a safe and consistent manner is our greatest achievement.

Our Little Wings team has been the enduring force that carried our service forward and ensured operation without disruption. More than ever, we appreciate and recognise the contribution, the value and skill that is generously and graciously provided by our team of volunteers; the pilots, the drivers, the maintenance and safety officers, administrators and events crew. Little Wings would not fundamentally function without each and every one of them and I am deeply proud to have joined such an incredible team of people, a community that has heart and determination beyond measure.

We have had overwhelming support from the Australian Government. Michael McCormack, Deputy Prime Minister, and David Coleman, Federal Member for Banks, saw Little Wings welcome a third aircraft to the fleet. Ultimately, expanding our ability and increasing our efficiencies as an organisation. The Department of Health and Department of Infrastructure providing financial relief and meaningful support throughout the year. This support has been critical and unwavering during 2020, enabling us to navigate a complex landscape and respond without hesitation.



Our existing partners, also deeply impacted by the pandemic, have demonstrated continued support and belief in our service; contributing in ways that were realistic and sustainable. Over the year, we also welcomed new partners, offering a lifeline in times of great uncertainty. We are deeply grateful for the incredible partnership that has been demonstrated, partnerships that continue to evolve and exceed expectation in hope of supporting more families across regional and rural NSW.

Finally, the board. An incredible group of people that have provided insight and generously shared their time, networks and skill. Their contribution has steered the organisation through the highs and the lows of 2020. At every turn, they act thoughtfully, taking care to work in line with the mission and raise the voice of families. I feel privileged to work along side such a group of individuals.

Little Wings is a service that is owned, run and driven by the community. A village of voices that align in their mission and take great pride and care in executing the Little Wings service. I look forward to 2021 and know that great things are destined ahead.

Kind regards,

Clare Pearson
Little Wings Chief Executive Officer

STORIES OF IMPACT

INTRODUCING OLIVER.

Ollie and his family live in Narrandera; approximately a 5.5 hour drive into Westmead Children's Hospital.

At 8 months old, Ollie burnt his hand severely on a humidifier. A seemingly simple moment that had catastrophic impacts for little Ollie and his family.

When the injury occurred Ollie's mum, Emily, drove him immediately in to town to the local hospital. Only to be informed that there were no doctors available. Instead they had an excruciating wait at their local medical centre; whom eventually informed the family that Ollie would require urgent attention at Westmead Children's Hospital.

For the first few weeks, Emily would drive her boys to Westmead on her own; an eleven hour round trip. She was desperately trying to ensure she maintained some routine in her home, to sustain her employment to provide for her family, and support her husband.

That was until the family were referred to Little Wings. Since, Ollie and his brother have become regulars on the Little Wings flight path with Ollie receiving intensive treatments and therapies to help heal, strengthen and build functionality in his hand.

On the 1st of September, Ollie and his family were given the wonderful news that he no longer requires treatment at Westmead and can source annual check-ups locally. A long journey with a triumphant outcome!



Little Wings helped our family in so many ways, both obvious and not.

Of course with the flights which helped us attend appointments and reduced all the stress that long car rides with kids brings... But they also helped me keep my job, allowed us to spend more time at home together. They were that stable and familiar face during a time of incredible challenge & uncertainty.

INTRODUCING HEATH.

Heath is 1-year old and hails from West Wyalong. His first year of life has been complex, filled with multiple health and personal issues.

At only a few months old, Heath and his mum had an accident that saw him suffer a serious skull fracture. As he slowly recovered, monitored closely by medical teams and under the watchful eye of his family, he later endured another painful injury from a vaporiser. This saw serious burns inflicted to this left hand and arm.

These burns have required routine trips to Westmead Children's Hospital to ensure unrestricted use of the hand both now and into the future. The treatment, therapies and routines involved in restoring use of the fingers after such a burn are intense and painful, but Heath goes through the motions without protest and always shares a cheeky smile.

Just when the family thought that they had hit rock bottom, the dream house that they had been building over many months, fell victim to an arson attack.

So in a busy household of 5, this family have had a tough year but continue to battle through and remain positive about the future. Heath's recovery is going well but requires ongoing support from Little Wings in order to attend appointments and avoid the 6-hour long car ride to make this medical treatment possible.

We at Little Wings love to hear of all Heath's triumphs. He is a little boy with a lot of patience and sweet nature, who loves to soak up the cuddles with his Mummy; of whom is also a pillar of strength, determined to nurture Heath through the tough times and sprinkle love along the way.

We are so lucky to have the help of Little Wings. We could not have got through this without you all.

Emily, Mother



INTRODUCING LORELAI.

At just two years old Lorelai was diagnosed with Langerhans Cell Histiocytosis (LCH). LCH is a rare cancer, only seen in children aged 1-3.

Lorelai was a normal little girl until she developed a limp, within three days Lorelai had reverted back to crawling. Six weeks later, and after several visits to the local GP, we were transferred to John Hunters Children's Hospital where Lorelai endured multiple X-rays, blood tests and ultrasounds of her left hip and a bone biopsy.

After receiving a positive diagnosis for LCH, we were then sent to Westmead Children's Hospital... what followed was 6 months of chemotherapy and steroid treatment. During this period Lorelai had her hip-spica removed and she learnt how to walk all over again with the help of hydrotherapy and physiotherapy. With the diagnosis everything was put on hold, we spent months away from home but we were lucky to have the support of Little Wings. This meant getting home as soon as possible, more time together... and with a sibling on the way, a little time to rest two very pregnant and swollen feet.

On the 29th November 2019, Lorelai rang the bell in the Oncology Ward at Westmead. Her Pet Scan had come back completely clear and there was no need to continue any further chemotherapy! It was a moment that stood still in time for our family, carrying so many emotions. Throughout this whole process Lorelai was nothing short of inspiring. She always had a smile on her face and just rolled with the punches. Now fully recovered, she is now back at daycare and playing with her little brother. She truly is our little Super Hero!

One thing we didn't realise before Lorelai got sick is how important charities like Little Wings are. Without charities like Little Wings, and the many groups that support them, things would have been much more difficult for our family. We're so lucky to have had this wonderful support.



Little Wings are amazing! When going through treatment you have so many things on your mind, Little Wings takes the added stress of travelling out of the equation.

We love how accommodating, friendly and professional everyone is, nothing has ever been too hard for them.

Olivia, Mother

INTRODUCING ARMANI.

Armani lives in Gulargambone and is 9 years old. She proudly lives on a sheep farm, caring for hundreds of sheep daily, with her parents and siblings.

She has a pet cat that has been a therapeutic vice during a long and painful journey.

At 5 years old Armani was playing with petrol and suffered third-degree burns across her torso, neck and face. It was an event that saw her life changed forever... she was placed in a coma for 3-weeks as treatment commenced, and resided at Westmead Children's Hospital for months thereafter as she embarked on her journey to recovery.

Today, Armani continues to receive multiple skin grafts annually as her small body grows and changes. She has to do daily exercises, which are often painful, to help her skin stretch to allow for growth and movement.

As Armani bravely shares her story with the Little Wings team, she said the hardest thing about her injury was loosing her hair and her left ear. When she looks in the mirror they are daily reminders of her accident and the associated trauma.

Sweet Armani is pure sunshine with an ever-present smile, she radiates joy and positivity. She has been a long term flyer with Little Wings and credits the team in easing her journey to recovery.

Thanks for helping me, but also, other kids just like me. It makes me feel good that people care.

Armani, 9-years



INTRODUCING NELL.

18 months old, lives in Griffith.

At 36 weeks gestation, Sarah was airlifted to Canberra where her unborn baby girl was diagnosed with a serious heart defect and Down Syndrome. When Nell was born, she was then promptly transferred to Sydney where she was diagnosed with a large hole in the centre of her heart, only one valve had been formed, issues of disfigurement forewarned and a poor survival prognosis beyond birth.

The first 5 months of Nell's life were spent living at Ronald McDonald House with her two feisty older brothers (2 and 4 years). She then went into isolation after contracting a virus, she had a feeding tube, a nasal tube, slept with a CPAP machine and oxygen.

Nell contracted pneumonia 3 times amongst many other viruses due to her suppressed immune system. Whilst in hospital vision and hearing complications were identified, both requiring multiple surgeries and ongoing treatments. She now wears glasses and a hearing aid.

Nell went into heart failure on the 24th of December, Christmas Eve, and required open heart surgery, luckily her surgeon was able to complete an almost perfect surgery which we are forever grateful. Due to these serious and multiple complications and medical needs, Nell requires long-term monthly visits to Westmead Children's Hospital... and Little Wings always get us there.

Little Wings is a service which has provided our family with a lifeline. Not only from a practical and financial sense, but in easing the organisation of travel; moving us with ease from home to the hospital and back again month after month. As Nell does not walk yet, and requires much equipment to see her comfort, prolonged periods of travel are extremely difficult. So the Little Wings service means we are together as a family and without the stress involved in navigating transport demands and the big city.

The Little Wings service has enabled our family to return home for the important moments such as attend Nell's siblings first day at school, to have Christmas together and to recover at home.



Nell is the true gift that keeps on giving. As a family, we have many challenges with her ongoing medical care and treatments but for moment we live to love her everyday as she has brought so much joy to our family.

The experience with Little Wings, meeting these pilots and staff, is quite overwhelming. They are truly the unsung heroes. We just can't believe in our life of crazy that this little organisation stepped in to help with no ask in return. Sometimes thank you doesn't feel like enough.

ALL YOU NEED IS LOVE AND A PILOT TO GET YOU THERE.

The service Little Wings provide to families caring for kids with medical needs really does take a huge load off. Sometimes when you have a child with medical needs the worry of that alone can consume your day. This service helps us to focus on these guys and not the stress of just going to an appointment where you know there may be bad news ahead..

Sarah, Nell's Mother

KEY HIGHLIGHTS FOR 2020

EXPANDING THE FLEET

With the incredible support of Michael McCormack, Deputy Prime Minister, and David Coleman, Federal Member for Banks, Little Wings welcomed a third Baron aircraft to our fleet. Ultimately, expanding our ability and increasing our efficiencies as an organisation. Their support has been critical and unwavering during 2020, enabling us to navigate a complex landscape and respond without hesitation.

During COVID, this aircraft has been critical and flown daily across New South Wales. With state-of-the-art avionics, this aircraft allows our pilots to fly in extreme conditions in a safe and efficient manner. Further, ensuring the comfort and safety of every passenger.

NEW REFERRING PARTNERS

When established in 2012, Little Wings exclusively supported children undergoing cancer treatment. Over time, we have expanded our assistance to proudly support children experiencing serious illness across all domains, from the physical to the psychological. Ultimately, working to ensure that we support in meaningful ways, appreciating the complex impact serious and chronic illness has on children and their families.

This has seen Little Wings welcome a formal partnership with Royal Far West, transporting families caring for children with complex and multiple needs, including but not limited to mental health issues. Their holistic model of care and support is slowly transforming families and their communities. Little Wings are incredibly proud of this partnership.



“Over the course of 2020 we will be reaching over 2000 children, parents and teachers in over 30 communities, with much needed supports to promote their sense of safety, resilience and hope. Together with LittleWings we will stand alongside community on the road to recovery”

Jacqui Emery - Business Director, Royal Far West



INTRODUCING A NEW HEAD OFFICE

Bankstown Sports Club are one of our foundation partners, long term supporters and believers in our service. They have seen first-hand the impact of Little Wings on communities.

With each year, their support and partnership has evolved to provide meaningful opportunities, resources and assistance to ensure the stability, growth and reach of the Little Wings service. 2020 was no different, opening their doors and providing a new home for the Little Wings administration team.

Today, Little Wings proudly occupy office space in the heart of Bankstown Sports Club. Partners in every sense of the word, they provide support in ways that are innovative and intrinsically understand our offering and needs. We are so grateful for their unwavering support and proud to call Bankstown Sports Club our home.

CEO TRANSITION

Transitions in leadership always carry hesitation but also the potential for new opportunities and ways of thinking. 2020 saw Richelle Koller end her 4-year tenure at Little Wings; a period of great achievement, she led with incredible passion and dedication. Taking Little Wings to new heights under her leadership.

But following her decision to take time with her family and consider a new trajectory, the transition commenced and we welcomed a new CEO in Clare Pearson. With a sound handover and a strong team, the process was smooth and we have continued with purpose, maintained our core focus, upheld our values and continued to seek opportunity that aligned with our mission.

We believe that change that is thoughtfully managed is one that will lead to positive future outcomes. We acknowledge the incredible efforts of the Little Wings Board in navigating, guiding and inspiring this process with such care, thought and time. Their efforts have delivered steady success.



MEET OUR VOLUNTEERS



Little Wings is an 80% volunteer led organisation, it is with this support that Little Wings has continued to function and grow, to maintain a stable and quality service for families in need.

From our Head of Flight Operations, to our pilots, drivers and events crew, these people dedicate their time and offer their skills so generously to ensure our service. So, we wanted to introduce you, to offer an insight into the who, why and how of these selfless people.

As an organisation, we are deeply touched, appreciative and proud to have such an incredible team of people. Together, they have carried us through the tough times of COVID and championed the cause at every opportunity. Our volunteers truly are the heart and soul of our charity.

Michael See Little Wings Volunteer Driver

Michael resides in Maitland, and is a member of the Maitland Classic Motor Association (MCMA). The MCMA community spirit is strong and works to support charitable organisations, of which Little Wings is a beneficiary partner. It was at MCMA that Michael learnt of Little Wings and he joined the team as a volunteer driver in 2018, assisting with transfers to and from John Hunter Children's Hospital.

Michael reports that the rewards are endless when you are a volunteer with Little Wings, 'the smiling faces of these sick children as they go through treatment, with no clear path ahead, gives you a wake-up call as to how lucky we are. They are the reason I volunteer'.

In 2019, Michael received a prestigious award for his incredible volunteering efforts in the Hunter region, presented with The Parliament of NSW Legislative Assembly Community Recognition Statement by Jenny Aitchison, Member for Maitland.

Michael is always the first to participate in Little Wings training and always maintains the highest of standards in safety, ensuring every family is protected during their most vulnerable moments as their immune systems are compromised during treatment.

During COVID-19, Little Wings enhanced all training and hygiene measures to protect staff, volunteers and families, and Michael was on the frontline championing the cause, listening, learning and ensuring the stability of the Little Wings service for the Hunter region. A special man with heart of pure gold, thank you Michael!



Sophia Miller Hamour

Safety Officer

Sophia learnt of Little Wings after meeting the Operations Manager at a safety seminar in Adelaide in 2019. Months later, as COVID stuck the aviation industry, and Sophia was stood down from her role in commercial aviation, her thoughts returned to Little Wings and a new connection was formed. She is now 5 months into her role as the Safety Officer and already helping to elevate the safety culture.

When asked why she chose to volunteer with Little Wings, Sophia was quick to state that she fell in love with the cause and mission of the organisation.

“Little Wings inspired my passion for aviation and expanded my appreciation for aeromedical services and needs in regional NSW. Little Wings really does make an incredible impact on the families that use them, and I feel both grateful and fulfilled that in some small way, the work I do can contribute to the easing of their journey”.

Volunteering is a measure of the person, as they commit time and share their skills with no expectation in return. Sophia describes her short but sweet time at Little Wings as both rewarding and inspirational as she witnesses first-hand how her contribution to safety and quality translates to creating a safe environment and positive experience for every family that moves through the Little Wings service.

Finally, Sophia said that ‘Little Wings is set apart from any other aeromedical organisation as it draws upon the warmth of its members and moves mountains for these young kids in need’.

Wayne Cotterill

Pilot

Wayne has been volunteering with Little Wings for 3 years as a pilot. At every opportunity, he offers his time and talent to serve families in need and champion the Little Wings cause.

Wayne first became aware of Little Wings after noticing one of the Little Wings planes at Bankstown Airport. This immediately sparked his interest and he commenced his research and application to partake in the service.

Whilst Wayne predominantly offers his time in the form of a pilot at Little Wings, he also helps with drives to and from the hospital, training new volunteers, participating in events and general fundraising. As a result, Wayne's presence is warmly felt across the organisation and he plays an important role in the daily function of the service.

When asked about his experience with Little Wings, Wayne said that being part of a team, and working to achieve a common outcome for such a great cause, has so many rewards. Rewards that have touched him both professionally and personally, and he is proud to be part of such an incredible charity. Without a doubt, being able to assist unwell, regionally located children and their families has made Wayne more aware of how accessible healthcare services are in the city; services that are often taken for granted.

When asked about what motivates him to keep volunteering, Wayne simply responded "the smile of a child and a thank you from a parent or guardian after each flight. When I meet the families and follow their progress it provides me with an overwhelming sense of purpose".



MAJOR EVENTS & OUR COMMUNITY PARTNERS

Little Wings is a charity owned, supported and championed by the communities of New South Wales. They say it takes a village to support families and we at Little Wings believe this whole heartedly after seeing an incredible outpouring of support and communities banning together in the name of helping vulnerable and seriously ill children from across the state.



CENTRAL WEST CHARITY TRACTOR TREK GROUP

One of these incredible community groups is the Central West Charity Tractor Trek Group (Tractor Trek). Each year in Dubbo, a group of incredible humans run two major events across the region, the Tractor Trek and the TractorThon. Raising funds for worthy causes that support families from the area.

In 2019, Little Wings were privileged to be named the beneficiary of all funds raised; and with over 100 people involved, the contributions of Hyundai and generous business and locals combine, they helped sponsored 64 flights for families caring for a seriously ill child.

This was an exceptional effort in its own right, but especially considering the hardship that regional communities have faced with drought and bushfires. Despite it all, this community still came together in support of Little Wings for which we are deeply grateful.

The partnership with Tractor Trek is one of great importance to Little Wings, we have been moved by the motivation, commitment and passion that this group of people have shown for families... families that they will never meet but those that will be deeply impacted by their efforts and contributions.

A very special thank you to Malcom Porter (President) and Nick Clancey (Vice President) for their ongoing support and belief in our charity and mission.



HYUNDAI HELP FOR KIDS

Hyundai Help for Kids have been a major partner of Little Wings since the beginning. Their unwavering support has seen us through the tough times and the good times, and we are genuinely grateful for their partnership. It is partners such as these that saw us through the pandemic, their vehicles bringing stability, comfort and safety to every family, every volunteer and Little Wings employee.

The team at Hyundai Help for Kids are simply an extension of the Little Wings family, they implicitly understand our offering and the need for a smooth and efficient ride as we transfer seriously ill children by ground to their treating hospital.

Hyundai Help for Kids is an inspiration and a shining example of what can be achieved when forces combine. Thank you!





CLUBS NSW

ClubsNSW is more than a business, it's a community. A community that is far reaching, supporting those in the cities and reaching our country cousins in ways that are measurable and meaningful on a local level. The impacts of the club industry are felt far and wide, they are the heartbeat of so many charities doing incredible work, and Little Wings is lucky to be one of those beneficiaries.

For Little Wings this support comes in many forms, enriching our service, supporting families and offering resource, partnership and collaboration in its truest form.

ClubsNSW have been a foundation partner since Little Wings was established. In 2020, they sponsored 34 flights and supported 6 families as they battled for the care and survival of their child. To have the support of ClubsNSW, and be named a partner, is something we are truly proud of.

Bankstown Sports Club provide our home, housing our head office and connecting us with the support, facilities and resources to achieve all that is possible. During the uncertainty of 2020, they kept communications open, their focus clear and their commitment to community firm. We are so very proud to be nestled within and look forward to future collaborations.

Bankstown RSL continue to support our service in so many ways. From contributing to the cost of our hangar rental at Bankstown Aerodrome too hosting events and sharing the voice of their Ambassadors to help amplify our reach. They are truly a partner with impact and an extension of our Little Wings family.

ClubsNSW Western Metropolitan Region have rally, raised funds and shone a light on the Little Wings mission in so many creative, inspired and powerful ways over the year. From golf days to racing, lawn bowls and networking events, helping educate people about the needs of families and championing our cause at every opportunity. Together, this region has raised significant funds and in 2020 sponsored 33 flights.

To the many other clubs across the state that have given generously via the Club grants scheme, hosted and sponsored our events, and invited us to deliver your charity housie sessions... thank you. The Club industry is a powerful one that is not always appreciated for their incredible community offering but we at Little Wings have felt this in many forms and have seen first-hand your impact on people.

MAMMOTH PROJECTS

Since 2013, Mammoth Projects have been raising funds to support Little Wings via their Annual Charity Drive Day. Each year Mammoth Projects hires out Pheasant Wood Circuit, in Marulan, for an action-packed day. This sell-out event begins at 8am and concludes around 4pm, and whilst COVID presented new challenges in 2020, their support never eased and they rallied to reach a record number of flights sponsored.

We are so grateful and humbled by such acts of generosity particularly in 2020, where many business small and large have faced great financial burdens. The amazing team at Mammoth dug deep and delivered an exceptional event. With their incredible efforts Little Wings are now able to provide an additional 61 flights for families across Regional and Rural NSW. The impact this will have on so many communities across NSW is unmeasurable.

CEO Clare had this to say...

"The collaboration with Mammoth is an powerful demonstration of a not-for-profit and a corporate partner working together with the united goal to support families. As Mammoth Projects combine their passions and networks, they have achieved great things and assisted many families and for this we could not be more grateful.

With this one event Mammoth and those participating in the race day have changed the lives of families forever, leaving us humbled, inspired and motivated to do more. Thank you Mammoth"



ST.GEORGE PARTNERSHIP

Earlier this year, we welcomed St.George Bank - one of Australia's leading Retail and Business Banking Brands - into the Little Wings family as major partner. The partnership has provided much needed stability to existing families and allowed Little Wings to safely navigate our way through a difficult year. They shone a light in our darkest hour, with the global pandemic crippling our funding, which could of meant the closure of our humble not for profit. More so we are so grateful for their generosity which allows Little Wings to assist an additional 83 families a year for the next two years. Here is what their General Manager Ross Miller had to say:

"Regional NSW has been hard hit by so much devastation over the past six months, they need all the support they can at this time to navigate the financial impacts of that on their communities. We are deeply committed to helping them recover, just as we did during the bush fires, and now to navigate the complexities of COVID-19. Long-term partnerships such as this one will help to ensure community organisations that support our most vulnerable can keep their doors open. Our financial support means that from their humble hangar in Bankstown, Little Wings can now take to the skies again and continue to fulfil the crucial role in the lives of over a hundred families across the state, and they are in desperate need of this service right now."



ACKNOWLEDGEMENTS WITH THANKS

We would like to take a moment to thank the many people, businesses and foundations that have supported Little Wings during 2020. Little Wings is a non-profit organisation that is supported by the community and dedicated to the community.

We could not achieve all that we do over the course of the year without the incredible support of our foundation and major partners, and the incredibly generous people and businesses from across the state that give. Every day we are reminded of our mission as we hear the stories of families and witness their journey... and we are deeply grateful for your support, keeping us the sky and families at the forefront.

A very special note of thanks to Tâmara Alves da Nóbrega who has spent incredible time and care helping us craft our first annual report. We understand and appreciate the hours she has poured into presenting a report that is reflective of our brand and the children, families and community that we represent.

THANK YOU.

"Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has".

Margaret Mead



Your local club

Hyundai
Help for
Kids

BankstownSports

st.george

MAMMOTH
PROJECTS

SWEET TRIBUTE

We would like to take a moment to acknowledge the incredible spirit and dedication of Amanda Gatt. A long-term Little Wings employee, she sadly passed away in late 2020 after a battle with cancer.

Amanda leaves behind a loving husband and an incredibly sweet little girl.

We wish her family well and know that Amanda's spirit will remain one of light and love in the hearts of those that crossed her path.



THANK YOU!

Active Premium Beverages
AIM Australia
AirMed
Anglicare
Arnotts Foundation
ASX Refinitiv Charity Foundation
Avinet
AvPlan EFB
Avsoft
Bankstown Airport
Bankstown Aircraft Maintenance
Best tugs
Big W, Orana Mall - Dubbo
Bose
Boyden
Brasilero Coffee
Britax Australia
Bunnings Bankstown
Bunnings North Parramatta
Canterbury Bankstown Council
Canterbury Bankstown Torch
Clubs NSW

ClubsNSW Western Metropolitan Region
Champagne
Chuckies
Coffee Club, Orana Mall - Dubbo
Coke-a-Cola
Commonwealth Bank of Australia
Cumberland Council
Dandelion
Department of Infrastructure
Dyson
East Coast Audio Visual
East Coast Propellers Limited
Garlo Pies
Germ Shield Solutions
Grain Terminal
Goonoo Goonoo Pastoral
Hawker Pacific
Hockey NSW
Hyundai Help for Kids
Hyundai Motor Company Australia Pty Ltd
Jeppesen

Kendall Community Op Shop
Liberty Funerals
Love’n’Care
Macquarie Club
Mammoth Projects
Moorebank hockey
National Club Limited
Natus
Newcastle Machinery Sales
Newcastle Permanent Charitable Foundation
NSW Department of Transport
NSW Ministry of Health
Northparkes Mines
Northern Rivers Foundation
Paul Bennet Airshow
Paul Newman Foundation
Perpetual
PKF
Roll101
Photo News
PwC Australia
REX Regional Express

Rockefeller Philanthropy Advisors
Salt Air Services
Sam Shooter Real Estate
Skyfuel Australia
Sony
Spark Helmore
Soul Images Photography
Southpac Aerospace
St George Bank
Sydney City Maintenance
Sydney Seaplanes
The Maitland Classic Motor Association
The William Rubensohn Foundation
Tractor Trek
Unedit first aid supplies
Wild FX Signage and Print
Wilson Asset Management
WIN
Worldfuel
Zoo FM

CLUBS

Bankstown RSL
Bankstown Sports Club
Brighton-Le-Sands RSL Club Ltd
Tâmara Alves da Nóbrega
The Westport Club
Transurban

MEMBERS OF PARLIAMENT

Brad Hazzard
Bronnie Taylor
David Coleman
Jason Clare
Michael McCormack
Wendy Lindsey

OUR PARTNERS

Westmead Children’s Hospital
Randwick Children’s Hospital
John Hunter Children’s Hospital
Royal Far West

FINANCIAL STATEMENTS

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2020

		2020	2019
	NOTE	\$	\$
Revenue	3	1,853,559	952,527
Cash housie and bingo revenue	3	1,320,927	1,749,869
Other income	3	121,683	31,341
		3,296,169	2,733,737
Other cost of sales		(59,182)	(98,152)
Cash housie and bingo cost of sales		(1,222,508)	(1,475,145)
		(1,281,690)	(1,573,297)
NET REVENUE		2,014,479	1,160,440

Medical flights costs	(551,789)	(549,075)
Motor vehicle expenses	(12,557)	(27,655)
Depreciation expense	(149,030)	(86,904)
Finance costs	(3,368)	(4,950)
Employee benefits expense	(320,943)	(309,745)
Office expenses	(44,572)	(13,845)
General expenses	(82,346)	(28,081)
SURPLUS FOR THE YEAR	849,874	140,185
Other comprehensive income		
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	849,874	140,185

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2020

		2020	2019
	NOTE	\$	\$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	4	1,011,928	331,812
Trade and other receivables	5	21,950	74,057
Inventories	6	15,739	11,949
Prepayments	8	12,053	-
TOTAL CURRENT ASSETS		1,061,670	417,818
NON-CURRENT ASSETS			
Right of use asset	9	49,818	-
Property, plant and equipment	7	984,742	362,307
TOTAL NON-CURRENT ASSETS		1,034,560	362,307
TOTAL ASSETS		2,096,230	780,125

LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	10	90,296	128,156
Lease liability	9	33,039	-
Provisions	12	22,103	30,311
Contract liabilities	11	471,355	-
TOTAL CURRENT LIABILITIES		616,793	158,467
NON-CURRENT LIABILITIES			
Lease liability	9	6,216	-
Provisions	12	13,398	11,719
TOTAL NON-CURRENT LIABILITIES		19,614	11,719
TOTAL LIABILITIES		636,407	170,186
NET ASSETS		1,459,823	609,939
EQUITY			
Member contributions		180	170
Accumulated surplus		1,459,643	609,769
TOTAL EQUITY		1,459,823	609,939

STATEMENT OF CASH FLOWS

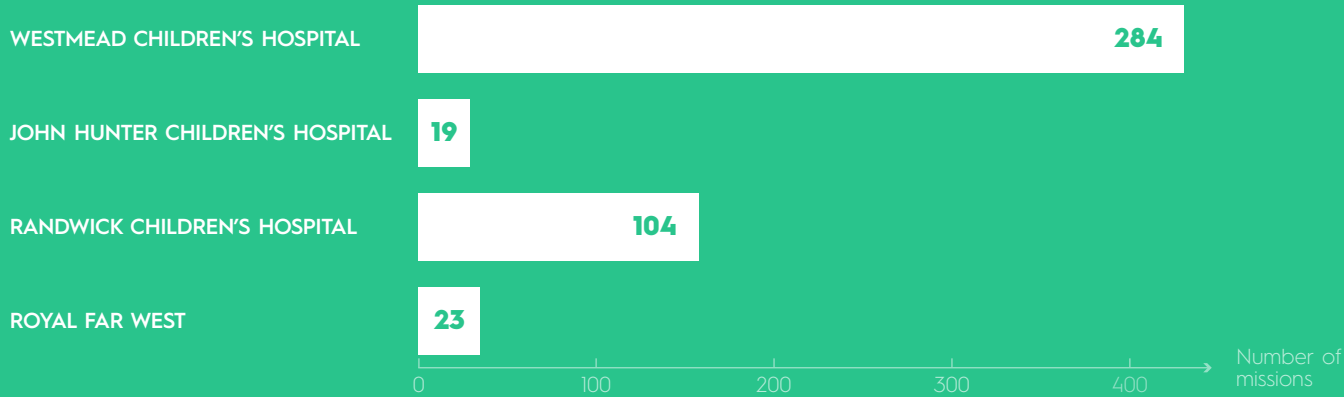
FOR THE YEAR ENDED 30 JUNE 2020

		2020	2019
	NOTE	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from members and customers		2,410,787	2,037,095
Payments to suppliers and employees		(2,453,207)	(2,488,669)
Donations and grants received		1,505,625	651,004
Interest received		2,510	2,570
Finance costs		(3,368)	(4,950)
Net cash provided by operating activities	13	1,462,347	197,050
CASH FLOWS FROM INVESTING ACTIVITIES:			
Proceeds from sale of property, plant and equipment		-	500,000
Payment for property, plant and equipment		(736,513)	(297,539)
Net cash provided/(used) by investing activities		(736,513)	202,461
Net increase/(decrease) in cash and cash equivalents held		680,116	124,122
Cash and cash equivalents at beginning of year		331,812	207,690
Cash and cash equivalents at end of financial year	4	1,011,928	331,812



ANNUAL REPORT STATS

 **TOTAL MISSIONS – 430**



 **YOUNGEST PATIENT
EVER TRANSPORTED
– 10 DAYS OLD**

 **ONE NEW FORMAL
PARTNER – ROYAL
FAR WEST, MANLY**

 **ASSISTED 42
NEW FAMILIES**

 **TRANSPORTED
1051 PASSENGERS**

 **MISSIONS COMPLETED BY
23 DRIVERS AND 9 PILOTS
– ALL VOLUNTEERS**

 **NUMBER OF COMMERCIAL
FLIGHTS FUNDED: 173**

 **ALL AIRPORTS THAT WE FLEW IN AND OUT OF FOR THE
YEAR (AND THE NUMBER OF FLIGHTS PER LOCATION):**

ARMIDALE	7	GRAFTON	2	NYNGAN	0
BRISBANE	2	GOULBURN	0	ORANGE	4
BALLINA	0	GLEN INNES	0	PARKES	9
BARADINE	0	GRIFFITH	27	PORT MACQUARIE	23
BROKEN HILL	3	GUNNEDAH	1	QUIRINDI	2
BOURKE	0	HAY	4	CANBERRA	23
BATHURST	2	HILLSTON	0	SCONE	0
BREWARRINA	1	INVERELL	8	DUBBO	30
BINIGUY	0	KEMPSEY	4	TAMWORTH	21
CASINO	0	LISMORE	0	WAGGA	56
COBAR	4	LIGHTNIG RIDGE	2	TEMORA	0
COONABARABRAN	0	MELBOURNE	0	TUMUT	2
COOTAMUNDRA	0	MERIMBULA	7	TAREE	0
COLLARENABRI	0	MOREE	3	WARREN	0
COONAMBLE	4	MORUYA	0	WELLINGTON	1
CONDOBOLIN	3	MUDGEES	2	WALGETT	0
COFFS HARBOUR	46	NARRANDERA	9	WEST WYALONG	1
COWRA	1	NARRABRI	0		
FORBES	1	NARROMINE	0		



REFERRING DEPARTMENT

AUTISM	MENINGOCOCCAL
BONE AND MINERAL	NEUROGENETICS
BURNS	NEUROLOGY
CARDIOLOGY	NEUROSURGERY
CEREBRAL PALSY	NEONATAL
COCHLEAR IMPLANT	OBSTETRICS
CONNECTIVE TISSUE DISORDER	OPHTHALMOLOGY
CRANIOFACIAL	ONCOLOGY
CYSTIC FIBROSIS	ORTHOPAEDICS
DERMATOLOGY	OUTPATIENTS
ENDOCRINOLOGY	PAEDIATRICS
GASTROENTEROLOGY	PSYCHIATRY
HAEMATOLOGICAL	RENAL
ICU	RESPIRATORY
IMMUNOLOGY	SOCIAL WORK
LIVER TRANSPLANT	SPECIALIST - EMERGENCY RETURN
METABOLIC	SURGERY



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WE KNOW IT'S THE

LITTLE THINGS



THAT MAKE A

GIGANTIC

IMPACT