



RESCUE CHOPPER UPS SAFETY WITH RADIO



HAND SIGNALS NOT ENOUGH

St John provides ambulance services throughout New Zealand on land and sea. Northland District provides flight medics who conduct all aspects of water, boat or bush rescue for the rescue helicopter in Northland. The helicopter team winches people to safety from accidents or medical emergencies, such as illness or cardiac arrest on passing passenger liners. They also rescue the injured – such as forestry workers or off-road bikers – in remote areas that are difficult to access. “Previously there was no communication between the winch man and the craft, which was unsafe and made rescues difficult. The team used portable ambulance radios, which had poor quality reception and were unreliable or hand signals,” says Tony Devanney, district operations manager, St John Northern Region.

Customer

St John Northern Region – Northland District

Industry

Public safety

Technology Partner

WESDIRECT Ltd

Need

- Better safety and reliable communications for rescue teams

Benefits

- Improved worker safety
- Better processes
- Call clarity
- Ease of use
- Waterproof devices
- Noise-cancelling features
- Sufficient battery life

“When we use them ... everyone says every time that the radios are great and ‘we should have got them many years ago’. The St John winch team and operators are very happy with them.”

Tony Devanney, district operations manager, St John Northern Region

FRESH/SALT WATER TOLERANT

Since the rollout of MOTOTRBO DP4400 portable radios, the benefits have come thick and fast, says Devanney:

Improved worker safety: “We no longer have poor quality radio communications or misunderstandings. During night winching hand signals are not misinterpreted. When there’s no visibility because of bush canopy we can still give clear directions. It has taken out the risk somewhat.”

Better processes: “The gear has changed our practices, by making them more streamlined, safer, quicker and clearer.”

Call clarity: “Call clarity is excellent, with no risk of misinterpretation.”

Ease of use: “When we use them, including at training, everyone says every time that the radios are great and ‘we should have got them many years ago’. The St John winch team and operators are very happy with them.”

Waterproof devices: “When we looked at these radios, a huge advantage was that they were waterproof. With use on boats and coastal rocks they get splashed, dropped, submerged – all manner of getting covered in water really – both salt and fresh!”

Noise-cancelling feature: “It’s noisy with the helicopter going next to the winch team. The team all comment daily on the noise-cancelling capability, and this is where the radios really come into their own in providing clarity.”

Sufficient battery life: “Insufficient battery life has never been an issue. We always put them back on the charger, but sometimes staff forget and they still never go flat. They are used for long periods out of the charger, sometimes 12 hours, and don’t go flat.”

“I have been dealing with WESDIRECT for over 25 years, and I always go back to them because of their good service. I have definitely been happy with how they do things for us.”

