

ANNUAL REPORT  
2015/16



EXPERIENCE. LEADERSHIP. INNOVATION.



Royal Flying Doctor Service  
CENTRAL OPERATIONS



# EXPERIENCE

The RFDS has incomparable knowledge and expertise in the delivery of emergency aeromedical and primary health care services in rural and remote Australia.

# LEADERSHIP

The RFDS understands the health challenges faced by remote communities and leads the way in providing universal access to primary health care across Australia.

# INNOVATION

The RFDS invests in its people, equipment and technology to ensure it continues to deliver the finest care more efficiently – and effectively – to outback Australians.

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## ABOUT US

The Royal Flying Doctor Service of Australia (RFDS) takes the finest care to the furthest corners of our land.

Using the latest in aviation, medical and communications technology, the RFDS delivers 24-hour emergency aeromedical and essential primary health care services to people who live, work and travel throughout Australia.

Established in 1928 by the Reverend John Flynn, the RFDS has grown into the largest and most comprehensive aeromedical organisation in the world.

Nationally, its vital services are delivered via a fleet of 67 aircraft, through the operation of 24 aeromedical bases and four remote primary health facilities across the country.

Today the RFDS attends to more than 290,000 patients across Australia every year – that's one person every two minutes.

Services are delivered on a day-to-day basis by six RFDS operating sections – Central Operations, Western Operations, Queensland Section, South

Eastern Section, Tasmania Section and Victoria Section.

RFDS Central Operations began in 1939 and is responsible for delivering 24/7 emergency aeromedical and essential primary health care services throughout South Australia and the southern half of the Northern Territory.

It operates three aeromedical bases located in Adelaide, Port Augusta and Alice Springs, as well as three primary health care facilities in Marree, Andamooka and Marla in outback South Australia.

The RFDS is a not-for-profit organisation. While supported by the Commonwealth, State and Territory governments, the RFDS depends on fundraising and donations to bridge the gap in operational funding and to finance its capital-raising program for replacement aircraft, medical equipment and other major capital initiatives.

### Our Vision >

A mantle of health care services for improving and saving lives in rural, remote and regional Australia.

### Our Mission >

Providing excellence in aeromedical and primary health care across Australia.

### Our Values >

Ensuring the safety, security and well-being of all RFDS personnel, their professional and personal development, and their cultural awareness and understanding.

All RFDS representatives have a responsibility to demonstrate, embrace and participate in all quality initiatives and activities ethically, with courtesy and integrity.



CHAIRMAN'S REPORT

It has been a year of exciting development for RFDS Central Operations with the near completion of our new \$13 million Adelaide Base and the delivery of the first of four replacement Pilatus PC-12 aircraft.

Our new Adelaide Base – due to officially open on 20 October 2016 – heralds the start of a new era for the RFDS in South Australia. It will enable us to consolidate our service delivery and corporate staff onto the one site, while its purpose-built design will increase operational efficiency and improve care for our patients.

The move also places RFDS as the foundation tenant on a greenfields site in a new aeromedical precinct at the western end of Adelaide Airport off Tapleys Hill Road adjacent to Harbour Town.

The precinct will eventually host our SA State Retrieval Service partners in MedSTAR, along with the rotary-wing providers, strengthening our already close working ties with the SA Government emergency medical services as we together establish an Aeromedical Centre of Excellence.

The new Adelaide Base is the single biggest investment by RFDS Central Operations in the well-being of all South Australians – city and country alike – and is a testimony to the support of all our donors, bequestors, volunteers, auxiliaries and support groups, corporate partners and key stakeholders.

The purpose-built medical and aviation facility has been expertly designed by architects Walter Brooke & Associates with construction headed by Sarah Constructions Pty Ltd.

Key features of the new aeromedical facility include:

- > large stretcher bay able to house up to eight patients comfortably;
- > stabilisation bay for acute patients;
- > refreshment facilities for seated patients and escorts;
- > multiple under cover ambulance parking bays;
- > private rest quarters/amenities for crews;
- > a hangar large enough to house six Pilatus PC-12 aircraft;
- > capacity for nine aircraft on the tarmac apron; and
- > a state-of-the-art engineering maintenance store and workshop.

During 2015/16 there were 4,214 patients transferred from our existing Adelaide Base, 1,966 transferred from our Port Augusta Base to Adelaide, and 356 patients transferred from Alice Springs to Adelaide, so the new patient

care and comfort facilities will improve our services greatly.

There was also good news in relation to our Commonwealth funding when in the federal election campaign the RFDS was advised that the Government and Opposition would continue the current four-year funding agreement.

They both also announced \$11 million would be provided to RFDS nationally to provide dental health services in rural and remote Australia over two years.

Both of those commitments are now in place and dental services are being planned.

RFDS Central Operations already provides oral health and dental services to four remote locations twice a year under its Remote Oral Health Care Program (ROHCP) which is generously supported by Adelaide Airport Limited (AAL).

The ROHCP works as a partnership between the RFDS and the University of Adelaide School of Dentistry providing services in communities in and around Kingoonya, Marla, Mintabie and Mungerannie on the Birdsville Track.

The new Adelaide Base is the single biggest investment by RFDS Central Operations in the well-being of all South Australians – city and country alike.

In September 2015, our latest new Pilatus PC-12 – VH-FXJ – was commissioned in a ceremony in Adelaide by Federal Treasurer the Hon Scott Morrison. The ceremony also unveiled the generous donation of \$600,000 for the medical fit-out of the aircraft by Simon Hackett of the Hackett Foundation, whose name is also on the aircraft as sponsor.

VH-FXJ, which went into service immediately, will be followed by three more new PC-12s which will be delivered in the coming year in July and October 2016 and in July 2017. They will replace PC-12 aircraft VH-FGR, VH-FGS and VH-FGT.

As I have previously reported, RFDS Central Operations will take delivery of its first PC-24 jet expected to be in late 2018.

One of our Alice Springs aircraft, VH-FMP, was retired in May 2016 after 17,000 flying hours during 21 years of service, and has been given a new life installed as a highlight exhibit in the new \$4 million RFDS Darwin Tourist Facility announced earlier in the year.

The new facility is managed by RFDS in partnership with Tourism NT and the NT Government and presents two

iconic Australian stories: the story of the RFDS and the story of the World War II bombing of Darwin.

Opened on 26 July, 2016, the facility at Darwin's historic Stokes Hills Wharf boasts the latest in virtual reality and holographic technology to put visitors inside the retelling of each story.

The Federation Office further developed its policy research and advocacy role during the year with major research papers released with media involvement quantifying the disparities in oral health and rates of preventable accidents and injuries between remote Australians and their city counterparts.

These papers both generated public discussion about the need for improved services in these areas.

The Federation Office also released a policy statement during the federal election to highlight the health needs of Australians living in rural and remote Australia.

During the year we've had great success with our fundraising program, including our signature urban event, the 'Wings for Life' Gala Ball, which this year appropriately featured a Rio theme *Tropico Carnaval*. Todd McKenney

headlined the entertainment as 800 guests swayed to Brazilian rhythms at the Adelaide Entertainment Centre, helping to raise an incredible \$242,000.

Thanks to all of our staff, donors, corporate supporters and volunteers for their continuing support.

Finally, may I congratulate the CEO, John Lynch and his Executive team for once again delivering an excellent result.

To my fellow Board Members who continue to provide me with wise counsel and have ensured the Strategic Plan delivers to high expectations, my heartfelt thanks.

David Hills

Chairman





CHIEF EXECUTIVE OFFICER’S REPORT

We have had an eventful year at RFDS Central Operations which has involved major improvements, service delivery changes and events which will enhance our ability to provide best practice.

The RFDS is committed to demonstrating three key traits in everything we do:

- > Leadership
- > Experience
- > Innovation

So fundamental are these qualities that they are the central features of our new Strategic Plan adopted this year to guide us as we take our organisation through to 2018.

In addition, they have formed the focus of our brand awareness campaign launched over a year ago, and they now form the theme of this Annual Report.

As we consider the future, we realise we are not alone in the challenges faced by all within the RFDS nationally.

Support from the corporate sector has been contracting due to economic circumstances, while funding at all levels of government has been tightening, bringing with it a greater necessity to find efficiencies in our service delivery models.

Amid challenges, we have not wavered from our commitment to both enhance

and maintain our quality of service to the highest level of safety and security for our patients and staff.

Our Strategic Plan has five key goals:

- > Service Delivery – optimising patient outcomes;
- > Our People – growing and developing our staff;
- > Reputation – expanding our reach and relevance;
- > Financial Security – ensuring our long-term sustainability; and
- > Future Development – expanding with relevance in areas of need.

As we prepare to move into our new Adelaide Base in September, we have also introduced changes designed to enhance the way we work and the way we measure the effectiveness of our service delivery.

In January 2016, RFDS Central Operations expanded its delivery of primary health care services to the South Australian outback.

We took over the operation of remote health services in Marla and

Andamooka, in partnership with Country Health SA Local Health Network, to complement our existing RFDS Marree Health Service which cares for residents and tourists of Marree and communities and stations on the Birdsville Track.

All clinics are staffed by Remote Area Nurses (RANs) who provide primary health care, visiting services, referrals and an ambulance service.

We immediately moved to significantly enhance the standard of services at each clinic with the appointment of an additional RAN at each location, as well as investment in improved communications and GPS services, and new emergency ambulances for each site.

We have also moved to modernise the way we manage our General Practice services for outback communities which are operated from our Port Augusta Base.

RFDS Central Operations has appointed a Practice Manager to oversee the management of patient services across the SA outback.

Amid challenges, we have not wavered from our commitment to both enhance and maintain our quality of service to the highest level of safety and security for our patients and staff.

We have also moved to improve our patient record keeping with the introduction of *Best Practice*, a new digital health information system which will assist in gathering both quantitative and qualitative data about our patients.

In another improved service for outback SA communities, we have launched a new 24/7 emergency services number – 1800 RFDS SA – and in the future we will introduce 1800 RFDS NT.

The new number operates in addition to existing HF radio frequencies, which have remained unchanged, and is designed for people without access to a hospital in their region who need emergency medical assistance or to talk 24/7 to the on-call RFDS Doctor.

We also received a 12-month extension of funding from the Northern Territory PHN to continue delivering our Mental Health Services in Rural and Regional Australia (MHSRRA) program in remote communities of Central Australia.

Our mental health team based in Alice Springs commissioned an innovative five-minute video in both English and two Aboriginal languages – Arrrente

and Alyawarr – from a local producer, iTalk Studios, which is aimed at helping people find a way to talk about anxiety problems in their community.

The video is freely available for use in health clinics and Aboriginal communities throughout Central Australia, and there is demand for it to be translated into other Aboriginal languages.

We have also worked to strengthen our partnerships with the NT Primary Health Network (PHN) and Country SA PHN regarding the analysis of funding gaps and service provision.

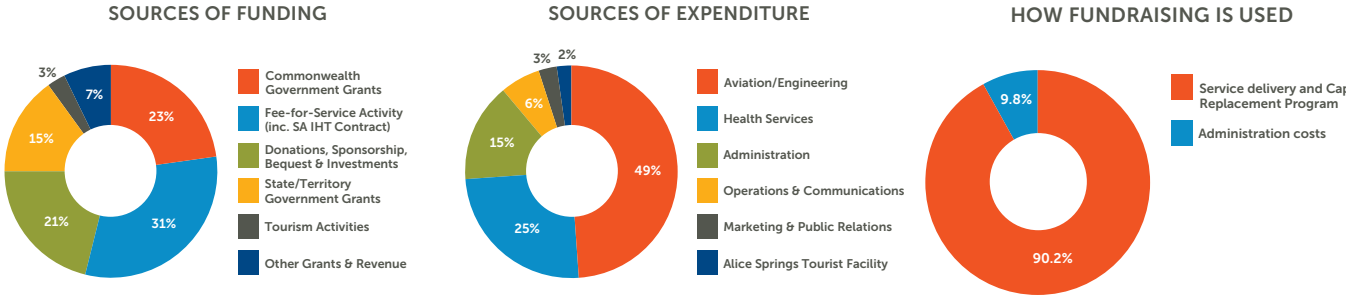
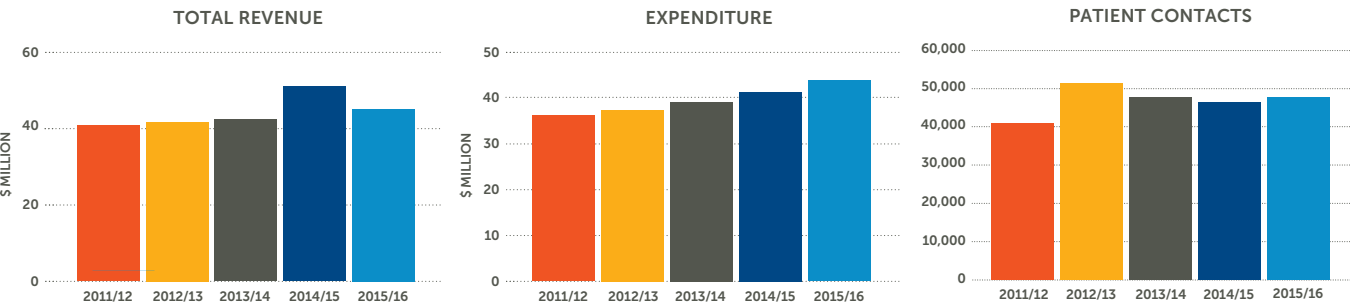
Some highlights of our activity over the past year include:

- > 9,002 patient evacuations
- > 6,661 mental health consultations
- > 688 immunisations
- > 48,021 patient contacts
- > 15,468 landings
- > 1,142 enrolments in RFDS training programs
- > 11 % staff turnover
- > 100% of internal audits completed

RFDS Central Operations fundraising efforts for 2015/16 have been outstanding with \$7.8 million generated at a cost of 9.8 cents for every dollar raised.

Our loyal and hardworking volunteers who run our 24 Auxiliaries and Support Groups throughout SA and NT have made an outstanding contribution during the year raising a total of \$875,000. In a reflection of the level of community support for the RFDS, we welcomed during 2016 the establishment of a new support group in Port Pirie.

Finally, I want to thank all of our staff, our hard working volunteers and fundraisers, and corporate supporters and Government funders for their continued support for our work.







Commissioning of  
**VH-FXJ**

Construction begins on

# Darwin Tourist Facility

Adoption of national  
**Reconciliation  
Action Plan**

Commencement of  
**Andamooka  
and Marla  
Health Services**



**Most  
reputable  
charity**  
for fifth year in a row

**9,002**  
aeromedical  
evacuations

**\$7.8 million**  
generated from donations  
and fundraising

Board endorses new  
**Strategic Plan**



**48,021**  
patient contacts



**688**  
immunisations



# OUR SERVICES & FACILITIES

## SNAPSHOT OF OUR SERVICES

- > Emergency flights for victims of accident or illness.
- > Clinic flights to remote communities with doctors, nurses and allied health professionals.
- > The provision of medical chests to isolated people and communities.
- > Radio and telephone medical consultations with isolated patients.
- > The operation of the Marree, Andamooka, and Marla Health Services.
- > *Healthy Living Program* designed to help communities adopt exercise and diet principles to prevent the onset of chronic illness related to diabetes and cardiovascular disease.
- > Aboriginal Health Coordinator with a focus on service to Aboriginal communities.
- > *Remote Oral Health Care Program* which delivers regular dental services and oral health education in communities without a permanent dentist.
- > Inter-hospital transfer of patients both within SA and the NT and interstate for specialist treatment or life-saving surgery.
- > *Primary Care Outreach Program* where we provide fly-in health clinics with physiotherapists, occupational therapists, diabetic educators, mental health workers and speech pathologists to remote communities.
- > *Mental Health Services in Rural and Remote Areas Program* where clinicians make regular visits to remote communities in Central Australia to provide mental health care.
- > NT Clinic Charter service which reliably and safely delivers health professionals to remote locations throughout Central Australia.
- > *A Rural Emergency Skills Program* for rural and remote doctors, nurses and other health professionals.
- > *A Central Australian Retrieval Training Program* which provides emergency medical skills training for use in remote locations.
- > *A First Aid Training Program* for people living in rural and remote communities.

## HEALTH SERVICES

### Marree

The Marree Health Service is staffed by two Remote Area Nurses who provide primary health care, home visiting, referrals, 24-hour medical consultation and ambulance service as well as a short-stay facility. The service also provides a platform to promote and deliver other RFDS health and education programs such as our *Healthy Living Program* and *Remote Oral Health Care Program*.

### Andamooka

The Andamooka Health Service is staffed by two Remote Area Nurses who provide primary health care, home visiting, referrals and a 24-hour medical consultation and ambulance service.

### Marla

The Marla Health Service is staffed by two Remote Area Nurses who provide primary health care, home visiting, referrals and a 24-hour medical consultation and ambulance service.

## AEROMEDICAL BASES

### Alice Springs

The Alice Springs Base provides 24-hour emergency evacuations and inter-hospital transfers by our team of Pilots, Flight Nurses and Engineers. It serves an area of approximately 1.25 million square kilometres from Marla in northern South Australia to Newcastle Waters in the Northern Territory, and beyond the border regions of Western Australia and Queensland. We also provide regular charter services to NT Health for the transport of health professionals working throughout Central Australia. The *Mental Health Services Rural and Remote Areas Program* delivered by mental health clinicians is also based in Alice Springs.

Alice Springs is also home to our award-winning tourist facility, which in recent years has undergone a major redevelopment to enhance its presence and improve the tourist experience for locals and visitors from all over the world. The RFDS Alice Springs Tourist Facility – the most significant RFDS tourism attraction in Australia – makes an important financial contribution to our capital-raising program, whilst also helping increase awareness and understanding of the RFDS around the globe. RFDS Alice Springs Base also benefits from the Bill and Dawn Prior Village of 13 townhouses used as accommodation for staff and visiting clinicians.

### Port Augusta

RFDS Central Operations' state-of-the-art Communications Centre is located at our Port Augusta Base, from which our Operations Coordinators receive emergency calls, plan and assign all emergency evacuation and inter-hospital transfer flights from Adelaide, Alice Springs and Port Augusta, whilst providing after-hours back up for the Broken Hill Base (operated by South Eastern Section).

The Port Augusta Base serves an area of 840,000 square kilometres, providing comprehensive health services to people in the far west and northern regions of SA. Services include 24-hour emergency retrievals and tele-health consultations, inter-hospital transfers and remote fly-in primary health care clinics. In addition to our core of Doctors, Pilots, Flight Nurses, Engineers and Operations Coordinators, our Aboriginal Health Coordinator and Community Health Nurse are based in Port Augusta enabling them to focus on serving people in isolated communities.

### Adelaide

The Adelaide Base and its team of Pilots and Flight Nurses provide 24-hour emergency retrievals and inter-hospital transfers, serving all regions of South Australia, as well as the Sunraysia region of Victoria. Adelaide Base is also home to our Engineering team which conducts heavy maintenance for the aircraft fleet situated across SA.

The Adelaide Office houses Executive, Corporate Services, Marketing & PR (fundraising), People & Culture and Health Services staff, including our Healthy Living Program team.

\*In October 2016 the two Adelaide RFDS locations will move to a new \$13 million RFDS Adelaide Base housed in a new aeromedical precinct at the western end of Adelaide Airport.

> Nilpinna Station airstrip, via Oodnadatta, SA.



Nothing was going to spoil little Gracie Williams' day, not even a couple of needles from the visiting medical team from the RFDS.

After a brief outburst of tears, 12-month-old Gracie had resumed happily grabbing at RFDS Dr Ally Lu's stethoscope.

Dr Lu had flown in that morning with RFDS acting Community Health Nurse Liz Marrack for a regular RFDS GP & Nurse fly-in clinic at Nilpinna Station, 760 kilometres north-west of Adelaide.

Gracie is one of the many hundreds of outback children who will spend the first few years of their lives at home with the RFDS as their only doctor and nurse.

On this day, Gracie was given her 12-month-old childhood immunisations which will protect her against Measles, Mumps, Rubella and Meningococcal C.

Dr Lu was able to update Gracie's health details on the spot using her laptop computer and *Best Practice*, a digital medical record-keeping system introduced by RFDS Central Operations during 2016.

*Best Practice* empowers RFDS medical staff to gather quantitative and qualitative data about patients and maintain medical records in real time, keeping the RFDS better informed of the health needs of the communities we serve.

Gracie's mum, Chantelle Williams, 28, said she was excited the Nilpinna Station airstrip had recently been re-registered allowing the RFDS to land less than 200 metres from her front door.

Before then, Chantelle and husband Matt, 31, travelled by road to Peake Station or an hour-and-a-half by road to Oodnadatta to see the RFDS clinic team.

"It's a really great service," says Chantelle, "I wouldn't be scared about going into labour at Nilpinna knowing that the Flying Doctor could be here in not much time at all."

"It just makes it so much easier knowing that we don't have to travel 120 kilometres down the road to visit the doctor."

During 2015/16, RFDS Central Operations doctors and community health nurses administered 688 immunisations, the majority of them to children.

Every day, RFDS Central Operations delivers the finest care to 125 people in rural and remote locations in South Australia and the southern half of the Northern Territory.

While well known for traditional 24/7 primary evacuations of the critically ill, every day the RFDS also delivers remote primary health care, oral health, mental health and conducts inter-hospital transfers between country hospitals and major city hospitals.

In partnership with Country Health SA Primary Health Network, the RFDS this year expanded its primary health care service delivery in outback SA taking over remote health services in Marla

and Andamooka to complement the existing RFDS Marree Health Service.

Clinically, like the RFDS Marree Health Service, these new remote nurse outposts are now supported 24/7 by the comprehensive resources and experience at the RFDS Port Augusta Base, including on-call RFDS Doctor, aeromedical crews and statewide Operations Communications Centre.

The RFDS has also enhanced the remote health facilities to dual nurse clinics and, in 2016, invested in new emergency ambulances equipped with radio and GPS equipment to ensure greater staff safety and patient care.

Innovation to service delivery was also demonstrated this year by the RFDS mental health program in Central Australia and Remote Oral Health Care Program (ROHCP) in outback SA.

ROHCP supporter, Adelaide Airport Limited (AAL), purchased new dental equipment adding value to the treatment available to patients, while the mental health team commissioned a video in two Aboriginal languages to help communities discuss anxiety problems.

Another innovation was the introduction of a new 1800 RFDS SA emergency number for outback SA communities to call when in need of emergency medical assistance or to talk 24/7 to the on-call RFDS Doctor. In the future, the RFDS will introduce 1800 RFDS NT.

I wouldn't be scared about going into labour at Nilpinna knowing that the Flying Doctor could be here in not much time at all.

Chantelle Williams. Nilpinna Station.

> GP Registrar Dr Ally Lu, Gracie and mum Chantelle Williams at Nilpinna Station during the regular RFDS fly-in GP clinic.



# LEADERSHIP

## ADELAIDE BASE

The facility allows for increased flexibility and greater operational capacity to address future needs.

David Hills, Chairman.

The new RFDS Adelaide Base is the foundation tenant in the establishment of a new aeromedical centre of excellence located at Adelaide Airport.

Enhanced patient comfort and care, improved operational efficiency and the latest technology for aircraft maintenance and engineering are key features of the new \$13 million RFDS Adelaide Base at Adelaide Airport.

The RFDS was the impetus – and has become the lead tenant – of the new aeromedical precinct at a greenfields site at Adelaide Airport, adjacent to the western end of the main runway, off Tapleys Hill Road.

The new precinct will eventually host the RFDS' State Retrieval Service partner, MedSTAR, along with the rotary-wing and road ambulance, strengthening the already close working ties that the

RFDS has with the SA Government emergency medical network.

RFDS Central Operations Chairman, David Hills, said the new RFDS Adelaide Base was the single biggest investment by the RFDS into the well-being of all South Australians – city and country alike.

"From a practical day-to-day operations point of view, this outstanding facility will allow the RFDS to deliver enhanced 24/7 aeromedical care for our patients and provide a modern and safe workplace for our staff," Mr Hills says.

Mr Hills said that the facility also allowed for increased flexibility and greater operational capacity to address future needs.

"We are proud to be the foundation partner of the new aeromedical precinct at Adelaide Airport," Mr Hills says.

"This is a reflection of our commitment to the SA Government following its confirmation of the RFDS' long-term tenure as the state's fixed-wing provider of inter-hospital transfer and aeromedical retrieval services in SA."

Adelaide Airport Limited (AAL) Managing Director, Mark Young, said the RFDS Adelaide Base is the first major infrastructure project at Adelaide Airport since AAL announced its long term vision to grow the airport precinct.

"The RFDS' commitment to provide the best possible emergency aeromedical

services will only further enable the airport to realise its vision to be a top tier airport business centre in the Asia Pacific," Mr Young says.

"We have a longstanding partnership with the RFDS through our Community Investment Program, and consider the RFDS to be a vital part of the fabric of Adelaide Airport, making an incredible contribution to South Australia."

The new Adelaide Base follows other necessary RFDS base redevelopments completed over the past decade in Port Augusta and Alice Springs, both of which have delivered significant enhancements in patient care, modern and safe workplaces and operational efficiency.

Construction of the base was completed in June 2016 with preparation well advanced for operations to commence in September.

### FAST FACT 2015/16

**6,536** patients transferred via Adelaide Base.

> New RFDS Adelaide Base at Adelaide Airport, due to commence operations in September 2016.



# ORAL HEALTH LEADERSHIP

A group of excited school kids wait in line as they each have a finger dipped in a plaque disclosing gel they are instructed to rub onto their teeth.

A few seconds later, as they turn and grin at one another they see that their teeth have gone a deep shade of royal blue and it's giggles all around.

University of Adelaide oral hygiene student Mia Bratovic and dental students Laurence Doan, Kerin Jacob and Michael Kim give the children a lesson in tooth brushing techniques and why it's important to remove plaque before it causes tooth decay.

Seven of the school students and six others including teachers, ancillary staff and locals all see the dentist that May afternoon in a makeshift clinic in the home economics classroom of the Mintabie Area School in outback South Australia.

They are seeing the dentist as part of the RFDS Remote Oral Health Care Program (ROHCP) two-day clinic at Mintabie and nearby Marla, more than 1,100 kilometres north-west of Adelaide and more than 800km from the nearest fully-equipped dental surgery in Port Augusta.

Now in its fifth year, the program is a collaboration between RFDS Central Operations and the University of Adelaide School of Dentistry, and it has been supported by Adelaide Airport Limited (AAL) since 2014.

It is the third ROHCP clinic for the year (Mungerannie on the Birdsville Track and Kingoonya in SA's remote north-west were in April), and there will be one more clinic in each location in the second half of the year.

This particular clinic was special because for the first time, the remote clinics can provide permanent fillings and teeth polishing thanks to new portable equipment – compressors and Portable Drill Units – purchased by AAL.

Until this clinic, students were only able to give patients temporary fillings and basic treatment with the instruments they carried with them, but the new equipment means they can drill, do permanent fillings, polish and smooth teeth, and provide suction during treatment.

AAL Managing Director, Mark Young, said he was amazed by the level of treatment carried out by dental students with limited equipment.

"Adelaide Airport felt there was a great opportunity to fund the purchase of equipment through our Community Investment Program that would make life easier for both dentists and patients in remote areas," Mr Young said.

RFDS Health Services Manager, Alison Day, said the ROHCP is contributing significantly to the short and long-term health outcomes of people living in three remote towns and the surrounding communities of outback SA.

"It's well documented that people living in rural and remote communities have poorer rates of oral health than those living in cities, and that this is related to a lack of access to oral health services in remote areas," Ms Day says.

An RFDS research paper released in early 2016, *Filling the Gap: Disparities in oral health access and outcomes between major cities and remote and rural Australia* made the following findings:

- > childhood cavities are 55% higher for children in remote areas;
- > one third (33%) of people in remote areas are living with untreated tooth decay compared with 23% in the cities;
- > one third (34%) of people in remote areas have gum disease compared to 22% in the cities; and
- > only four in 10 adults living in remote areas visited a dentist in the previous 12 months compared with six in every 10 adults in major cities.

## FAST FACT 2015/16

**143** oral health consultations

Adelaide Airport felt there was a great opportunity to fund the purchase of equipment that would make life easier for both dentists and patients in remote areas.

Mark Young, Managing Director, Adelaide Airport Limited.

> Dental student Michael Kim examining young patient Xavier Montgomery at Mintabie Area School.



# LEADERSHIP

## ACCIDENT RESEARCH

There is one day 15 years ago that stands out in Adrian Pearce's mind as if it happened yesterday.

The South East beef producer thought he was sure to die when he suffered a horrific leg injury after a self-propelled heavy-duty slasher went out of control while he was cutting the long grass on his farm near Penola.

Adrian needed to be airlifted to Royal Adelaide Hospital by the RFDS for life-saving surgery.

It is accidents like this one, particularly in rural and remote Australia, the RFDS says could be prevented with savings in hospital costs of up to \$1 billion possible if a new strategy to curb accidents and injuries in these areas is adopted.

RFDS research released in March 2016 determined that rates of injury and death as a result of preventable accidents are significantly higher in country Australia than in major cities.

Martin Laverty, CEO of RFDS Federation Office, said the research – *Responding to injuries in remote*

*and rural Australia* – found the hospitalisation costs of avoidable accidents exceeds \$1 billion each year and could be reduced with smart preventative measures.

"Accidents can be prevented; prevention saves lives; prevention also save taxpayer dollars," Mr Laverty says.

"Governments need to adopt a new accident and injury prevention strategy to save both lives and avoidable hospital costs.

"One in five aeromedical evacuations the RFDS undertakes every year is in response to accidents and injury."

Across every measure, rates of injury and associated death are higher in country Australia than in major cities.

**Road Fatalities:** although more than two-thirds of Australia's population live in major cities, more than half of road fatalities occur on rural and remote roads.

**Workplace Injury:** injury fatality rates for agricultural workers are nine times higher than any other industry.

**Poisoning:** death rates from poisoning are 3.5 times higher in remote areas compared to major cities.

**Assault deaths:** Australians in remote areas are 3.8 times more likely to die from an injury caused by assault than in major cities.

**Children:** children from very remote areas are 2.2 times more likely to be hospitalised for an injury than children in cities.

**Indigenous:** Indigenous people in remote and very remote areas are twice as likely as indigenous people in major cities to be hospitalised for an injury.

The RFDS research found that fatality rates due to accidents and injuries for people who work in the agriculture sector are nine times higher than any other industry.

One in five aeromedical evacuations the RFDS undertakes every year are in response to accidents and injury.

Adrian Pearce nearly lost his life due to the simple action of leaving a machine idle with the engine on for just a moment.

The emergency surgery and rehabilitation Adrian underwent meant he avoided amputation and regained full use of his leg.

"I consider myself extremely lucky. The results of one simple little action can have untold consequences," Adrian says.

"You'll never know when you'll need services like the RFDS and the help of the many special people in our health system."

### FAST FACT 2015/16

**1,394**  
patients transported due to  
accidents and injury



At the scene of the accident Fergus needed our help to breathe, and a blood transfusion. His blood pressure was very low, and we were mindful all the time that he could go into cardiac arrest.

Fred Hawkins, Flight Nurse.

For Fergus Gunn the sound of the turbo-propelled engine of a RFDS aircraft through the darkness would have been a godsend.

Needing help to breathe and having lost a large amount of blood, the teenage jackaroo was in urgent need of emergency care after his 4WD flipped over and over following a tyre burst.

Fergus had been driving late one afternoon in October 2015 on the remote Brunette Downs cattle station more than 800 kilometres north-east of Alice Springs in the Northern Territory when his world was literally turned upside down.

RFDS Flight Nurse Fred Hawkins recalls the scene as the aeromedical crew responded to the emergency call.

“As we were being driven out to the scene, it was pitch black, and what started out as a few dim headlights in the distance turned into a wrecked 4WD on the side of the road and a very badly injured young man lying beside it,” Fred says.

The crew quickly went to work on the young man.

“At the scene of the accident Fergus needed our help to breathe, and a blood transfusion. His blood pressure was very low, and we were mindful all the time that he could go into cardiac arrest,” Fred says.

“Before we took him to the aircraft, we also needed to secure his body in a special vacuum mat which immobilised his neck and back to reduce the risk of making worse any possible spinal cord damage.”

It took the team 40 minutes to carefully drive to the airstrip with Fergus lying in the tray of a station utility where he was airlifted to Alice Springs Hospital in the early hours of the morning.

Every day RFDS Central Operations provides more than 20 emergency aeromedical transfers throughout South and Central Australia – including the interstate transfer of patients for life-saving treatment such as organ

transplant and cardiac surgery on newborn babies.

Fergus had suffered two punctured lungs and fractures to several vertebrae. Now stable, he was then transferred by the RFDS the next day from Alice Springs to the Royal Adelaide Hospital for specialist treatment of his serious injuries.

Fergus has returned to work at Brunette Downs and, while he made full recovery, he does still sport a few facial scars as a reminder of his “lucky escape”.

“I know I’ve been given a second chance to live the rest of my life, thanks to the RFDS, and I can’t thank them enough,” says Fergus.

## FAST FACT 2015/16

**1,762** primary evacuations

> Outback airstrip lit for a night landing.





**The communities we visit are all so different – from Aboriginal communities to gold mines to remote cattle and sheep stations with young families.**

Dr Dustin Mattie, Medical Officer, Port Augusta Base.

Canadian-born Doctor Dustin Mattie loved the variety and the people of the South Australian outback so much he decided to stay on.

After he had completed his medical degree in Australia, Dustin opted for rural GP training and initially signed up for six months with RFDS Port Augusta Base as GP Registrar which turned into a stay of 18 months.

Now employed with RFDS full-time as a GP, Dr Mattie says he feels “honoured and blessed” to be working in a practice where the outback is his waiting room.

“The communities we visit are all so different – from Aboriginal communities to gold mines to remote cattle and sheep stations with young families,” Dr Mattie says.

“I love the continuity of care that comes with the job; caring for families is an honour and we get to see the spectrum of life as GPs, from infancy straight through to helping a dying patient remain in their community with their family and friends.”

The rural pathway for medical graduates is also supplemented by more informal trainee attachments offered by the RFDS to medical and nursing students, which broaden their experience and help them decide if they want to one day work in the bush.

RFDS Senior Medical Practitioner, Dr Stephen Ballard, said a rural trainee GP placement with the RFDS for trainee GPs can be immensely valuable because it exposes them to a variety of challenges.

“Coming from diverse backgrounds within Australia, and from overseas, the position opens the eyes of our junior colleagues to the physical, emotional and logistical challenges of life and work in the remote areas,” Dr Ballard says.

Dr Ballard believes that the presence of a trainee GP also has its benefits for the older, more experienced doctors too, working with people who can bring with them a new perspective.

RFDS Central Operations partners and co-delivers training courses designed to keep the emergency trauma skills of doctors and nurses up to date through its Central Australian Retrieval Training (CART), Rural Emergency Skills Program (RESP) and First Aid Training for non-medical people living and working in rural and remote areas.

RFDS Health Services Education and Development Manager, Rosemary Moyle, said it’s essential to train not only the current workforce but also the future workforce so that we can achieve and maintain high standards of care.

“The courses provide valuable learning opportunities which increase the confidence and expertise of health practitioners which has flow-on effects of delivering a high standard of care to those requiring our services,” Ms Moyle says.

“They also add value to rural health and medicine generally as they provide an opportunity for participants to learn and grow by allowing them to focus on learning and simulation in the unique work environment of the RFDS.”

Students can get a taste of aeromedical care through the RFDS Ride-Along Program for nursing and medical students who can spend a day with an RFDS crew at the RFDS Adelaide or Port Augusta Bases, and the Robin Miller Scholarship run in conjunction with the University of Tasmania and hosted by RFDS Central Operations.

“The enthusiasm of the students is inspiring and assists to contribute positively to the patient’s journey,” Ms Moyle says.

## FAST FACT 2015/16

**329** enrolments in RFDS training



When there is no spoken or written word for 'anxiety' in a language, it can take some careful thinking to find a way to talk through a problem with anxiety in the community.

The RFDS mental health team in Central Australia has found an innovative way to get people talking – and it's the Worry Boss story.

An idea pitched by RFDS Mental Health Clinician Anne Bromhead from the team based in Alice Springs has resulted in a short video animation about anxiety called the Worry Boss story, which can be used as a free resource across remote communities where there is a screen and somewhere to plug in a USB to computer or connect to a website.

The use of video is a first for the RFDS Mental Health Services in Rural and Remote Areas (MHSRRA) Program which will use it as one of many tools it has when it consults in a range of communities in Central Australia.

The story uses animation to enact a conversation between an Aboriginal man and an Elder woman, who asks what's troubling him. The chat leads to her helping him realise the difference between his every day worries and worries that make him feel angry and unfocused.

"Don't let the Worry Boss get you!" she tells him as they discuss ways to handle the 'Worry Boss'.

Anne Bromhead said the video, which is produced in English, Arrernte and Alyawarr, gives those in the communities where English is not their first language an opportunity to understand an issue where there is no word for word translation in their own language.

"The RFDS mental health team has used a variety of resources to build mental health capacity in remote communities however, the process of developing a specific video animation such as this one is a first for us," Anne says.

"The video will assist health staff working in remote communities establish an understanding and dialogue with their Aboriginal clients who may not have the English vocabulary to describe their mental health experience."

The video is a collaborative project of RFDS Central Operations, the Commonwealth Department of Health, iTalk Studios in Alice Springs, Akeyulerrre Healing Centre, and Arrernte and Alyawarr people from Ampilatwatja, Atitjere and Santa Teresa.

Innovation has also been introduced to the RFDS General Practice services across outback SA with the introduction in 2016 of *Best Practice* platform – a

digitised patient record system which will modernise practice and patient organisation in RFDS Health Services in Marla, Andamooka and Marree, as well as RFDS 'fly-in' GP and Community Health Nurse clinics to stations and remote communities.

Little Gracie Williams was one of the first to benefit from *Best Practice* when she received her 12-month-old immunisations at a RFDS fly-in clinic visit by Dr Ally Lu and Flight Nurse Liz Marrack.

Gracie is one of the many hundreds of outback children who will spend at least the first years of their lives at home with the RFDS as their regular doctor and nurse.

On this day Gracie was given her 12-month age childhood immunisations which will protect her against Measles, Mumps, Rubella and Meningococcal C.

## FAST FACT 2015/16

**6,661** mental health consultations

The Worry Boss video will help health staff working in remote communities establish an understanding and dialogue with their Aboriginal clients who may not have the English vocabulary to describe their mental health experience.

Anne Bromhead, Mental Health Clinician.

> Still frame from Worry Boss video.



**VH-FXJ is the most versatile Pilatus PC-12 in our fleet with more flexible communications systems and enhanced safety features.**

Since its inception, innovation has been the very essence of the RFDS' mission to provide excellence in aeromedical and primary health care.

A desire to adopt the best and most innovative technology has seen the introduction of advanced communications and navigation systems to aircraft, a digitised patient record system and, now well under way, an enhanced hydraulic stretcher-loading capacity for bariatric patients.

In late 2015, the newest recruit to RFDS Central Operations' fleet of aircraft, VH-FXJ or 'Juliet', carried the most advanced technology in the fleet allowing for improved communications and enhanced night vision for pilots.

It also introduced the paperless cockpit, the first of the fleet to allow pilots to use iPads for their flight logs and for their bible of flight maps and airstrips.

VH-FXJ is the most modern and versatile Pilatus PC-12 in our fleet with more flexible communications systems and enhanced safety features, including:

- > Aircraft tracking in real time using the satphone system displaying engine start and stop as well as wheels off to wheels on;
- > flight data recorder and voice cockpit recorder;

- > paperless cockpit with the installation of an iPad Mini, reducing paper amendment times and errors with easy electronic updates; and
- > mounted infrared camera to give pilots enhanced night vision to see potential hazards such as kangaroos on the airstrip or obstacles and landmarks in the event of an emergency landing.

The state-of-the-art communications also enables crew for the first time to switch between the different radio networks – GRN for South Australia, VHF for the NT and local UHF radio without having to physically swap radio units.

An antenna mounted on the fuselage allows extended use of 3G and 4G mobile phones, reducing the use of more expensive satphones.

The fleet will be further enhanced with the introduction of three more new Pilatus PC-12s to replace ageing aircraft in 2016/17 and 2017/18 at a cost of more than \$7 million each, and the arrival of the PC-24 jet in 2018/19.

The RFDS aeromedical jet will almost halve the flying time of long-haul patient evacuations, as well as provide the capacity to transfer three stretchered patients and clinical staff to any capital city in the country without refuelling.

"The RFDS PC-24 will enable the RFDS to reach patients in need in all corners of South Australia from Adelaide in less than 90 minutes, including major regional cities like Mt Gambier in just 30 minutes and Moolumbidgee in the Cooper Basin in 60 minutes," says John Lynch, CEO of RFDS Central Operations.

"At least every other day the RFDS will conduct the emergency evacuation of a critically ill patient from Alice Springs Hospital to Adelaide or Darwin for specialist care – the RFDS PC-24 will reduce this flight to less than two hours."

## FAST FACT 2015/16

**15,468** landings



Top 20 landing locations\*

WHYALLA	550
RENMARK	509
MT GAMBIER	487
TENNANT CREEK	485
PORT PIRIE	455
PORT LINCOLN	360
KADINA	324
CEDUNA	237
KINGSCOTE	178
ULURU	170
YUENDUMU	164
YORKETOWN	154
COOBER PEDY	144
MAITLAND	140
OLYMPIC DAM	121
TI TREE	106
WAKERIE	105
NARACOORTE	103
LOXTON	91
MARLA	89

\* Landings in Adelaide, Port Augusta and Alice Springs are not included as these locations are where our aircraft are based.

Top interstate landing locations

ESSENDON VIC	46
MILDURA VIC	15
BROKEN HILL NSW	8
SYDNEY NSW	8
NOWRA NSW	2
WILLIAMTOWN NSW	2
WARRNAMBOOL VIC	2
FORREST WA	2
PORTLAND VIC	1
CAPALABA QLD	1

- Rural Emergency Skills Program
- First Aid Training Program
- Healthy Living Program
- Primary Care Outreach Program
- RFDS Facilitated Clinics
- RFDS General Practice Clinics
- Remote Oral Health Care Program
- Mental Health Outreach Program
- Aircraft landings in 2015/2016

WHERE WE GO



In 2015/16 RFDS teams assisted 48,021 patients – that’s one person every 11 minutes.



HEALTH

	NORTHERN TERRITORY	SOUTH AUSTRALIA					SA/NT
	Alice Springs	Adelaide	Port Augusta	Andamooka Health Service†	Marla Health Service†	Marree Health Service	Central Operations Total
TELEHEALTH CONSULTATIONS							
Total number of Telehealth Consultations		3,499	219	121	692		4,531
PATIENTS ATTENDED							
RFDS General Practice (GP) clinics		1,865	-	136	330		2,331
RFDS other clinics***		1,499	936	840	2,788		6,063
RFDS facilitated clinics ****	15,905**	3,048*	3	20	314		19,290
Mental Health Outreach Program	6,661						6,661
Remote Oral Health Care Program		143					143
Total number of Patients Attended	22,566	143	6,412	939	996	3,432	34,488
PATIENTS TRANSPORTED							
Primary evacuations	1,625	24	113				1,762
Inter-hospital transfers	1,009	4,144	1,837				6,990
Repatriations	22	46	16				84
Road ambulance				16	44	106	166
Total number of Patients Transported	2,656	4,214	1,966	16	44	106	9,002
Total number of Patient Contacts	25,222	4,357	11,877	1,174	1,161	4,230	48,021
IMMUNISATIONS							
Total number of Immunisations provided		614	2	44	28		688
CLINICS CONDUCTED							
RFDS General Practice (GP) clinics		261					261
RFDS other clinics ***		242	130	130	490		992
RFDS facilitated clinics ****	1,315**	539*	-	-	53		1,907
Total number of Clinics Conducted	1,315	1,042	130	130	543		3,160
HEALTH PROGRAM PARTICIPANTS							
Healthy Living Program		658					658
Medical Chest Program		155					155
Rural Emergency Skills Program		136					136
First Aid Training Program		157					157
Central Australian Retrieval Training	36						36
Total Health Program Participants	36	951	155		-		1,142

\* Data for Port Augusta facilitated clinics is collected and provided to RFDS by Port Augusta Hospital & Country Health SA Local Health Network.

\*\* Data for Alice Springs facilitated clinics is collected and provided to RFDS by NT Department of Health, Primary Health Care Central Australia Health Service.

\*\*\* RFDS other clinics include clinics conducted by RFDS Community Health Nurses & Remote Area Nurses.

\*\*\*\* RFDS facilitated clinics utilises RFDS aircraft to transport non-RFDS Allied Health clinicians.

† Health services commenced 1 January 2016.

AVIATION

	NORTHERN TERRITORY	SOUTH AUSTRALIA		SA/NT
	Alice Springs Base	Adelaide Base	Port Augusta Base	Central Operations Total
NO. OF AIRCRAFT	7	5	3	15
NO. OF LANDINGS	4,751	6,296	4,421	15,468
KILOMETRES	2,320,705	1,905,986	1,887,399	6,114,090
BLOCK TIME (HRS)	6,807	6,145	4,147	17,099

AIRCRAFT REGISTER

REGISTRATION	DESCRIPTION	YEAR OF MANUFACTURE	DATE OF ACQUISITION	DEDICATION	MAJOR SPONSOR
VH-FMP*	Pilatus PC-12	1995	September 1995	Aircraft decommissioned May 2016	
VH-FMW*	Pilatus PC-12	1995	September 1995		
VH-FMZ*	Pilatus PC-12	1996	March 1996	Roy & Marjory Edwards (^)	
VH-FDE	Pilatus PC-12	2000	September 2000	Senex Energy	
VH-FGR	Pilatus PC-12	2001	December 2001		
VH-FGS	Pilatus PC-12	2001	December 2001		
VH-FGT	Pilatus PC-12	2001	December 2001		
VH-FDK	Pilatus PC-12	2002	December 2003		
VH-FDJ	Pilatus PC-12	2007	January 2008	Beth Stewart Klugh (^)	
VH-FVA	Pilatus PC-12	2009	March 2010	Our Auxiliaries & Support Groups (#)	Variety - The Children's Charity
VH-FVB	Pilatus PC-12	2010	April 2010		
VH-FVD	Pilatus PC-12	2010	July 2010	Our Inaugural Doctors (#)	Li-Ka Shing Foundation
VH-FVE	Pilatus PC-12	2010	September 2010	Our Pioneering Women (#)	Alinta Energy
VH-FVF	Pilatus PC-12	2010	October 2010	Barry Lodge OAM (^)	OZ Minerals
VH-FXJ	Pilatus PC-12	2015	August 2015	Hackett Foundation	

\* Aircraft re-fitted to commuter configuration for delivery of remote health clinic services

Dedication (^): Badging remains in line with life of aircraft only

Dedication (#): Badging remains forever

Major Sponsor: Badging remains for term of sponsorship



# OUR PEOPLE

## STAFF EMPLOYED

	FULL TIME	PARTTIME
Management & Administration	26	8
Engineers / Engineering Support	19	1
Health Promotion		2
Community Health Workers	1	1
Mental Health / Drug & Alcohol Workers	2	2
Medical Practitioners	5	1
Pilots	33	
Fundraising	4	1
Marketing & Communications	2	
Operations Coordinators	11	4
Registered Nurses	37	17
Tourist Facilities / Merchandising / Other	4	10
General Hands		1
Total Staff	144	48

## STAFF MILESTONES

### Staff, 30 years >

**John Lynch**  
Chief Executive Officer

### Staff, 25 years >

**Brendan Devlin**  
Flight Nurse, Adelaide Base

**John Hughes**  
Senior Base Engineer, Port Augusta

**Karyn Paterson**  
Flight Nurse, Adelaide Base

### Staff, 20 years >

**Rosemary Moyle**  
Health Services Education &  
Development Manager, Adelaide Base

### Staff, 15 years >

**Chris Thompson**  
Pilot, Adelaide Base

**Ollie Kratounis**  
General Manager Business Development,  
Adelaide Base

### Staff, 10 years >

**Vikki Denny**  
Senior Flight Nurse, Adelaide Base

**Maggie Duncan**  
Flight Nurse, Port Augusta Base

**Dianne Wallis**  
Operations Coordinator, Port Augusta Base

**Ross Curtis**  
Donor Relations Manager, Adelaide Base

**Esther Veldstra**  
Pilot, Port Augusta Base

**Andrew Pettitt**  
Engineer, Adelaide Base

**Caroline Lodge**  
Financial Accountant, Adelaide Base

**Damien Myles**  
OCC Team Leader, Port Augusta Base



> Operations Communications Coordinator, Sharon Harbridge, and OCC Team Leader, Damien Myles, at Port Augusta Base.



# OUR CORPORATE PARTNERS

## MAJOR PARTNERS



## PROGRAM PARTNERS



## COMMUNITY PARTNERS



## SUPPORTING PARTNERS



## MEDIA PARTNERS





# OUR COMMUNITY PARTNERS

Through the outstanding generosity of our Corporate and Community Partners, Donors, Bequestors, Volunteers and Staff we raised \$7.8 million – a truly outstanding result which has been used to meet the shortfall in operational funding and applied to our capital-raising for replacement of aircraft, medical equipment and enhanced operational facilities.

## Auxiliaries & Support Groups >

- Adelaide Auxiliary
- Alice Springs Auxiliary
- Ceduna Support Group
- Clare Support Group
- Copper Coast & District Support Group
- Cowell & District Support Group
- Fleurieu Support Group
- Gawler & District Support Group
- Jamestown & District Support Group
- Kangaroo Island Support Group
- Kingston & District Support Group
- Marree Support Group
- Millicent & District Support Group
- Mt Gambier Support Group
- Naracoorte & District Support Group
- Port Augusta Auxiliary
- Port Lincoln Auxiliary
- Port Pirie & District Support Group
- Riverland Support Group
- Roxby Downs Auxiliary
- Southern Yorke Peninsula Support Group
- Sunraysia Support Group
- Tatiara Support Group
- Whyalla Support Group

## Photography >

SA - Shane Reid, Fotonaut

## Volunteers >

- Badge Day Volunteers
- Speaker Program Volunteers
- Adelaide Office Volunteers
- Wings for Life Ball Committee

## Community Fundraisers >

- Australia Malaysia Business Council (SA)
- Beach Energy Corporate Triathlon Team
- Bill Heycox Christmas Lights
- Blinman Cook Out Back
- Blinman Progress Association
- Bootu Creek Manganese Mine Social Club
- Bordertown Martial Arts Club
- Bunyip Ute Muster
- Burra Picnic Races
- Campbelltown Rotary Outback Experience
- Challenger Gold Mine
- flydoc-australia e.v.
- Futuris Group of Companies Social Club
- Gawler Ranges Progress Association
- Hangar Op Shop, Murray Bridge
- Hawker Gala Ball Committee
- Herefords SA
- International Fellowship of Motorcycling Rotarians
- Jane Yuile
- Jia McGurgan & family
- JTE Social Club
- Kamp Oven Cook Off KGA
- Kate Kloza's Dreadlock Cut
- Kingoonya Racing Club
- Leigh Creek Tavern
- Lewis Bruhn Memorial
- Lincoln College Club Inc
- Lions Club of Rostrevor Black Hill Challenge
- Lower Lakes Stockmans Challenge & Bush Festival
- Mark Paneros' Ride, Walk, Drive
- Monadelphous KT Pipelines
- Mount Lofty Rangers 4WD Club Weekend
- Old Timers Mine Coober Pedy
- Oodnadatta Racing & Horse Sports Inc
- Petroleum Exploration Society of Australia (PESA) Golf Day
- Port Augusta City Council
- Rocky River Softball Club
- Royal Adelaide Show Wool Exhibitors
- Seymour College Boarders
- Southern Grassfed Carcase Classic
- Stop By Outreach Op Shop
- SYP Community Shop Incorporated
- The Lions Commemorative Tractor Run
- Thiess Prominent Hill Social Club
- Torbreck Vintners Fish's Shiraz
- Underwriting Agencies Council
- William Creek Gymkhana Committee
- William Creek Hotel





# BOARD & MANAGEMENT



**David Hills** (front, centre)  
(FAICD)

**Chairman**

Commenced on Board – 2005  
*Attended 9/10 meetings*  
Chairman Executive Committee  
Executive Chairman of Pacific Marine Defence Pty Ltd. Former Chairman Rural Solutions SA; Australian Agricultural Co. Ltd. Former Managing Director Elders Australia Ltd.

**Loretta Reynolds** (right of centre)  
(B.Ec, LLB, SFFin, FAICD)

**Deputy Chairman**

Commenced on Board – 2011  
*Attended 8/10 meetings*  
Member Executive Committee; Member Finance Committee.  
Corporate Partner and Chairman of national law firm, Thomson Geer. Non-Executive Director Australian Submarine Corporation; South Australian Health & Medical Research Institute. Member RFDS National Board.

**Paul Prestwich** (back, centre)  
(B.Ec, MBA, FCPA, FAICS, FGIA, FAICD, RegTA)

**Treasurer**

Commenced on Board – 1995  
*Attended 9/10 meetings*  
Member Executive Committee; Chairman Board SQR Management Committee; Chairman Finance Committee, Member Board Aviation Resource Committee.  
Company Director and management consultant in the areas of financial and management accounting, risk management, organisation review, strategic planning and development. Former General Manager of a large pharmacy group and Chief Financial Officer with a significant South Australian member service organisation.

## Directors

**Janet Chisholm** (back, 2nd from left)  
(BCom, MAICD)

Commenced on Board – 1996  
*Attended 9/10 meetings*  
Member Executive Committee; Chairman Marketing Advisory Committee.  
Pastoralist at Napperby Station, via Alice Springs with broad Board experience including 19 years' service to the RFDS, and a marketing career in Sydney specialising in advertising and strategic planning.

**DrTim Cooper AM** (3rd from left)  
(MSc, MD, MBA)

Commenced on Board – 2005  
*Attended 9/10 meetings*  
Member Finance Committee.  
Managing Director of Coopers Brewery Ltd. Chairman Premium Beverages Pty Ltd; Morgan's Brewing Pty Ltd; University of Adelaide Alumni Council; Brewers Association of Australia and New Zealand. Governor Coopers Brewery Foundation Inc.

**Glenise Coulthard** (far left)  
Commenced on Board – 1995  
*Attended 6/10 meetings*  
Member Health Advisory Committee; Member Marketing Advisory Committee.  
Churchill Fellow 1997. Manager, Aboriginal Health, Flinders & Upper North Region. Executive Member/Deputy Chair Ninti One CRC-REP; Executive Member/Deputy Chair Director Ikara-Flinders Ranges National Park Co-Management Board. Director Australian Hearing Services Board. Member SA Arid Lands Natural Resource Management Board. Broad Board experience including 20 years' service to the RFDS.

**Dr Ian Gould AM** (3rd from right)  
(PhD FTSE FausIMM)

Commenced on Board – 1998  
*Attended 9/10 meetings*  
Member Board SQR Management Committee.  
Chairman South Australian Minerals and Petroleum Expert Group. Member Resources Industry Development Board. Former Chancellor of the University of South Australia. Former Member South Australian Premier's Science and Industry Council; Economic Development Board. Former Managing Director Normandy Mining Ltd; Rio Tinto – Australia. Past President Australasian Institute of Mining and Metallurgy. Over 20 years' service to the RFDS, including terms as an Independent Councillor and President RFDS Australian Council and Deputy Chairman RFDS Central Operations.

**Brendan Eblen** (2nd from right)  
(MAICD)  
Commenced on Board – 1995  
*Attended 7/10 meetings\**  
Member Board SQR Management Committee; Member Marketing Advisory Committee.  
Owner and operator of outback tour company Wedgetails Tours and Charter. Expedition leader, guide and caterer during the 2014 and 2015 winters travelling the challenging and remote 'Canning Stock Route' (CSR) which traverses 3 deserts in WA for 1800 kilometres. 16 circuits of the CSR were completed successfully for Outback Spirit. The CSR 2016 season is in progress. Managing proprietor of B.M. Eblen & Co, multi-award winning painting and decorating business. Over 35 years' service to the RFDS and outback communities. Past Chairman RFDS Port Augusta Regional Committee (1979–1985); Past Chairman (1981–1985) and Life Member William Creek Gymkhana Club.  
\*Leave of absence from July to September 2015 inclusive

**Hon Graham Gunn AM** (far right)  
(JP)

Commenced on Board – 2010  
*Attended 10/10 meetings*  
Member Marketing Advisory Committee.  
Farmer and grazier at Mount Cooper on Eyre Peninsula. Former Member South Australian House of Assembly (1970-2010); Parliamentary Natural Resources Committee. Former Speaker House of Assembly and Deputy Speaker. Former Chairman Economic & Finance Committee. Current Member Commonwealth Parliamentary Association and the South Australian Cricket Association.

## Senior Management

**John Lynch** Chief Executive Officer  
**Tony Vaughan** Chief Operating Officer  
**Peter Docking** General Manager, Aviation Regulation & Safety  
**Stephen Batt** Chief Financial Officer  
**Dr John Woodall** Chief Medical Officer

**Richard Tanner** General Manager, People & Culture  
**Charlie Paterson** General Manager, Marketing & Public Relations  
**Michael Toomey** General Manager, Northern Territory  
**Ollie Kratounis** General Manager, Business Development



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> Apprentice Engineer Brenton Kenneally works on the aeromedical refit of new aircraft VH-FXN at Adelaide Base.



Royal Flying Doctor Service of Australia Central Operations >

Statement by the Board

The financial statements and other specific disclosures are a summary of and have been derived from the Royal Flying Doctor Service of Australia Central Operations full financial report for the financial year. Other information included in the summary financial report is consistent with the Service's full financial report.
The summary financial report does not, and cannot be expected to, provide as full an understanding of the financial performance, financial position and financing and investing activities of the Service as the full financial report.
A copy of the Service's 2016 Annual Financial Report, including the independent audit report, is available to all members, and will be sent to members without charge upon request.

Review of Operations and Results

The Directors report that the Service recorded a surplus for the period ended 30 June 2016 of \$4.3 million (\$13.8 million in 2015).
The result excluding Donations and Sponsorship of \$5.7 million (\$5.1 million in 2015), Legacies and Bequests of \$2.1 million (\$7.2 million in 2015), Net Financial Income of \$1.7 million (\$3.1 million in 2015), and a Commonwealth Capital Grant of \$2.0 million (\$2.7 million in 2015) is a deficit of \$7.2 million (\$4.3 million in 2015). This deficit represents the funding shortfall from operational activities.
The surplus generated from non-operational activity (Donations and Sponsorship of \$5.7 million, Legacies and Bequests of \$2.1 million, Net Financial Income of \$1.7 million and Commonwealth Capital Grant of \$2.0 million) has been contributed to total investments of \$62.9 million, down on 2015 (\$75.0 million) as a result of utilisation for the capital replacement program. The Service requires this level of investment holdings to support its capital replacement program. In

the next five years it is anticipated the capital replacement program will require \$64.6 million at current values including the completion of a new Base at Adelaide Airport, to accommodate all our Adelaide-based Operations and Administration staff under one roof, and the purchase of medically-equipped aircraft including the purchase of a PC-24 and the option on a second PC-24, together with medical, aviation and general equipment upgrades in excess of \$1.0 million per annum.
Dated at Adelaide this 8th day of September 2016.
Signed in accordance with a resolution of the Board of Directors.

D G W Hills PR Prestwich
Chairman Treasurer

Statement of Profit and Loss and Comprehensive Income >

FOR THE YEAR ENDED 30 JUNE 2016

	2016 \$	2015 \$
Revenue	34,629,305	35,544,629
Other income	11,236,084	16,443,905
	45,865,389	51,988,534
Employee expenditure	21,699,052	20,235,017
Aviation fuel	4,108,770	4,810,334
Aviation maintenance	2,751,275	2,806,410
Insurance	546,560	505,033
Depreciation and amortisation	4,996,279	4,641,619
Amortisation of engine overhaul	1,608,078	1,290,839
Other expenses	7,595,883	6,913,389
	43,305,897	41,202,641
Surplus before financial income and expense	2,559,492	10,785,893
Financial income	2,347,476	3,061,584
Financial expense	(646,118)	-
	1,701,358	3,061,584
Surplus for the period	4,260,850	13,847,477
Other comprehensive income		
Items that will not be reclassified to profit and or loss		
Revaluation of land and buildings	(607,416)	(56,333)
Net change in fair value of financial assets	(31,567)	(381,286)
	(638,983)	(437,619)
TOTAL COMPREHENSIVE INCOME FOR THE PERIOD	3,621,867	13,409,858



# SUMMARY FINANCIAL REPORT

FOR THE YEAR ENDED 30 JUNE 2016

## Statement of Changes in Equity >

FOR THE YEAR ENDED 30 JUNE 2016

	Asset Revaluation Reserve \$	Asset Realisation Reserve \$	Capital Grant Reserve \$	Fair Value Reserve \$	Retained Earnings \$	Total Equity \$
<b>Balance at 1 July 2014</b>	<b>9,574,555</b>	<b>6,580,285</b>	<b>32,962,570</b>	<b>1,162,250</b>	<b>85,085,058</b>	<b>135,364,718</b>
<b>Total comprehensive income for the period</b>						
Surplus for the period	-	-	-	-	13,847,477	13,847,477
Changes in fair value of financial assets	-	-	-	(381,286)	-	(381,286)
Change in fair value of land and buildings	(56,333)	-	-	-	-	(56,333)
<b>Total comprehensive income for the period</b>	<b>(56,333)</b>	<b>-</b>	<b>-</b>	<b>(381,286)</b>	<b>13,847,477</b>	<b>13,409,858</b>
Transfer (to)/from reserve	-	-	-	-	(2,744,434)	(2,744,434)
Transfer (to)/from retained earnings	-	-	2,744,434	-	-	2,744,434
<b>Total recognised income and expense</b>	<b>(56,333)</b>	<b>-</b>	<b>2,744,434</b>	<b>(381,286)</b>	<b>11,103,043</b>	<b>13,409,858</b>
<b>BALANCE AT 30 JUNE 2015</b>	<b>9,518,222</b>	<b>6,580,285</b>	<b>35,707,004</b>	<b>780,964</b>	<b>96,188,101</b>	<b>148,774,576</b>
<b>Balance at 1 July 2015</b>	<b>9,518,222</b>	<b>6,580,285</b>	<b>35,707,004</b>	<b>780,964</b>	<b>96,188,101</b>	<b>148,774,576</b>
<b>Total comprehensive income for the period</b>						
Surplus for the period	-	-	-	-	4,260,850	4,260,850
Changes in fair value of financial assets	-	-	-	(31,567)	-	(31,567)
Change in fair value of land and buildings	(607,416)	-	-	-	-	(607,416)
<b>Total comprehensive income for the period</b>	<b>(607,416)</b>	<b>-</b>	<b>-</b>	<b>(31,567)</b>	<b>4,260,850</b>	<b>3,621,867</b>
Transfer (to)/from reserve	-	-	-	-	(2,000,000)	(2,000,000)
Transfer (to)/from retained earnings	-	-	2,000,000	-	-	2,000,000
<b>Total recognised income and expense</b>	<b>(607,416)</b>	<b>-</b>	<b>2,000,000</b>	<b>(31,567)</b>	<b>2,260,850</b>	<b>3,621,867</b>
<b>BALANCE AT 30 JUNE 2016</b>	<b>8,910,806</b>	<b>6,580,285</b>	<b>37,707,004</b>	<b>749,397</b>	<b>98,448,951</b>	<b>152,396,443</b>

## Balance Sheet >

AS AT 30 JUNE 2016

	2016 \$	2015 \$
<b>Current Assets</b>		
Cash and cash equivalents	5,616,883	3,732,087
Trade and other receivables	1,797,757	4,810,219
Inventories	291,540	233,647
Investments	62,930,608	75,010,366
<b>Total current assets</b>	<b>70,636,788</b>	<b>83,786,319</b>
<b>Non Current Assets</b>		
Property, plant and equipment	90,195,578	74,261,555
Intangibles	719,037	635,945
<b>Total non-current assets</b>	<b>90,914,615</b>	<b>74,897,500</b>
<b>Total assets</b>	<b>161,551,403</b>	<b>158,683,819</b>
<b>Current Liabilities</b>		
Trade and other payables	4,745,560	5,769,621
Employee benefits	3,312,568	3,125,800
<b>Total current liabilities</b>	<b>8,058,128</b>	<b>8,895,421</b>
<b>Non Current Liabilities</b>		
Employee benefits	1,096,832	1,013,822
<b>Total non-current liabilities</b>	<b>1,096,832</b>	<b>1,013,822</b>
<b>Total liabilities</b>	<b>9,154,960</b>	<b>9,909,243</b>
<b>NET ASSETS</b>	<b>152,396,443</b>	<b>148,774,576</b>
<b>Equity</b>		
Reserves	53,947,492	52,586,475
Retained earnings	98,448,951	96,188,101
<b>TOTAL EQUITY ATTRIBUTABLE TO EQUITY HOLDER</b>	<b>152,396,443</b>	<b>148,774,576</b>



SUMMARY FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2016



Statement of Cash Flows > FOR THE YEAR ENDED 30 JUNE 2016

	2016 \$	2015 \$
<strong>Cash flows from operating activities</strong>		
Cash receipts from grants	25,188,062	22,899,368
Cash receipts from customers	15,071,503	16,092,204
Cash paid in the ordinary course of operations	(41,398,621)	(35,418,757)
Cash receipts from tourist activities	1,746,107	1,533,754
Cash receipts from donations, legacies and bequests	7,930,779	7,132,600
Cash paid for tourist activities	(1,177,497)	(1,113,703)
Cash paid for fundraising activities	(817,511)	(1,274,420)
<strong>Net cash from operating activities</strong>	<strong>6,542,822</strong>	<strong>9,851,046</strong>
<strong>Cash flows from investing activities</strong>		
Acquisition of property, plant and equipment and intangible assets	(22,798,694)	(12,396,762)
Acquisition of engine overhaul	(992,124)	(3,377,695)
Proceeds from sale of fixed assets	213,637	29,091
Acquisition of investments	-	-
Proceeds from capital grants	4,744,434	-
Proceeds from investments	14,157,103	4,608,425
Interest received	115,148	73,812
Dividends received	199,834	84,857
<strong>Net cash (used) in investing activities</strong>	<strong>(4,360,662)</strong>	<strong>(10,978,272)</strong>
Net decrease in cash and cash equivalents	2,182,160	(1,127,226)
Cash and cash equivalents at 1 July 2015	3,732,087	4,859,313
Effect of movements in exchange rates on cash held	(297,364)	-
<strong>CASH AND CASH EQUIVALENTS AT 30 JUNE 2016</strong>	<strong>5,616,883</strong>	<strong>3,732,087</strong>

Note 1 Basis of preparation of the summary financial report >

The summary financial report has been prepared based on the Service’s full financial report. Other information included in the summary financial report is consistent with the Service’s full financial report. The summary financial report does not, and cannot be expected to, provide as full an understanding of the financial performance, financial position and financing and investing activities of the Service as the full financial report.

The financial report is prepared on an historical costs basis except for the following:

- > land and buildings are stated at fair value;
- > investments are stated at fair value; and
- > liabilities for defined benefit obligation.

A full description of the accounting policies adopted by the Service may be found in the Service’s full financial report. The accounting policies have been applied consistently to all periods presented in the financial report.

The financial report is presented in Australian dollars, which is the Service’s functional currency.

Report of the independent auditor on the summary financial statements to the members of Royal Flying Doctor Service of Australia Central Operations

The accompanying summary financial statements, which comprises the summary statement of financial position as at 30 June 2016, the summary statement of comprehensive income, summary statement of changes in equity and summary statement of cash flow for the year ended, note 1 and the statement by the Board, are derived from the audited financial report of the Royal Flying Doctor Service of Australia Central Operations (“the Service”) for the year ended 30 June 2016. We expressed an unmodified audit opinion on that financial report in our report dated 8 September 2016.

The summary financial statements do not contain all the disclosures required by Australian Accounting Standards. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial report of the Royal Flying Doctor Service of Australia Central Operations.

Directors’ responsibility for the summary financial statements

The directors are responsible for the preparation of a summary of the audited financial report on the basis described in Note 1.

Auditor’s responsibility

Our responsibility is to express an opinion on the summary financial statements derived from the audited financial report of the Royal Flying Doctor Service of Australia Central Operations based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*.

Auditor’s opinion

In our opinion, the summary financial statements derived from the audited financial report of the Royal Flying Doctor Service of Australia Central Operations for the year ended 30 June 2016 are consistent, in all material respects, with the audited financial report, in accordance with the basis described in Note 1.

KPMG  
KPMG

Paul Cenko  
Partner

Adelaide

8 September 2016

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A familiar face finds you.  
Experience reassures you.  
Innovation carries you.


> Digitally-created image of RFDS aircraft for brand campaign.





# How you can help >

Thanks to the kind support of individuals, corporations, the government and the community, the Royal Flying Doctor Service has proudly served Australia for 88 years. Help us continue to be there in the future. To help us deliver the finest care to the furthest corners of Australia you can:

- > Send your donation to:  
Royal Flying Doctor Service  
PO Box 381  
Marleston SA 5033
- > Phone us on 1800 813 318
- > Visit **[flyingdoctor.org.au/sant](http://flyingdoctor.org.au/sant)** to make an online donation

 [flyingdoctor.org.au](http://flyingdoctor.org.au)

 [facebook.com/royalflyingdoctorservice](https://facebook.com/royalflyingdoctorservice)

 [@RoyalFlyingDoc](https://twitter.com/RoyalFlyingDoc)

 [instagram.com/royalflyingdoc](https://instagram.com/royalflyingdoc)

## Adelaide Base

1 Tower Road  
Adelaide Airport SA 5950  
**T** 08 8238 3333  
**F** 08 8238 3395  
**E** [enquiries@flyingdoctor.net](mailto:enquiries@flyingdoctor.net)

## Port Augusta Base

Port Augusta Airport  
Port Augusta SA 5700  
**T** 08 8648 9500  
**F** 08 8648 9591

## Alice Springs Base

Alice Springs Airport  
Alice Springs NT 0870  
**T** 08 8958 8400  
**F** 08 8958 8680

## Marla Health Service

8 Cockatoo Crescent  
Marla SA 5274  
**T** 08 8670 7007  
**F** 08 8672 7007

## Andamooka Health Service

Hospital Road  
Andamooka SA 5722  
**T** 08 8672 7087  
**F** 08 8672 7222

## Marree Health Service

First Street  
Marree SA 5733  
**T** 08 8675 8345  
**F** 08 8675 8385

## Alice Springs Tourist Facility

8-10 Stuart Terrace  
Alice Springs NT 0870  
**T** 08 8958 8411  
**rfdsalicesprings.com.au**

## Darwin Tourist Facility

39 Stokes Hill Road  
Darwin NT 0800  
**T** 08 8983 5700  
**rfdsdarwin.com.au**



**Royal Flying Doctor Service**  
CENTRAL OPERATIONS

ABN 81 108 409 735