

3 July 2023

Folder: IRF23-1372  
Doc No.: IRD6508-23

[REDACTED]  
Toll Helicopters (NSW) Pty Ltd  
[REDACTED]

Dear [REDACTED]

**Variation Order | Down-the-Wire Communications System**

I refer to the contract between the Secretary of the NSW Ministry of Health constituted as the Health Administration Corporation under section 9 of the *Health Administration Act 1982* (NSW) (**NSW Ambulance**) and Toll Helicopters (NSW) Pty Ltd (**Operator**) dated 16 December 2014 (Contract No HAC 13/63) as amended (**Contract**).

This letter is a Variation Order for the purposes of clause 21.7 of the Contract (**Variation Order**).

**1 Background**

- 1.1 On 8 June 2022, NSW Ambulance issued a Variation Impact Request (Doc No. D22/6400) to the Operator setting out the details of a proposed Variation for the Operator to procure and operate a Down-the-Wire (**DTW**) communications system for the [REDACTED]
- 1.2 On 5 August 2022, the Operator provided NSW Ambulance a Variation Impact Proposal (**VIP**).
- 1.3 NSW Ambulance did not accept the VIP, however NSW Ambulance and the Operator have reached agreement on various “*disputed matters*” in the VIP as contemplated by clause 21.7 of the Contract, and that agreement is reflected in this Variation Order.

**2 Variation**

- 2.1 The Variation which the Operator must implement is to procure, install, operate and maintain a DTW communications system [REDACTED] including Attachment 1 (DTW Communication System Specification), Attachment 2 (Implementation Plan) and Attachment 3 (Net Loss).
- 2.2 The Variation is structured in two phases, as described below.

**3 Variation Phase 1 – DTW communications system for land rescues and missions**Phase 1 Activities3.1 [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]



- [Redacted text]

- [Redacted text]

- [Redacted text]

- [Redacted text]

- [Redacted text]

- [Redacted text]

- [Redacted text]

- [Redacted text]

- [Redacted text]

- [Redacted text]

- [Redacted text]

**4 Variation Phase 2 – DTW communications system for water rescues and missions**

*Phase 2 Proposal*

- [Redacted text]

- [Redacted text]

- [Redacted text]

- [Redacted text]

- [Redacted text]

- [Redacted text]

- [Redacted text]



- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

Phase 2 activities

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

Phase 2 acceptance

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]



[Redacted]

[Redacted]

[Redacted]

**5 Net Loss of Variation**

5.1 The Net Loss of Phase 1 and Phase 2 of the Variation is set out in Attachment 3.

**6 Effects of the Variation on the Operator's obligations under the Contract**

[Redacted]

**7 Operator confirmation**

7.1 For the purposes of clause 21.7 of the Contract:

- (a) I confirm that NSW Ambulance agrees to the matters in this Variation Order; and
- (b) please countersign this Variation Order and return it to me at your earliest convenience to confirm that the Operator agrees to the matters in this Variation Order.

Yours sincerely

[Redacted]  
**NSW Ambulance Representative**

*Countersigned for and on behalf of Toll Helicopters (NSW) Pty Ltd by:*

Signature: [Redacted]  
Name: [Redacted]

Position: GM Toll Aviation

Date: 11 July 2023

**Attachment 1 - DTW Communication System Specification**

The DTW Communications System Specification is set out in the following pages.



Serial	Reference	Paragraph	Requirement		Proposed Solution
			[REDACTED]		[REDACTED]
1	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]
1	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]
1	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Serial	Reference	Paragraph	Requirement		Proposed Solution
			[REDACTED]	[REDACTED]	[REDACTED]
1	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
1	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
1	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]



Serial	Reference	Paragraph	Requirement		Proposed Solution
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■					
■					
■					

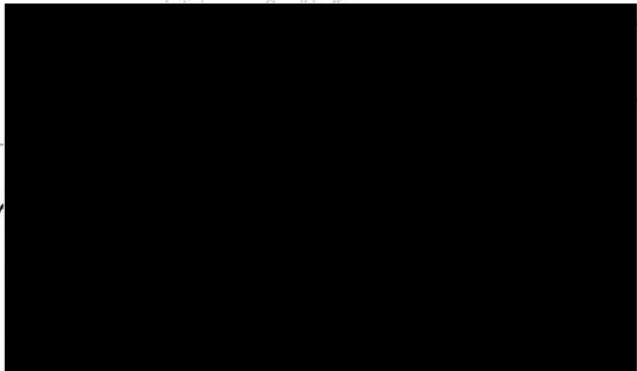






Serial	Reference	Paragraph	Requirement		Proposed Solution
					[REDACTED]
■	[REDACTED]	■	[REDACTED]		[REDACTED]
		■	[REDACTED]		[REDACTED]
					[REDACTED]
■	[REDACTED]	■	[REDACTED]		[REDACTED]
■	[REDACTED]	■	[REDACTED]		[REDACTED]

Serial	Reference	Paragraph	Requirement		Proposed Solution
			[REDACTED]		[REDACTED]
			[REDACTED]		[REDACTED]
■	[REDACTED]	■	[REDACTED]		[REDACTED]
■	[REDACTED]	■	[REDACTED]		[REDACTED]
■	[REDACTED]	■	[REDACTED]		[REDACTED]

Serial	Reference	Paragraph	Requirement		Proposed Solution
					<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
■	■	■	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>		<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] is displayed, followed by scrolling long name.</p>

Serial	Reference	Paragraph	Requirement		Proposed Solution
					 <p data-bbox="1391 651 2130 687">c) Receiving Au [redacted]</p> <p data-bbox="1391 687 2130 746">[redacted]</p> <p data-bbox="1391 746 2130 887">[redacted]</p> <p data-bbox="1308 887 2130 1054">[redacted]</p>
■	■	■			

Serial	Reference	Paragraph	Requirement		Proposed Solution
■	■	■	■		■
■	■	■	■		■



Serial	Reference	Paragraph	Requirement		Proposed Solution
					[REDACTED]
			[REDACTED]		[REDACTED]
■	[REDACTED]	■	[REDACTED]		[REDACTED]
■	[REDACTED]	■	[REDACTED]		[REDACTED]

Serial	Reference	Paragraph	Requirement		Proposed Solution
					[REDACTED]
■	[REDACTED]	■	[REDACTED]		[REDACTED]
■	[REDACTED]	■	[REDACTED]		[REDACTED]

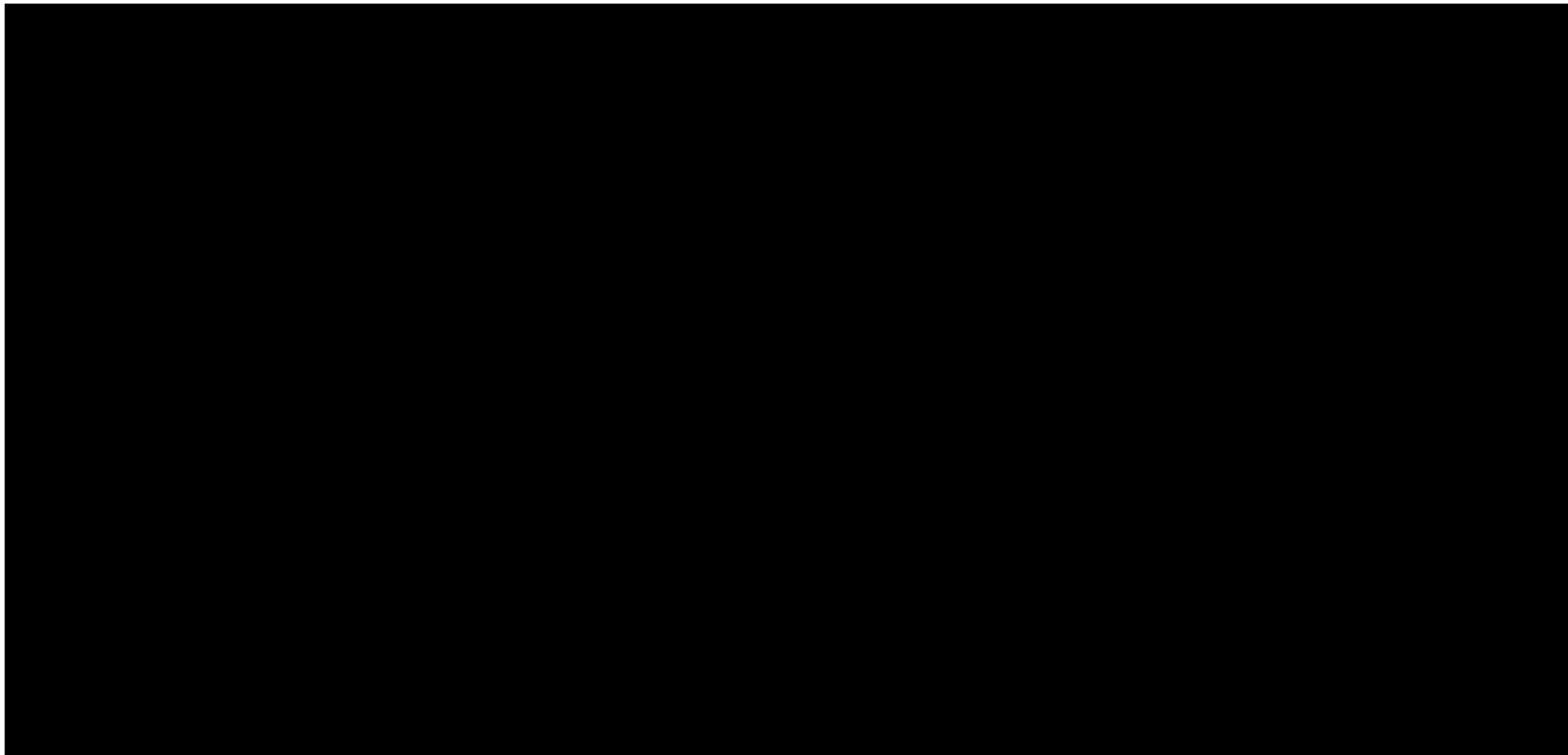
Serial	Reference	Paragraph	Requirement		Proposed Solution
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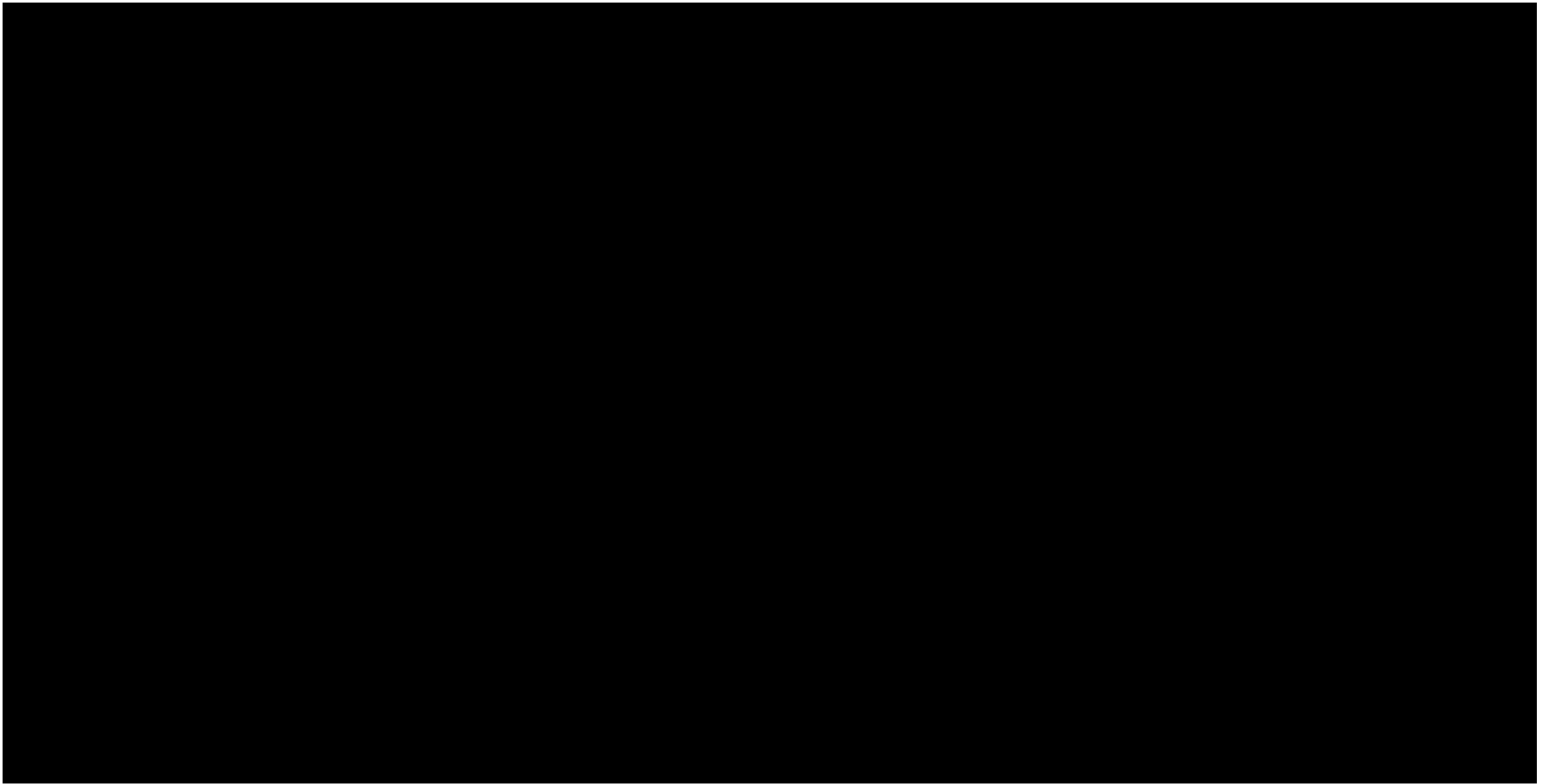
Serial	Reference	Paragraph	Requirement		Proposed Solution
			[REDACTED]		[REDACTED]
■	[REDACTED]	■	[REDACTED]		[REDACTED]
■	[REDACTED]	■	[REDACTED]		[REDACTED]
■	[REDACTED]	■	[REDACTED]		[REDACTED]
■	[REDACTED]	■	[REDACTED]	[REDACTED]	

Serial	Reference	Paragraph	Requirement		Proposed Solution
■	■	■	■ ■	■	■ ■ ■

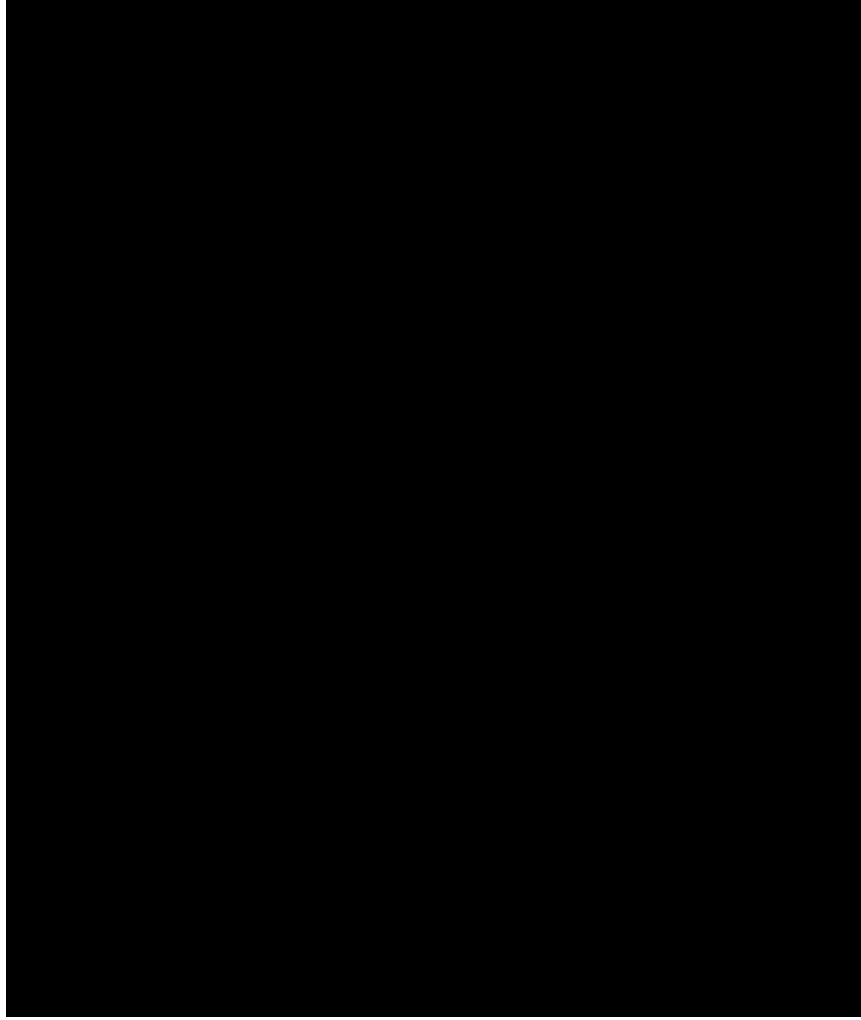
**Attachment 2 – Implementation Plan**

The Implementation Plan is set out in the following pages.











**Attachment 3 – Net Loss**

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]