



The furthest corner. The finest care.



Royal Flying Doctor Service
CENTRAL OPERATIONS

Annual Report >

10/11



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This year, the Royal Flying Doctor Service did more for the people of South Australia and the Northern Territory.

Consultations at remote primary health clinics

10% more

Immunisations administered to patients in remote areas

8% more

Aeromedical evacuations of people in need

4% more

Participation in health education and training programs

21% more

> Kerosene flares light the airstrip at Bulgunnia Station, via Glendambo, SA.



Our Vision >

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

Our Mission >

Providing excellence in aeromedical and
primary health care across Australia.

Our Values >

Our mission extends to the safety, security
and well-being of all RFDS personnel
and their professional and personal
development, including cultural awareness
and understanding. All representatives of
our organisation have a responsibility to
demonstrate, embrace and participate in
all quality initiatives and activities ethically,
with courtesy and integrity.

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 extensive 24-hour emergency aeromedical and primary health care services to those who live, work and travel throughout Australia.

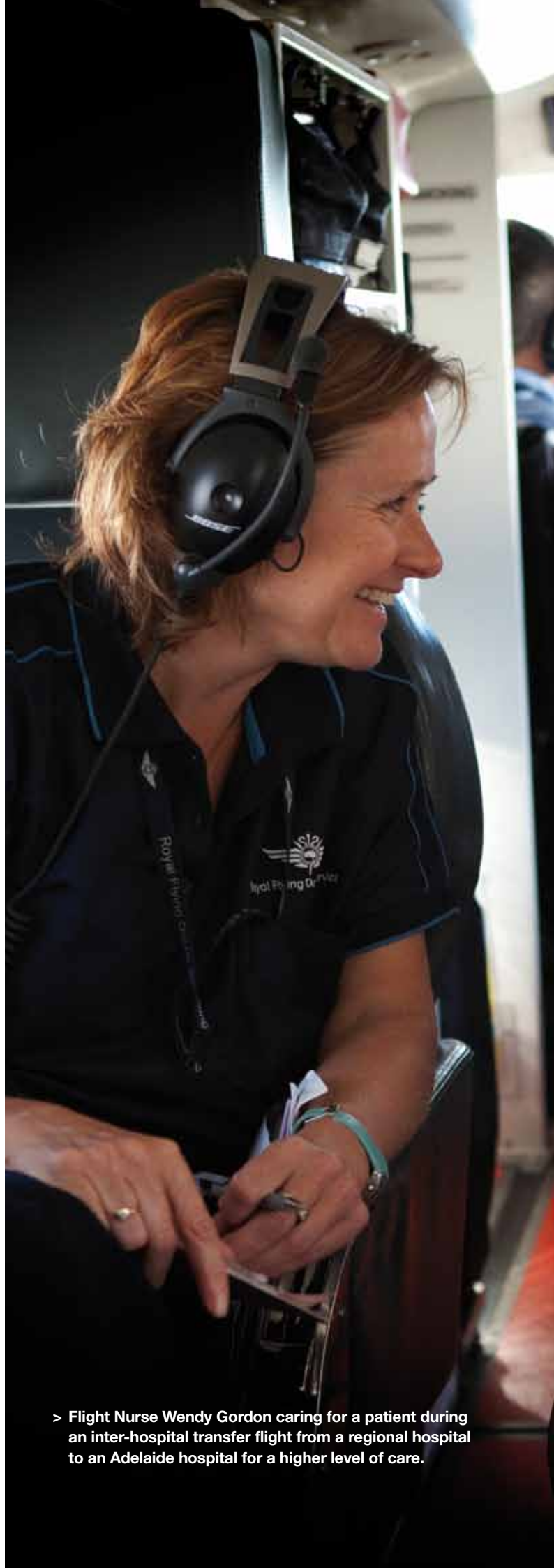
Established in 1928 by the Reverend John Flynn, the RFDS has grown to become the largest and most comprehensive aeromedical organisation in the world. It has a fleet of 61 aircraft and operates 21 aeromedical bases and five remote primary health facilities across the country.

Today, the RFDS attends to more than 275,000 patients across Australia every year – one person every two minutes.

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

RFDS Central Operations began in 1939 and is responsible for delivering emergency aeromedical and primary health care services throughout South Australia and the southern half of the Northern Territory. It operates three aeromedical bases in Adelaide, Port Augusta and Alice Springs, as well as two primary health care facilities in Marree and Tennant Creek.

The RFDS is a not-for-profit organisation. While supported by the Commonwealth, State and Territory Governments, the RFDS relies heavily on fundraising and donations from the community to finance the purchase of replacement aircraft, medical equipment and other major capital initiatives.



> Flight Nurse Wendy Gordon caring for a patient during an inter-hospital transfer flight from a regional hospital to an Adelaide hospital for a higher level of care.



Chairman & Chief Executive Officer Report >

This past financial year marked the exciting completion of the single largest aircraft replacement program in the history of Central Operations.

We introduced the first of our five 'next generation' flying intensive care units, VH-FVA, to the line in early April 2010 after an extensive aeromedical fit-out process.

The remainder of the replacement fleet arrived at approximately two-month intervals, ferried from Switzerland to Adelaide by our own Pilots.

This provided our Pilots with valuable experience, accepting the aircraft in Switzerland on behalf of the RFDS and returning to Adelaide over eight days, with fuel stops at Larnaca, Cyprus; Musket, United Arab Emirates; Hyderabad, India; Phuket, Thailand; Denpasar, Indonesia and Broome, Western Australia.

We acknowledge and congratulate the efforts of our Pilots through this process; Matthew Cosier, Andrew Smith, Glenn Beaver, Graham Cooke, David Marshman, Rod McRedmond, Chris Boyd, Greg Thompson, Damien Venning and Mark Dickson.

Once the aircraft arrived in South Australia, our Engineers began the busy process of the fit-out, which involved equipping the aircraft with stretchers and stretcher-loading devices, medical equipment and additional avionics.

We commend the efforts of our Engineering Team of Craig Van Cooten, Neil Duke, Wayne Filmer and Andrew Pettitt, our Project Team in Dennis Caddies, Barrie Hocking, John Setchell and Stephen Batt, so capably lead by Ollie Kratounis, with support from Aeronautical Engineers Australia, David Foord Avionics and Kelly Aviation Maintenance.

We acknowledge the strong support of both the Commonwealth and South Australian Governments for their financial contributions and, of course, the Community for its on-going support, together with our Corporate Partners.

The arrival and fit-out of these new aircraft led to a number of significant events for us as we celebrated the commissioning and dedication of each aircraft:

VH-FVA

Commissioned by Hon John Hill, SA Minister for Health, at the Adelaide Base in October 2010, recognising significant contribution from Variety - The Children's Charity.

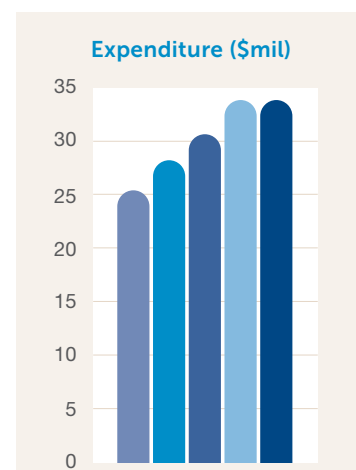
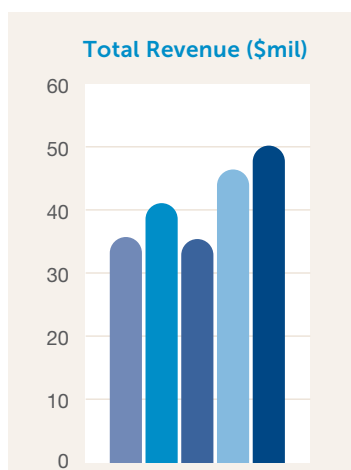
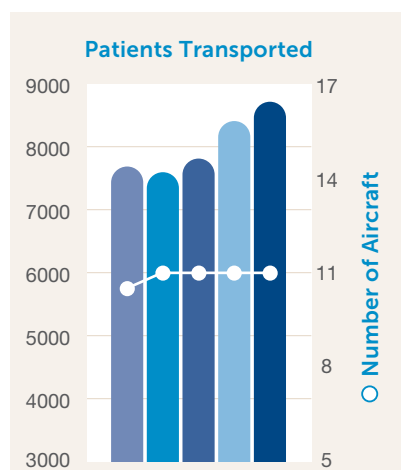
VH-FVB

Commissioned at Olympic Dam by RFDS Board Member, Dr Ian Gould, in November 2010, recognising significant contribution from BHP Billiton.

VH-FVD

Commissioned at our Port Augusta Base in December 2010 by Hon Steve Georganas and Hon Leesa Vlahos, recognising the support of the Li-Ka Shing Foundation and dedicated to 'Our Inaugural Doctors' in recognition of the personal contributions of Drs John Mickan AM, Bob Cooter AM and John Thompson OAM (dec'd).

2006/07 2007/08 2008/09 2009/10 2010/11





VH-FVE

Commissioned at Alice Springs Base in March 2011 by Chairman, David Hills, and dedicated to 'Our Pioneering Women', in honour of Nan Young BEM and Dawn Prior OAM (dec'd) who were significant in the establishment of our auxiliaries in Port Augusta and Alice Springs and serving on the Board. In conjunction with this dedication we also officially opened the upgraded Alice Springs Facility, performed by Chairman, David Hills, and the President of the Alice Springs RFDS Auxiliary, Coral Allan.

VH-FVF

Commissioned at the Adelaide Base in April 2011 by Hon Mark Butler, Federal Minister for Mental Health and Ageing, and dedicated to Barry Lodge OAM who retired from our Board in October 2010 after serving 36 consecutive years, including time as both Section and National Chairman.

With the completion of this historic aircraft replacement program we turn our sights to two major projects in 2011/12.

The first project is already underway, with the Board endorsing the redevelopment of the Alice Springs Visitor Centre, which will include structural changes and enhancing the experience for the tourist.

The second project is very much in its infancy but is very exciting as we commence discussions with Adelaide Airport Limited to establish a new facility at Adelaide Airport to accommodate all of our Adelaide-based staff and resources under the one roof.

This year the Board recognised the outstanding efforts of Barry Lodge OAM and Dr Fred Gilligan, who resigned from the Board in October 2010. We are delighted that both gentlemen have agreed to support us in advisory roles.

Congratulations are also extended to Grahame Marshall, who resigned as Deputy Chairman in June to take up his appointment as Chief Executive Officer of RFDS Western Operations.

It was another busy year operationally, with patient contacts growing in 2010/11 by 5.3%, including an increase in primary care consultations.

Our aircraft flew in excess of 14,000 hours, travelling more than 5.3 million kilometres, a 5.3% increase in aviation activity on the previous year.

Of course none of this would be possible without our wonderful Staff right across Central Operations, as their dedication to the RFDS and enthusiasm for what they do each day makes this organisation what it is.

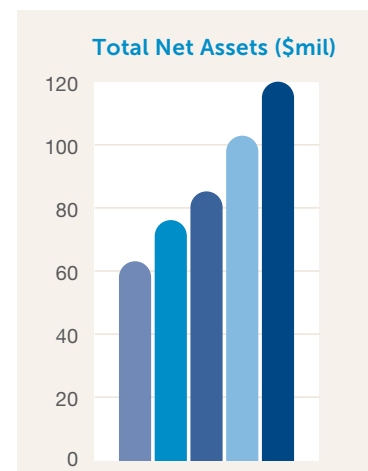
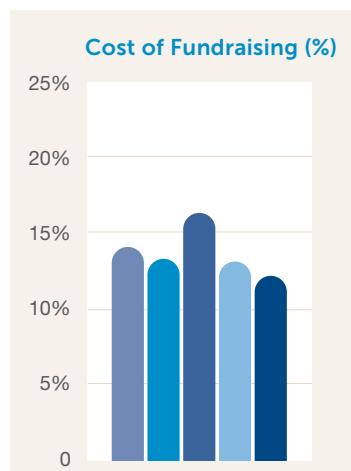
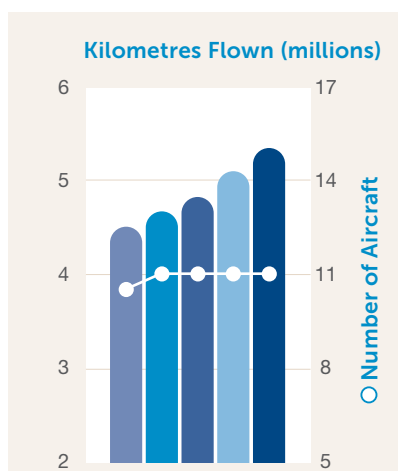
To the Auxiliaries, Support Groups and Volunteers, we say thank you, from the bottom of our hearts, for a truly magnificent contribution in 2010/11. In the spirit of Flynn they continue to give so generously in order for others to receive and our service is all the better for their support.

The value of our partnership with the Commonwealth, South Australian and Northern Territory Governments with recurrent funding must also be recognised. This partnership helps us to make a vital difference in the daily lives of the people we assist.

Finally, we commend, thank and respect everyone within our Royal Flying Doctor Service family for their outstanding contribution to ensuring that – as we have for the past 83 years – we continue to deliver our service excellence and care, because we all care.

David Hills
Chairman

John Lynch
Chief Executive Officer



2010/2011 Highlights >

\$600,000

granted by BHP Billiton to
medically-equip one new aircraft



5

new medically-equipped
Pilatus PC-12 aircraft
in service



2-year

remote Dental Care Project
developed with funding
from Bupa Foundation



21%

more participants enrolled
in health education and
training programs



\$3.1m

upgrade to Alice Springs
Aeromedical Base



5%

increase in patient contacts



3-year

Research Fellow position in remote primary health care created with UniSA

Official Charity at 2011

Clipsal 500

Adelaide



\$6.57m

raised through fundraising thanks to our donors and supporters



Vision for Health >



The future for the RFDS is about integrating our expertise in rural, remote and regional Australia into the new world of health care. 9



> Pilot Matthew O'Keefe and Flight Nurse Vikki Denny embark on a task from RFDS Adelaide Base, Adelaide Airport.

The Royal Flying Doctor Service is entering a new era in the delivery of health services to rural, remote and regional Australia.

Our vision extends across a wide range of health initiatives and technologies which will bring new levels of care to people living throughout our areas of service delivery.

Our plans for the future build on our traditional emergency treatment and evacuation work, with a rejuvenated fleet of 11 medically-equipped Pilatus PC-12 aircraft, based in Adelaide, Port Augusta and Alice Springs, along with our existing two primary health facilities and primary and preventative health programs.

In line with the backdrop of national health reforms and structural changes to health funding and delivery, we are being challenged to diversify our workforce and services and to strengthen our multi-disciplinary approach.

While emergency aeromedical work is the emotional heartland of our operations, John Flynn's original vision stretched beyond the concept of emergency air ambulances to attend to the sick or injured to the wider provision of health services for the outback – and we have been moving steadily along this path.

The RFDS 'Best for the Bush' Strategy adopted in the early 1990s identified new and emerging 'gaps' to address, setting out the adoption of a broader array of health services.

In South Australia and Central Australia, this resulted in the introduction of allied health professionals such as physiotherapists, occupational therapists and mental health workers to accompany our doctors and nurses on flights to conduct remote clinics.

This was strengthened with the engagement of an Aboriginal Health Coordinator, the number of which has increased to provide gender choice to our Aboriginal patients and communities.

The introduction of specialised services was an important step in moving towards the development of our own Healthy Living Program, which has become increasingly important as a preventative measure to improve the health of people in the bush.

This year our specialist and educational program expanded to embrace dentistry, concentrating specifically on screening dental hygiene and practices in children.

To sustain and further expand these programs, we have entered into the education and training field, including programs for medical and nursing students to gain first-hand experience. This includes a six-week elective for advanced medical students at the RFDS Port Augusta Base.

The program provides opportunities for students to spend time with our teams and gain an understanding of our operation, and its working.

The initiative has helped us to attract graduates to the organisation and also to country GP and nursing roles, and this became increasingly important as the number of health providers such as GPs continued to decline in country areas.

The need to fill that space is an essential part of our core business.

In the future we will explore the potential for joint training of our medical, nursing and healthcare students in partnership with educational institutions, while also broadening the skills of our own people.

We remain an integral part of teaching and training into the future, and a recent partnership with the University of South Australia (UniSA) in collaborative research will be an important element of this approach.

UniSA's Chancellor Dr Ian Gould says "it makes sense" to capture the extensive health care experience of the RFDS for use in research into solutions for major health care challenges facing society, particularly in rural and remote areas.

As a first step, a position of Research Fellow has been created at the university's Sansom Institute for Health Research.

The position will focus on primary healthcare and service provision, chronic disease management and health promotion.

This move will enable our organisation to share its experience and data with medical researchers and policy analysts, to generate innovative ideas for meeting the considerable challenges facing rural and remote health.

The future for the RFDS is about integrating our expertise in rural, remote and regional Australia into the new world of health care.

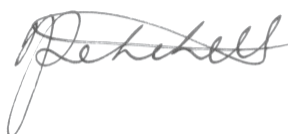
The health reforms create the opportunity to be the primary health provider to remote areas. But we will need to rethink how our health services are provided.

We must develop a strong advocacy role, based on our knowledge of remote communities and their needs, and our effectiveness in meeting those needs.

We have been quiet achievers but under the changes now taking place we must sell our message and make it very clear to the health professionals that we are leaders in 24/7 medical care in rural and remote Australia.

For Central Operations, this performance is clear in statistics from the past year – more than 50,000 patient contacts, including more than 35,000 face-to-face consultations, close to 7,000 telephone and radio consultations, and more than 8,000 patients transported by our aeromedical crews.

But, despite that impressive – and growing – record of achievement, in the changing medical scene in Australia, the RFDS cannot stand alone. Collaboration and integration of services are keys to the evolving future of our organisation.

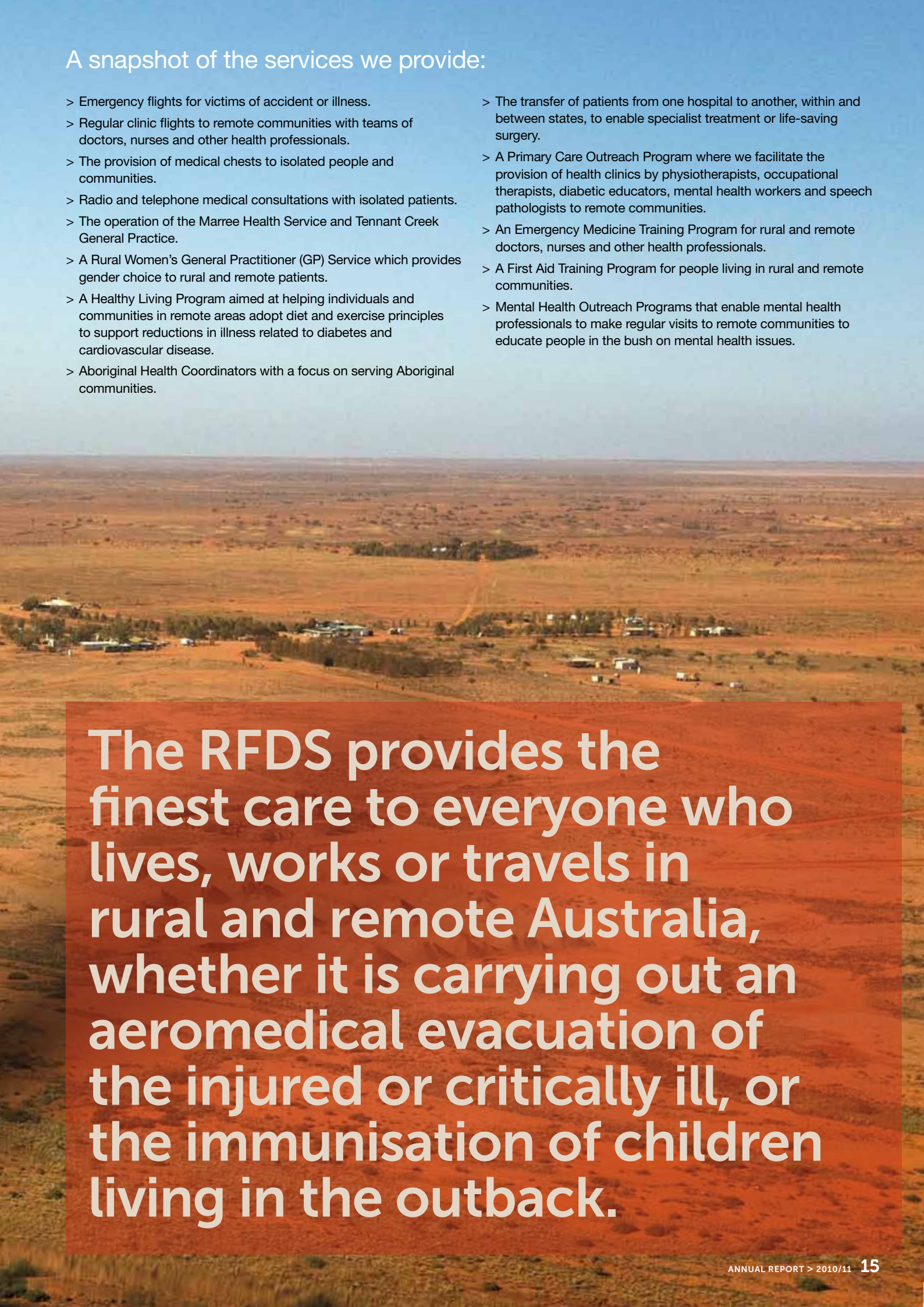


Dr John Setchell
General Manager, Health Services



A snapshot of the services we provide:

- > Emergency flights for victims of accident or illness.
- > Regular clinic flights to remote communities with teams of doctors, nurses and other 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 Health Service and Tennant Creek General Practice.
- > A Rural Women's General Practitioner (GP) Service which provides gender choice to rural and remote patients.
- > A Healthy Living Program aimed at helping individuals and communities in remote areas adopt diet and exercise principles to support reductions in illness related to diabetes and cardiovascular disease.
- > Aboriginal Health Coordinators with a focus on serving Aboriginal communities.
- > The transfer of patients from one hospital to another, within and between states, to enable specialist treatment or life-saving surgery.
- > A Primary Care Outreach Program where we facilitate the provision of health clinics by physiotherapists, occupational therapists, diabetic educators, mental health workers and speech pathologists to remote communities.
- > An Emergency Medicine Training Program for rural and remote doctors, nurses and other health professionals.
- > A First Aid Training Program for people living in rural and remote communities.
- > Mental Health Outreach Programs that enable mental health professionals to make regular visits to remote communities to educate people in the bush on mental health issues.



The RFDS provides the finest care to everyone who lives, works or travels in rural and remote Australia, whether it is carrying out an aeromedical evacuation of the injured or critically ill, or the immunisation of children living in the outback.

Our Patients > Island emergency

It was a day just like so many others on Flinders Island, an idyllic island off the South Australian Eyre Peninsula, 30 kilometres west of Elliston.

Island-owner Peter Woolford landed his light aircraft on the island's grass airstrip and switched off the noisy engine.

Then, there was just the smell of the sea, the big blue sky and the bite of winter wind in his face. Another day's work on his sheep grazing property lay ahead for this fit-as-a-fiddle farmer.

But first, he did what he always did first. He telephoned his wife Pam, back on the mainland, to let her know he had arrived safely. This was part of a daily safety routine the couple had established.

Just after 3pm that day, Peter turned to just another routine task, climbing a hill to roll some wire. As he reached the top of the hill, the unthinkable happened.

"I suddenly felt dizzy and nauseous. I had a massive headache and started to vomit," Peter says. He was suddenly very ill – and very alone – on Flinders Island.

Peter's first thought was to call Pam. When his mobile wouldn't connect with the network on that part of the island, he stumbled back down the hill and drove three kilometres to their island home.

Still in extreme pain, he struggled for the telephone but didn't make it before his legs gave in and he collapsed. He desperately tried to crawl to the telephone but his arms soon gave up on him as well.

Lying spread-eagled on the kitchen floor, he came to the shocking realisation that his body just wouldn't work.

He lay there, paralysed and alone – unable to do anything.

As dusk began to fall, the telephone rang. Peter knew it would be Pam, making their regular night-time contact so that Pam could be assured again that all was still well on the island.



> Peter and Pam Woolford.

But it wasn't. Unable to respond, Peter lay there listening until the telephone stopped ringing. This would happen many times throughout the night.

Paralysed and lying in front of an open door on a remote island in the Great Australian Bight, Peter could do nothing but try to endure the extreme cold and the long night hours, trapped in a body that wouldn't operate.

Meanwhile, Pam was certain something serious had happened to Peter. Her calls to the island had never gone unanswered before. The family had already discussed a plan for this very situation. Pam got started.

She contacted their children, sons Jonas and Tobin, and daughter Shelley. Jonas and Tobin, First Aid-trained abalone divers based in Port Lincoln, set out at first light the next morning to drive to Elliston then launch their boat, bound for Flinders Island.

Just before 10am, Pam's telephone rang. It was the boys. Voices filled with concern. "Mum, we've found Dad, and he's alive, but we don't know how long he's going to last," they said.

"We've called the Royal Flying Doctor Service, and we're talking with their Doctor. He's telling us what to do for Dad now, and an RFDS plane is on its way from Port Augusta.

"The RFDS Doctor we've been talking to is coming out on the flight, and they're going to take Dad straight to Adelaide to the RAH (Royal Adelaide Hospital)."

Pam's next priority was to secure a seat on the next commercial flight to Adelaide; she just wanted to be by Peter's side again. Soon after, the RFDS aircraft touched down on the island and Dr Stephen Ballard, and Flight Nurse, Steven Dounton, wasted no time in examining and treating their new patient.

As soon as it was possible, the plane left the island and the boys watched it disappear into the distance.

The flight to Adelaide took just 65 minutes – a trip by road ambulance from Elliston would have taken seven hours – and placed Peter's life at greater risk.

"The next thing I knew, I was in the RAH. It all happened so quickly," Peter says.


Urgent investigation revealed that a bleed had occurred in Peter's brain and a large, dangerous blood clot remained in place. Urgent neurosurgery was ordered and later that evening, the blood clot was removed.

Peter says the relief was practically immediate. "I knew something good had happened because the terrible headache I'd had for nearly two days just disappeared."

Peter continues his rehabilitation at home and is making excellent progress.

"The RFDS is the best thing that Australia has. Not enough people realise that. They helped save my husband's life," Pam says.



The RFDS is the best thing
that Australia has. They helped
save my husband's life. 

Pam Woolford

Our Facilities >

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. A Remote Area Mental Health Program delivered by mental health nurses is also based in Alice Springs.

Alice Springs is also home to our award-winning Visitor Centre and Café, which in 2010/11 attracted 60,000 visitors from all over the world. The RFDS Alice Springs Visitor Centre – the most significant RFDS tourist 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.

Port Augusta

RFDS Central Operations' state-of-the-art Communications Centre is located at Port Augusta, from which our Tasking 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 South Australia. Services include 24-hour emergency retrievals and telehealth consultations, inter-hospital transfers and remote fly-in primary health care clinics.

In addition to our core team of Doctors, Pilots, Flight Nurses, Engineers and Tasking Coordinators, our Aboriginal Health Coordinators, Community Health Nurse and Community Mental 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 evacuations and inter-hospital transfers. It serves all regions of South Australia, as well as the Sunraysia in Victoria. The Adelaide Base is also home to our Healthy Living Program Coordinator and Lifestyle Trainers, as well as our Engineering Team which conducts heavy maintenance for the aircraft fleet situated across South Australia.

Health Facilities

Marree

The Marree Health Service provides a Registered Nurse outpatient service, home visiting service, referral service and short-stay facility. It also provides a platform to promote and deliver other RFDS health and education programs such as the RFDS Healthy Living Program.

Tennant Creek

The Tennant Creek General Practice provides primary health care services to residents and visitors to Tennant Creek township and surrounding Barkly region. Its services include medical examinations and health screening, preventative health, antenatal services and counselling services. It also provides a platform to promote and deliver other RFDS health and education programs such as the Rural Women's GP Service.





> Adelaide Base Senior Engineer Craig Van Cooten.

2010/11 Statistics >

Health >

	Northern Territory		South Australia			SA/NT
	Alice Springs	Tennant Creek General Practice	Adelaide	Port Augusta	Marree Health Service	Central Operations Total
Telehealth Consultations						
Total number of Telehealth Consultations				6,300	577	6,877
Patients Attended						
RFDS General Practice (GP) clinics		3,395		1,841		5,236
RFDS other clinics***		2,390		987	2,882	6,259
RFDS facilitated clinics ****	17,592**			3,015*	121	20,728
Rural Women's GP Service			2,266			2,266
NT Mental Health Program	526					526
Total number of Patients Attended	18,118	5,785	2,266	5,843	3,003	35,015
Patients Transported						
Primary evacuations	1,637		12	81		1,730
Inter-hospital transfers	1,008		4,152	1,622		6,782
Transported from a clinic				48		48
Repatriations	46		43			89
Total number of Patients Transported	2,691		4,207	1,751		8,649
Total number of Patient Contacts	20,809	5,785	6,473	13,894	3,580	50,541
Immunisations						
Total number of Immunisations Provided		277		641	3	921
Clinics Conducted						
RFDS general practice clinics		240		185		425
RFDS other clinics ***		240		182	480	902
RFDS facilitated clinics ****	1,157**			409*	29	1,595
Rural Women's GP Service			219			219
Total number of Clinics Conducted	1,157	480	219	776	509	3,141
Health Program Participants						
Healthy Living Program				767		767
Rural Emergency Skills Program			131			131
First Aid Training Program				131		131
Total number of Health Program Participants	-	-	131	898	-	1,029

* Data for Port Augusta facilitated clinics is collected and provided to RFDS by Port Augusta Hospital and Regional Health Service.

** Data for Alice Springs facilitated clinics is provided by NT Department of Health & Families, Remote Health Branch Alice Springs.

*** RFDS other clinics include clinics conducted by RFDS Community Health Nurses.

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

Aviation >

		Northern Territory	South Australia		SA/NT
		Alice Springs Base	Adelaide Base	Port Augusta Base	Central Operations Total
No. of Aircraft		4	4	3	11
No. of Landings	RFDS	3,757	6,542	4,134	14,433
	Charter	359			359
	Total	4,116	6,542	4,134	14,792
Kilometres	RFDS	1,837,533	1,999,219	1,331,361	5,168,113
	Charter	174,901			174,901
	Total	2,012,434	1,999,219	1,331,361	5,343,014
Block Time (hrs)	RFDS	4,861	5,301	3,522	13,684
	Charter	463			463
	Total	5,324	5,301	3,522	14,147

Aircraft Register >

Registration	Description	Manufacture	Date of Acquisition	Dedication	Major Sponsor
VH-FMP*	Pilatus PC-12	1995	September 1995		
VH-FMW*	Pilatus PC-12	1995	September 1995		
VH-FMZ*	Pilatus PC-12	1996	March 1996	Roy and Marjory Edwards	
VH-FDE	Pilatus PC-12	2000	September 2000		OZ Minerals
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		BHP Billiton
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	
VH-FVF	Pilatus PC-12	2010	October 2010	Barry Lodge OAM	

* Aircraft replaced within operational fleet as part of Aircraft Replacement Program.



Royal Flying Doctor Service

CENTRAL OPERATIONS

- Rural Emergency Skills Program
- First Aid Training Program
- Rural Women's General Practitioner Service
- Healthy Living Program
- Primary Care Outreach Program
- RFDS Facilitated Clinics
- RFDS General Practice Clinics
- Central Operations aircraft landings in 2010/2011

Top 20 landing locations*

Mt Gambier	475
Whyalla	470
Tennant Creek	381
Renmark	379
Port Pirie	370
Port Lincoln	349
Ceduna	292
Kadina	282
Yuendumu	176
Kingscote	170
Cooper Pedy	160
Olympic Dam	137
Yorketown	125
Ayers Rock (Yulara)	123
Yalata	120
Millicent	116
Waikerie	108
Naracoorte	104
Loxton	103
Maitland	103



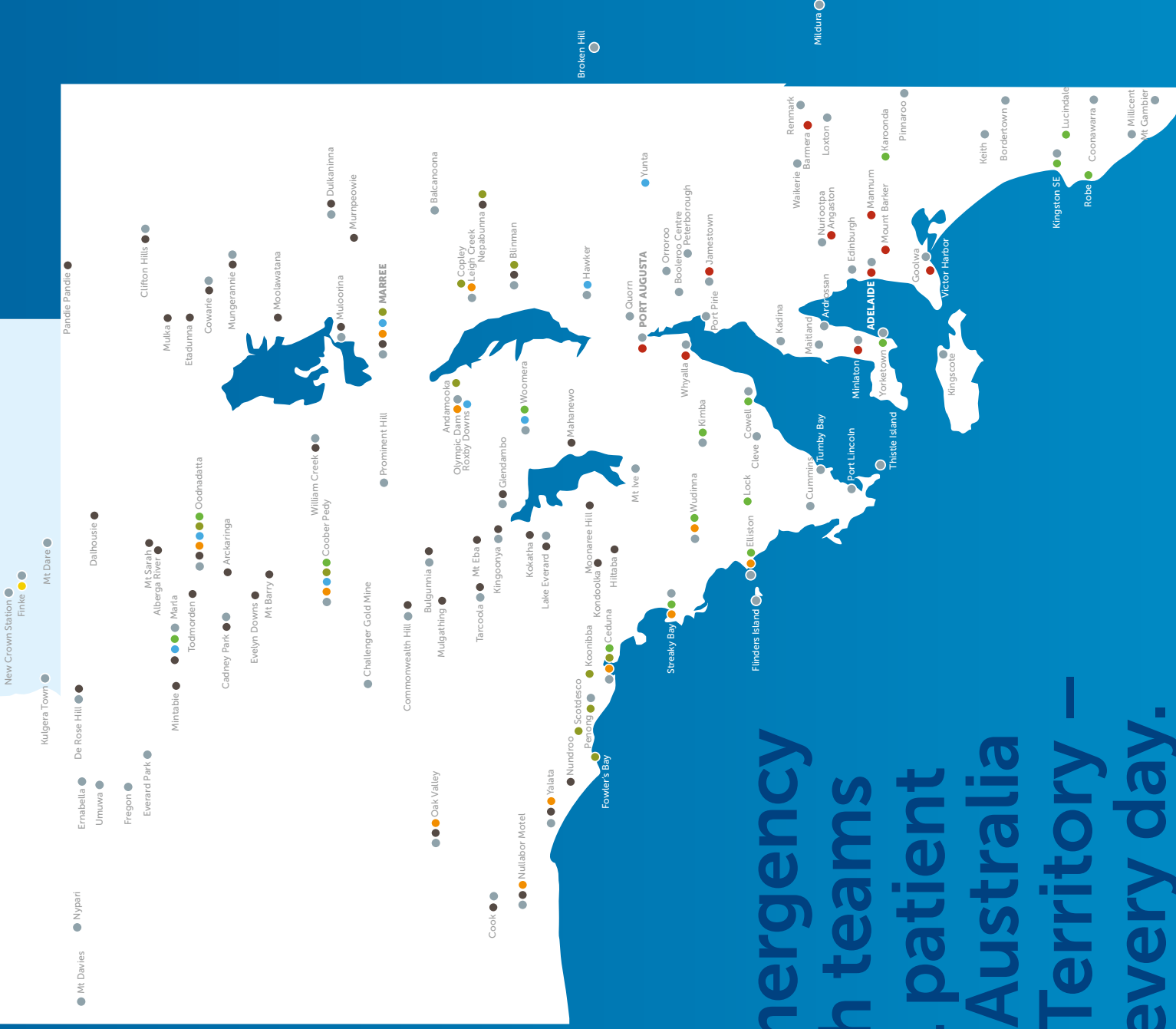
*Landings in Adelaide, Port Augusta and Alice Springs are not included as these were where our aircraft are based.

Top Interstate landing locations

Mildura, VIC	214
Essendon*, VIC	71
Broken Hill, NSW	16
Warrnambool, VIC	4
Casterton, VIC	3
Horsham, VIC	3
Hamilton, VIC	3
Mt Isa, QLD	3
Portland, VIC	3
Sydney, NSW	3
Hobart, TAS	2
Nhill, VIC	2

*Many babies are flown from Adelaide to Melbourne each year for specialist paediatric cardiac surgery.

In 2010/11, our emergency and primary health teams conducted 50,541 patient contacts in South Australia – and the Northern Territory – that's 138 people every day.



Our People >



> RFDS Pilot of 30 years, Rod McRedmond, reunites with patient Wayne Griffith, who was savagely burnt and evacuated from Port Lincoln by Rod McRedmond and Flight Nurse, Jo Fox, during the January 2005 Eyre Peninsula bushfires (photo courtesy of The Advertiser).

Our organisation employs a diverse group of dedicated professionals with a wide range of qualifications and experience.

Many of our wonderful staff have worked for the organisation for a significant time, and this year we recognised those who achieved significant milestones for years of service.

Staff Employed >

	Full Time	Part Time*
Administration	23	5
Engineers / Engineering Support	10	
General Hands		1
Health Promotion		3
Indigenous Health Workers / Liaison Staff	1	
Medical Practitioners	7	1
Operational Coordinators	1	
Pilots	34	
Public Relations / Fundraising	7	
Radio Staff / Tasking Coordinators	9	2
Registered Nurses	29	18
Tourist Facilities / Merchandising / Other	4	10
Total Staff	125	40

* Includes casual staff.

Staff – 30 Years

Rod McRedmond (Pilot)

Staff – 25 Years

Adam Andrews (Senior Base Engineer)

John Lynch (Chief Executive Officer)

Jan Ward (Volunteer Coordinator)

Staff – 20 Years

Brendan Devlin (Flight Nurse)

John Hughes (Senior Base Engineer)

Karyn Paterson (Flight Nurse)

David McInnes (Pilot)

Ray Mundy (Pilot)

Staff – 15 Years

Brenton Hissey (Senior Base Pilot)

Rosemary Moyle (Senior Flight Nurse)

Steve Davis (Senior Base Pilot)

Jackie Miller (Tasking Coordinator)

Dr Steve Ballard (Medical Practitioner)

Staff – 10 Years

Graham Cooke (Pilot)

Chris Thompson (Pilot)

Wayne Filmer (Senior Base Engineer)

Ollie Kratounis (General Manager, Strategic Projects)

Anne Squire (Tourism)

Board Members – 15 Years (Volunteer)

Janet Chisholm

Paul Prestwich

Brendan Eblen

Glenise Coulthard

Our Corporate & Community Partners >

Through the generosity of our Corporate and Community Partners, Donors, Bequestors, Volunteers and Staff, we raised \$6.57 million – an outstanding result that will be applied to our extensive capital requirements including aircraft replacement, new 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
Gawler & District Support Group
Holdfast Bay Dinner Club
Jamestown & District Support Group
Kangaroo Island Support Group
Kingston & District Support Group
Marree Support Group
Millicent & District Support Group
Mount Gambier Support Group
Naracoorte & District Support Group
Port Augusta Auxiliary
Port Lincoln Auxiliary
Riverland Support Group
Roxby Downs Auxiliary
South Coast Support Group
Southern Yorke Peninsula Support Group
Sunraysia Support Group
Tatiara Support Group
Whyalla Support Group

Photography >

Shane Reid, Split Image Multimedia

Volunteers >

Badge Day Volunteers
Speaker Program Volunteers
Office Volunteers

Event Volunteers >

Wilpena Under the Stars
Wings for Life Ball
Clipsal 500 Adelaide

Community Fundraisers >

ABC Amateur Race Club
Advertiser Sunday Mail Foundation
Alcheringa Shindig Weekend
Alice Springs Rotary Rotaract Henley on Todd
Cars 492 & 493 (RFDS Outback Car Trek)
Colombo Creek Classic
Community Business Bureau
Millicent Social Club of Kimberly Clark Australia
Oodnadatta Racing & Horse Sports Inc
Pastoralists Ball Committee
Petroleum Exploration Society of Australia
Roseworthy Agricultural College
Rotary Club of Campbelltown (Outback Experience 3)
Simpson Desert Bike Challenge
Society of Auctioneers & Appraisers (SA) Inc
Southern Grassfed Carcase Classic
SYP Community Shop Inc
William Creek Gymkhana Committee

**We wish to sincerely thank
all our Corporate Partners,
Auxiliaries and Support
Groups, Community
Supporters and Volunteers
for helping to keep the
Flying Doctor flying.**

Major Partners >



Program Partners >



Corporate Partners >



Media Partners >





“We will always remember that night when my family was in the hands of the RFDS.”

Tim Wells

> Brendan enjoying life with a new liver
(photo courtesy Jay Town, The Herald Sun).

Our Patients > Life, liver, laughter

Saturday, 20 November 2010 had been a busy day for 11-year-old Brendan Wells.

At 8.30am he had been playing cricket and had celebrated hitting his first 'six' in senior cricket. The hot sun had been his friend that morning. His normal yellow jaundice appearance almost looked normal.

Despite this, he still spent time in his ultraviolet (UV) light box, to further reduce the potentially dangerous levels of bilirubin in his blood stream. Later that day, his mother Janene would growl at him for having a messy room, just like any parent.

That evening, more time in the UV light box – to combat the ever present jaundice that had plagued Brendan since the day he was born.

Brendan had Crigler Najjar Syndrome, a rare genetic disorder that meant he lacked an enzyme in his liver, and gave him his yellow colour, especially in the whites of his eyes.

Brendan settled in bed, later than normal that Saturday, after his busy day and had just gone to sleep when the telephone rang.

"It was 12.30am when the transplant coordinator from the Austin Hospital in Melbourne advised a potential liver was available and they needed Brendan in Melbourne as soon as possible," Brendan's father Tim recalls.

"The only way to get to Melbourne from Adelaide at 1 o'clock in the morning was an urgent flight with the Royal Flying Doctor Service – we were told a crew was waiting for us and we needed to be at the airport within 40 minutes," Tim says.

"If being told your son would ultimately need a liver transplant wasn't frightening enough, being advised some 11 years later that it was potentially imminent was terrifying."

Brendan recalls meeting a "smiling Flight Nurse" who welcomed us and introduced himself as Michael Penno, and met the Pilot, Matthew O'Keeffe, who was completing his pre-flight checks.

"I was travelling to Melbourne to have a transplant. I had no idea what the immediate future held yet, in the hands of Michael and Matthew, I felt safe," Brendan says.

"With my brothers Tristan and Mitchell, Dad said goodbye and watched the aircraft take-off, head south and then turn east towards Melbourne," he says.

"The flight itself was fairly uneventful, but I got to wear a headset and could hear air traffic control – I even got invited to sit in the cockpit with Matthew the pilot for a few minutes.

"It was on approach into Melbourne, that he advised me it could get a bit bumpy as there were storm clouds ahead and I should return to my seat.

"It helped me forget for a while the challenges of the next 24 hours ahead."

Upon his arrival in Melbourne, Brendan was transported to the Royal Children's Hospital (RCH) by ambulance, where at 10.30am he said farewell to his Mum and was wheeled into theatre. He received a perfect liver, in a textbook operation.

At 9.00pm that evening, Brendan was reunited with his parents in the RCH Intensive Care Unit. Brendan continues to make an amazing and complete recovery from Crigler Najjar Syndrome – he has not spent time in his ultraviolet (UV) light box since his transplant.

"It's not until something happens to you that you realise how important the 'Flying Doctor' is for city and country people. My wife and I will always remember that night when my family was in the hands of the RFDS," Tim says.

"Getting to Melbourne quickly, safely and calmly with the RFDS set the foundation for Brendan's life-changing experience and now Brendan wants to be involved in flying when he leaves school.

"We want to also thank all of the medical staff and specialists involved in saving Brendan's life. But most of all we want to thank the family of the person who donated their liver. There's no greater gift than the gift of life."

Once a week RFDS crews will transfer someone who lives in Adelaide to an interstate hospital – often babies requiring specialist heart surgery or patients in need of organ transplant.

Aircraft Dedications >

VH-FVA

Our Auxiliaries & Support Groups

Our dedicated network of Auxiliaries and Support Groups now raises enough money each year to finance the medical fit-out of an aircraft and convert it into a flying intensive-care unit.

Central Operations has 24 volunteer support groups – one in Alice Springs, one in Mildura, and the balance spread throughout South Australia – which in 2010/11 collectively raised more than \$650,000.

Their volunteers carry out an impressive range of activities and events, from running raffles, trading tables and golf days, to selling merchandise and contract catering.

In Alice Springs, President Coral Allan, who has been an Auxiliary member for 14 years, has an active core group of 15 members and “lots of friends and former patients who give very generously of their time”.

Among their activities they run a race day at Pioneer Park, complete with lunch and games, man a steak sandwich stall at the annual Alice Springs Show and host garage sales.

The Port Lincoln Auxiliary has a unique asset – a merry-go-round – which had been languishing in a shed before being acquired and restored four years ago and its 16 horses brightly repainted.

The group's president, Robert Edwards, says it is hard work assembling the ride but it has proved very popular at events around Eyre Peninsula, including country shows and races, school fetes and even the annual Tunarama.

At Whyalla, where RFDS aircraft and crews make more than 400 landings each year, the local Support Group has a purpose-built barbecue trailer which is also popular at local and regional events.

All this hard work by our dedicated volunteers led to a decision to honour their amazing efforts by naming one of the new Pilatus PC-12 aircraft ‘Our Auxiliaries & Support Groups’.

The surprise naming of VH-FVA before representatives from each support group also created the fitting forum to farewell long-serving Volunteer Coordinator, Jan Ward, who announced her retirement following 26 years of outstanding service to Central Operations.

A tireless worker and much loved member of the RFDS family, Jan dedicated 17 years to the Finance Department, followed by nine years as a member of the Marketing/Fundraising team over which time she doubled the number of volunteer Auxiliaries and Support Groups and total funds raised each year.

RFDS Meritorious Birthday Service Awards in recognition of outstanding voluntary service to Central Operations were also presented to our team of long-standing office volunteers, Pam St Clair, Malcolm Taylor and David Reeves, speaking volunteer, Ron White, and operator of the Murray Bridge ‘Hangar’ Op Shop, Dorothy Head.



> RFDS Auxiliary and Support Group members at the surprise unveiling of VH-FVA.



VH-FVD

Our Inaugural Doctors

Our three pioneering doctors will always be aboard one of the latest Pilatus PC-12s – with their names emblazoned on the nose of VH-FVD.

Dr John Mickan AM, Dr Robert Cooter AM and the Late Dr John Thompson OAM, all former Port Augusta GPs, were honoured at the commissioning of the new medically-equipped aircraft, the third in the replacement line.

In total, they gave more than 80 years' service from the establishment of the RFDS Port Augusta Base in 1955.

Dr Thompson, who started work at Port Augusta in 1940 and served as the local GP for 50 years, and made the first health clinic flight from the then new RFDS Port Augusta Base, was joined in his practice by Dr Mickan in 1953 and Dr Cooter in 1955.

All three volunteered their services to the Flying Doctor for the next 12 years, attending outback emergencies and looking after the health of people living in rural and remote areas of SA until the RFDS was able to employ its own Medical Practitioners from 1967.

The trio also conducted routine and emergency telephone and radio consultations, and helped to create monthly 'fly-in' health clinics at Andamooka, Oodnadatta and Marree. The latter two are still conducted today by the RFDS.

Dr Thompson, who died in March 2010, aged 95, was one of SA's longest-serving GPs and was awarded a Medal of the Order of Australia in 1997 for his services to medicine and the community.

Dr Cooter, who returned to Adelaide after 16 years in the northern city, later joined the Board of Central Operations, and gave 32 years of service to the RFDS, including a term as Chairman from 1985 to 1988. He was made a Member of the Order of Australia in 1995.

Dr Mickan spent 22 years at Port Augusta before returning to general practice in Adelaide. In 2010 he was made a Member of the Order of Australia for service to the RFDS and for his medical research with Dr Cooter in 1966 into the deaths of 20 children and young people in the region. Their work helped to discover the rare disease amoebic meningitis and its source in water in the Morgan-Whyalla pipeline.



- > Top left: Members of the RFDS Port August Auxiliary, Helen Taylor, Margaret Irvine and Jan and Jim Langdon at the dedication of VH-FVD.
- > Top right: Chris and Vanessa Bouilly, who was awarded Life Membership with Central Operations in 2010, at the dedication of VH-FVD.
- > Bottom right: Dr Robert Thompson (son of Late Dr John Thompson), with Dr Robert Cooter and Dr John Mickan with VH-FVD at the Port Augusta Base.

Aircraft Dedications >



> Nan Young with the late Dawn Prior's daughter, Wendy de Souza, and son, Gary Prior, with VH-FVE at the Alice Springs Base.



> Central Operations CEO, John Lynch, and Chairman, David Hills, with Hon Mark Butler, Minister for Mental Health and Ageing, at the dedication of VH-FVF.

VH-FVE

Our Pioneering Women

Nan Young BEM, now 85 and living in Adelaide, remembers her days with the RFDS at Port Augusta when "everyone worked for the cause".

"It was a real community operation, the town girls and the bush girls were always talking to each other, there was a lovely feeling among everyone as we worked to get things done," Nan says.

Nan was one of the founders of the RFDS Port Augusta Auxiliary and spent many years involved in organising fundraising and managing events, such as bush gymkhanas, to support the RFDS.

That pioneering work has been honoured with her name – and that of the late Dawn Prior OAM of Alice Springs – on the fourth new Pilatus PC-12 aircraft, VH-FVE.

The two women each spent more than 50 years volunteering for the RFDS.

Dawn became associated with the service in 1948 and once said: "I volunteer because I love doing things for people. I would encourage young people to become volunteers not only to help their community but to experience the rewards of their work."

She was regarded as a 'true legend' who worked tirelessly for the Alice Springs Auxiliary and had become its Patron in 1991.

The new aircraft was a fitting symbol of the hard work of these two women.

Both Nan and Dawn have been two great pioneering women for the RFDS, which could not provide its aeromedical and primary health services without the incredible dedication of its supporters.

Nan Young, who still attends RFDS functions in Adelaide, said the role of town and outback women was most important in helping to develop a critical health service for rural and regional families.

Her work earned her a British Empire Medal in the former Honours system, while Dawn Prior, who died in May 2010, was awarded an Order of Australia in 1992 for her services to the RFDS.

A dedication ceremony coincided with the official opening of the new-look aeromedical base in Alice Springs, following a \$3.1 million refurbishment of the site to develop a state-of-the-art health and aviation facility.

VH-FVF

Barry Lodge OAM

The placing of aviation veteran Barry Lodge's name on the fifth and final new Pilatus PC-12 commissioned for the \$30 million aircraft replacement program was a fitting tribute to his remarkable contribution to the RFDS.

Barry, who retired from the Central Operations Board in October 2010 after an unprecedented 36 years of consecutive service, was a stalwart of the organisation at regional and national levels.

His service was recognised in 2010 with the John Flynn Fellowship Award, the highest national RFDS honour.

It was the culmination of a series of awards and honours, including a Member of the Order of Australia in 2008 for service to the community through his work at the RFDS.

He was a member of the RFDS Central Operations Board from 1974 to 2010, serving two terms as Chairman, and he was a member of the National Board for 11 years and its Chairman from 1990 to 1994. He continues as an aviation consultant to the service.

Barry's aviation career began as a cadet with the RAAF in 1950, and progressed through pilot to a squadron commanding officer. After leaving the RAAF in 1970 he became assistant general manager for safety and regulation with the then Civil Aviation Authority in Adelaide.

That role led to his involvement with the RFDS in 1974, to bolster the aviation expertise on the Board.

It was equally fitting that VH-FVF bear his name as Barry was a driving force in the research, selection and modification of the Pilatus PC-12 for the RFDS.

Barry visited Pilatus in 1991 when it was developing the economical and versatile new aircraft, and made suggestions to modify it for Australian aeromedical conditions. These were accepted and Central Operations became the launch customer.

Central Operations now has 11 Pilatus PC-12s, including the five latest arrivals, which replaced older versions of the type, and nationally the RFDS operates a total of 27 PC-12s within the national fleet of 61 aircraft.

Service



> Barry Lodge inside VH-FVF, the new aircraft named in his honour
(photo courtesy The Advertiser).

Board & Management >



Chairman David Hills

Commenced on Board – 2005

Attended 9/10 meetings

Chairman of the Executive Committee.

Current Chairman of Pacific Marine Batteries Pty Ltd, Chairman of Rural Solutions SA. Former Chairman of Australian Agricultural Co. Ltd and Managing Director of Elders Australia Ltd. Current representative of RFDS Australian Council.

Deputy Chairman Grahame Marshall

Commenced on Board – 2003

Attended 7/10 meetings

(Resigned from Board 27 May 2011)

Member of the Executive Committee and Finance Committee.

Former General Manager Banking and Distribution Territory Insurance Office. Former Chair of Board of Top End Arts Northern Territory.

Treasurer Paul Prestwich

(BEC, MBA, FCPA, FAICS, FAICD, RegTA)

Commenced on Board – 1995

Attended 8/10 meetings

Member of the Executive Committee, Chairman of the Board SQR Committee and Chairman of Finance Committee.

Management consultant in the areas of financial and management accounting, risk management, organisation review, strategic planning and development. Former General Manager Star Pharmacy Group and Chief Financial Officer with a significant South Australian member service organisation.

Senior Management >

Chief Executive Officer John Lynch

General Manager, Aviation/Operations Barrie Hocking

General Manager, Corporate Services Stephen Batt

General Manager, Health Services Dr John Setchell

General Manager, Human Resources Robynne Hall

General Manager, Marketing & Public Relations Charlie Paterson

General Manager, Safety, Quality & Risk Management George Karlis

General Manager, Strategic Projects Ollie Kratounis

Janet Chisholm

(BCom)

Commenced on Board – 1996

Attended 8/10 meetings

Chairman of Marketing Advisory Committee.

Current pastoralist at Napperby Station, via Alice Springs, with broad Board experience including 14 years service to the RFDS, and a marketing career in Sydney specialising in advertising and strategic planning. Member of Australian Institute of Company Directors.

Dr Tim Cooper AM

(MSc, MD, MBA)

Commenced on Board – 2005

Attended 7/10 meetings

Member of Finance Committee.

Current Managing Director of Coopers Brewery Ltd, Chairman of Premium Beverages Pty Ltd, Chairman of Morgan's Brewing Pty Ltd, Chairman of Marine Stores Pty Ltd, Chairman of Coopers Brewery Foundation Inc, Deputy Chairman of the Brewers Association of Australia and New Zealand, Council Member of Prince Alfred College and Board Member of Anglicare SA.

Glenise Coulthard

Commenced on Board – 1995

Attended 9/10 meetings

Member of Health Advisory Committee and Marketing Advisory Committee.

Churchill Fellow 1997. Manager of Aboriginal Health Port Augusta Hospital. Has broad Board experience including 15 years service to the RFDS. Current Board Director of Ninti One (formerly Desert Knowledge Cooperative Research Centre), Board Member of Umeewarra Aboriginal Media (Port Augusta) and Member of the SA Child Health Clinical Network.

Brendan Eblen

Commenced on Board – 1995

Attended 8/10 meetings

Member of Board SQR Committee and Marketing Advisory Committee.

Current owner and operator of outback tour company Wedgetails Tours and Charter. Managing proprietor of B.M Eblen & Co, multi-award winning painting and decorating business. Member of the Australian Institute of Company Directors. Has provided over 30 years of service to the RFDS and outback communities. Past Chairman of the RFDS Port Augusta Regional Committee (1979–1985), past Chairman (1981–1985) and Life Member of the William Creek Gymkhana Club.

Dr John E (Fred) Gilligan AO

(O StJ, MB BS, FANZCA, FJFICM, Dipl Divg Hyperb Med)

Commenced on Board – 2004

Attended 3/10 meetings

(Resigned from Board 16 September 2010)

Chairman of Health Advisory Committee.

Six years of service to the RFDS. Diplomas in Anaesthesia, Intensive Care and Hyperbaric Medicine; Director of Retrieval and Resuscitation RAH 1991–2003, Director of ICU at RAH 1977–1991;

Member Operations Committee and other committees associated with SA State Rescue Helicopter Service 1980–2004; former Member various SA Public Hospital Retrieval Service Committees, former consultant to Mediflight Australia and US organisations on international medevac operations; Member St John/SA Ambulance Medical Advisory Committees 1984–1991; President of ISAS (International Society of Aeromedical Services) Australasian Chapter, 1998–2000; former Member of various committees of the Department of Health on Emergency Counter Disaster Management.

Dr Ian Gould AM

(BSc (Hons), PhD, FAusIMM, FTSE, ComplEAust)

Commenced on Board – 1998

Attended 8/10 meetings

Member of the Executive Committee and Board SQR Committee.

Current Chancellor of the University of South Australia, Chairman of St Andrew's Hospital, Chairman of the South Australian Minerals and Petroleum Expert Group. Member of the South Australian Premier's Science and Research Council, Member of the Resources Industry Development Board and Member of the Economic Development Board. Former Managing Director of Normandy Mining Ltd and Managing Director of Rio Tinto – Australia. Past President of the Australasian Institute of Mining and Metallurgy. Nineteen years of service to the RFDS, including terms as an Independent Councillor and President of the RFDS Australian Council.

Hon Graham Gunn AM

(JP)

Commenced on Board – 2010

Attended 7/10 meetings

(Appointed to Board 21 October 2010)

Member of Marketing Advisory Committee.

Farmer and grazier at Mount Cooper on Eyre Peninsula. Former Member of the South Australian House of Assembly (1970–2010), former Speaker of the House of Assembly and former Deputy Speaker, former Chairman of the Economic and Finance Committee, former Member of the Parliamentary Natural Resources Committee. Current Member of the Commonwealth Parliamentary Association, the Royal Agricultural and Horticultural Society of South Australia, the South Australian Farmers Federation and the South Australian Cricket Association.

Barry Lodge OAM

Commenced on Board – 1974

Attended 3/10 meetings

(Retired from Board at AGM 21 October 2010)

Member of Board SQR Committee.

RFDS Life Member with over 35 years of service to the RFDS. Past President of RFDS Australian Council, past President RFDS Central Section (now Central Operations), past RFDS Central Section (now Central Operations) delegate to the RFDS Australian Council. Former RAAF pilot and squadron commanding officer, Assistant General Manager of the Civil Aviation Safety Authority and founding member and Executive General Manager (Operations and Chief Pilot) of National Jet Systems.





Financial Report >

FOR THE YEAR ENDED 30 JUNE 2011

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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 2011 Annual Financial Report, including the Independent Audit Report, is available to all members, and will be sent to members without charge upon request.

Effective 6 January 2010 the new entity Royal Flying Doctor Service of Australia Central Operations, a Company limited by guarantee, was established in accordance with the Corporations Act 2001. On 30 June 2010 all assets and liabilities of the Service were transferred to the new entity under a commonly controlled transaction in accordance with the provisions of the Associations Incorporations Act for nil consideration. Commencing 1 July 2010 the Service continued operations as Royal Flying Doctor Service of Australia Central Operations, as such comparative financial statements have not been prepared. Details of the asset transfer are included in Note 1 to the Summary Financial Report.

Discussion and analysis of the Statement of Comprehensive Income

The total comprehensive income for the period of \$17.2 million is influenced by the receipt of Capital Grants of \$11.9 million, Donations and Sponsorships of \$3.7 million and Legacies and Bequests of \$3.8 million.

Capital Grants received from the Commonwealth Government (\$5.9 million) and the South Australian Government (\$6.0 million) were for the acquisition of capital assets totaling \$19.8 million as part of the Service's capital asset replacement program. The Service's capital asset replacement program included the replacement of five aircraft in our fleet during the 2010 calendar year at a cost of \$29.6 million.

In the next five years it is anticipated the capital asset replacement program will require \$46.1 million including the building of an Aeromedical Centre of Excellence at Adelaide Airport, a Museum and Tourist Facility at Alice Springs and the replacement of four aircraft together with medical, aviation and general equipment upgrades in excess of \$1 million per annum.

Discussion and analysis of the Statement of Changes in Equity

Net assets have increased to \$118.2 million due to the current year surplus. Capital Grant revenue of \$11.9 million has been transferred to the capital grants reserve to recognise income for capital application.

Discussion and analysis of the Balance Sheet

The Service holds investments of \$47.9 million to support its capital asset replacement program. In the next five years it is anticipated the capital asset replacement program will require \$46.1 million at current values, including the building of an Aeromedical Centre of Excellence at Adelaide Airport, a Museum and Tourist Facility at Alice Springs and the replacement of four aircraft.

Discussion and analysis of the Statement of Cash Flows

Net cash used in investing of \$9.6 million reflects the acquisition of property, plant and equipment, particularly aircraft and the setting aside of funds for future capital commitments. The positive cash balance provides the Service with the capacity to meet its share of planned capital expenditure.

Date at Adelaide this 15th day of September 2011.

Signed in accordance with a resolution of the Board of Directors.



D G W Hills
Chairman



P R Prestwich
Treasurer

Statement of Comprehensive Income >

For the year ended 30 June 2011

	2011 \$
Revenue	30,052,825
Other income	20,058,232
	50,111,057
Employee expenditure	15,601,909
Aviation fuel	4,110,841
Aviation maintenance	2,074,140
Insurance	543,970
Depreciation and other amortisation	3,769,113
Amortisation of engine overhaul	830,984
Other expenses	6,333,119
	33,264,076
Surplus before financial income and expense	16,846,981
Financial income	2,595,757
Financial expense	(1,036,956)
Net financial income/(expense)	1,558,801
Surplus for the period	18,405,782
Other Comprehensive Income	
Revaluation of Land and buildings	(1,317,740)
Net change in fair value of available for sale assets	86,179
Total Comprehensive Income for the period	17,174,221

The above statement of comprehensive income should be read in conjunction with the accompanying notes.

Statement of Changes in Equity >

For the year ended 30 June 2011

	Asset Revaluation Reserve \$	Asset Realisation Reserve \$	Capital Grant Reserve \$	Fair Value Reserve \$	Retained Earnings \$	Total Equity \$
Balance at 1 July 2010	12,686,915	6,580,285	21,102,935	122,340	60,575,631	101,068,106
Total comprehensive income for the period						
Surplus for the period	-	-	-	-	18,405,782	18,405,782
Changes in fair value of available for sale financial assets	-	-	-	86,179	-	86,179
Change in fair value of Land and Buildings	(1,317,740)	-	-	-	-	(1,317,740)
Total comprehensive income for the period	(1,317,740)	-	-	86,179	18,405,782	17,174,221
Transfer (to)/from reserve	-	-	-	-	(11,859,635)	(11,859,635)
Transfer (to)/from retained earnings	-	-	11,859,635	-	-	11,859,635
Total recognised income and expense	(1,317,740)	-	11,859,635	86,179	6,546,147	17,174,221
Balance at 30 June 2011	11,369,175	6,580,285	32,962,570	208,519	67,121,778	118,242,327

The above statement of changes in equity should be read in conjunction with the accompanying notes.

	2011 \$
Current Assets	
Cash and cash equivalents	8,573,390
Trade and other receivables	3,485,078
Inventories	152,926
Investments	47,919,895
Total current assets	60,131,289
Non Current Assets	
Property, plant and equipment	65,174,905
Intangibles	112,405
Total non-current assets	65,287,310
Total assets	125,418,599
Current Liabilities	
Trade and other payables	3,626,432
Employee benefits	3,011,936
Total current liabilities	6,638,368
Non Current Liabilities	
Employee benefits	537,904
Total non-current liabilities	537,904
Total liabilities	7,176,272
Net assets	118,242,327
Equity	
Reserves	51,120,549
Retained earnings	67,121,778
Total equity attributable to equity holder	118,242,327

The above balance sheet should be read in conjunction with the accompanying notes.

Statement of Cash Flows >

For the year ended 30 June 2011

2011
\$

Cash flows from operating activities

Cash receipts from grants	18,108,119
Cash receipts from customers	11,135,445
Cash paid in the ordinary course of operations	(27,918,095)
Cash receipts from tourist activities	1,220,285
Cash receipts from donations, legacies and bequests	7,504,119
Cash paid in the ordinary course of fundraising activities	(1,528,091)

Net cash from operating activities

8,521,782

Cash flows from investing activities

Acquisition of property, plant and equipment	(18,321,365)
Acquisition of engine overhaul	(1,447,253)
Acquisition of investments	(6,636,796)
Proceeds from capital grants	11,859,635
Proceeds from sale of property, plant and equipment	2,370,618
Interest received	1,886,675
Dividends received	709,081

Net cash (used) in investing activities

(9,579,405)

Net increase (decrease) in cash and cash equivalents	(1,057,623)
Cash and cash equivalents at 1 July 2010	9,631,013
Effect of exchange rate fluctuations on cash	-

Cash and cash equivalents at 30 June 2011

8,573,390

The above statement of cash flows should be read in conjunction with the accompanying notes.

Notes to the Summary Financial Statements >

Note 1- Asset Transfer

Effective 6 January 2010 the new entity Royal Flying Doctor Service of Australia Central Operations, a company limited by guarantee, was established in accordance with the Corporations Act 2001. On 30 June 2010 all assets and liabilities of the Service were transferred to the new entity under a commonly controlled transaction in accordance with the provisions of the Associations Incorporations Act for nil consideration. Commencing 1 July 2010 the Service continued operations as Royal Flying Doctor Service of Australia Central Operations. Details of the net assets and liabilities transferred are as follows:

	Book Value \$
Current Assets	
Cash and cash equivalents	9,631,013
Trade and other receivables	1,956,987
Inventories	99,808
Investments	42,242,443
Assets classified as held for sale	2,115,771
Total current assets	56,046,022
Non Current Assets	
Property, plant and equipment	52,498,720
Intangibles	166,222
Total non-current assets	52,664,942
Total assets	108,710,964
Current Liabilities	
Trade and other payables	4,589,901
Employee benefits	2,599,203
Total current liabilities	7,189,104
Non Current Liabilities	
Employee benefits	453,754
Total non-current liabilities	453,754
Total liabilities	7,642,858
Net assets	101,068,106
Equity	
Reserves	40,492,475
Retained earnings	60,575,631
Total equity attributable to equity holder	101,068,106

Report of the Independent Auditor on the Summary Financial Statements >



The accompanying summary financial statements, which comprises the summary balance sheet as at 30 June 2011, the summary statement of comprehensive income, summary statement of changes in equity and summary cash flow statement for the year ended, related notes 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 2011. We expressed an unmodified audit opinion on that financial report in our report dated 15 September 2011.

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

Director's Responsibility for the Summary Financial Statements

The director's of the Service are responsible for the preparation of the summary of the audited financial report.

Auditor's Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 Engagements to Report on Summary Financial Statements.

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 2011 are consistent, in all material respects, with the audited financial report.

A stylized, handwritten-style logo of the letters 'KPMG' in a dark grey color.

KPMG

A handwritten signature in dark grey ink, appearing to read 'Paul Cenko'.

Paul Cenko
Partner
Adelaide

15 September 2011

KPMG, an Australian partnership and a member firm of the KPMG network of independent member firms affiliated with KPMG International Cooperative ("KPMG International"), a Swiss entity.

We acknowledge and thank from the bottom of our hearts our Corporate Partners, Sponsors, Donors, Bequestors, Members, Friends, Volunteers, along with the Commonwealth, State and Territory Governments. Your dedication and combined contributions are significant in every step we take and on behalf of all, including our patients, we say thank you.
The RFDS Team

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Port Augusta Base

Port Augusta Airport
Port Augusta SA 5700
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Northern Territory

Alice Springs Base

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Alice Springs NT 0870
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Tennant Creek NT 0861
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Royal Flying Doctor Service

CENTRAL OPERATIONS