

A decade of growth.

ANNUAL REPORT  
**11/12**

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> GP Registrar Crystal Pidgeon conducts a check-up for a young patient at Mount Ive Station, SA.

The furthest corner. The finest care.



**Royal Flying Doctor Service**  
CENTRAL OPERATIONS

## 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.





# 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 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 conducts more than 275,000 patient contacts across Australia every year – that's one person every two minutes.

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





> Doctor Stephen Ballard and Community Health Nurse Cheryl Boles see Shannon Bell and her dad, Daryl Bell, on a RFDS GP Clinic at Dulkaninna Station, SA.

# Chairman & CEO Report >



**After introducing five new PC-12/47E aircraft into our fleet last financial year, one could be excused for thinking it was time to have a break in 2011/12, however we still had much more to do and with demand for our services increasing each year we will always have challenges to meet.**

**Leading the way this financial year was the redevelopment of the RFDS Alice Springs Tourist Facility, which involved major structural changes to the building and a complete revamp of the interior to enhance the experience for tourists.**

After visiting this world-class attraction, tourists leave better informed with an enhanced capacity to be an ambassador, spreading the word and encouraging others to attend. The new facility has also created a bright and vibrant workplace for our staff, and is proving a popular retail outlet for locals and tourists alike who are enjoying the new co-branded RM Williams-RFDS clothing range.

Discussions with Adelaide Airport Limited continue this year as we seek to finalise our plans and assessments to establish a new facility at Adelaide Airport capable of accommodating all Adelaide-based staff and resources under the one roof.

Operationally, we enjoyed another busy and successful year, consolidating all areas of our health service delivery, featuring a 5% rise in critically-ill patients transported from country and city hospitals through to an 11% increase in consultations by our Rural Women's GP Service.

In supporting health services, our aircraft flew in excess of 14,300 hours, travelling more than 5.3 million kilometres, which represents a 3% increase in aviation activity on the previous year.

To our Auxiliaries, Support Groups and Volunteers, we say thank you, from the bottom of our hearts, for your outstanding level of commitment and contribution in 2011/12.

Your continued act of giving so generously is a template we should patent, as you are true examples of the Australian generosity which gives so much that others can receive.

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

We also acknowledge the outstanding support from our loyal Donors and Corporate Partners both in the provision

of capital monies, and in some cases funding special health service programs and initiatives.

In this space we recognise and thank OZ Minerals at Prominent Hill for its renewal of a three-year major sponsorship, maintaining our quartet of Major Partners with BHP Billiton, Variety – the children's charity and the Li Ka Shing Foundation which continues to fund our Healthy Living Program.

This year we also signed a new contract for Inter-Hospital Transfer Services covering SA and delivered primarily from our Adelaide Airport Base. This contract is managed by the South Australian Ambulance Service and includes the clinical expertise of MedSTAR (SA's Retrieval Service) when clinically required.

We are pleased to be working in partnership with them both as we jointly deliver effective and efficient transport and health services for patients requiring higher levels of care and, in some cases, help them get home.

Finally, we commend, thank and respect everyone within our RFDS family for the outstanding contribution to ensuring we continue to deliver our essential services with excellence and the finest care – because we all care.

The RFDS has now served this land, from north to south and east to west, for 84 years, and we are humbled, privileged and proud to do so with efficiency, community recognition and trust.

None of our reputation nor service delivery measurements would be possible without our truly magnificent Staff and Board and we would like to take this opportunity to acknowledge them and their efforts publicly.

We also extend our recognition and appreciation to their families who also contribute and make family sacrifices as we strive each day to deliver our Mantle of Safety.

Two handwritten signatures in blue ink. The signature on the left is 'David Hills' and the signature on the right is 'John Lynch'.

**David Hills**  
Chairman

**John Lynch**  
Chief Executive Officer



**We enjoyed another  
busy and successful  
year, consolidating  
all areas of our health  
service delivery.**



# Our Patients >

'The gift of life' 10 years on

**Ten years ago the RFDS flew a 10-day-old premature baby to Melbourne for life-saving heart surgery. Today, Zack Fantus is playing football and moaning about homework – just like any other boy his age.**

**Zack Fantus was born five weeks premature, but more alarmingly, with a heart defect known as transposition of the great arteries.**

If left unoperated, there was virtually no chance of Zack surviving.

That was November 2001. Ten years later, the memories still bring a tear to the eye of Zack's mum, Amelia.

"We had no idea of what transposition of the great arteries meant, but we soon found out that it takes place during foetal development and can be very difficult to detect," Amelia recalls.

"When he was delivered, Zack had a 'blue' baby appearance, which was caused by a lack of oxygen to his body," she says.

In those first hours of his life, an emergency operation was performed as an interim measure, to stabilise Zack's condition so that major corrective surgery – to switch the truncal connections of the aorta and pulmonary artery – could be undertaken in order to save his young life.

"Unfortunately, we were told that because of the relatively rare nature of his condition, the major procedure required could not be undertaken in Adelaide, where we lived – Zack needed to be flown to Melbourne," Amelia says.

Of course there was no way that Zack could be taken on a normal flight. He needed to be kept in intensive care while in the air, which meant the RFDS would be required.

"So before we knew it, our baby Zack was flown from Adelaide to Melbourne by the RFDS crew of Pilot Rod, Nurse Karyn, and a Paediatric Nurse from the Women's and Children's Hospital, Dean, who had been with Zack since the early hours of his life," she says.



Amelia flew to Melbourne on a commercial flight to be with Zack throughout his time at the Royal Children's Hospital.

Zack pulled through the operation and was eventually stable enough to be flown back to Adelaide.

"Lots of people think the 'Flying Doctor' only helps people in remote outback areas. I used to think that too. But we live in Adelaide, we needed the RFDS, and without them there is no way that Zack would be here today.

"You don't realise how vital the RFDS is until you need them – not just in the outback but right here in Adelaide."

Today, Zack is a wonderful healthy young boy, running around the football field four days of the week, and playing in the school band.

"He's the shortest out on the football field – but he's one of the quickest!" Amelia proudly claims.

"What we went through is something I will never forget. It never leaves you. But look at him today, he's happy and healthy and I am just so grateful.

"He was a real fighter during that hard time and he never ever gave up."

Interjects Zack; "And I still don't!"

# 10 Years of Highlights >

Launch of  
**RFDS Healthy Living Program**  
to increase the life expectancy of people living in remote communities

The commencement of **First Aid Training** courses for rural and remote areas

**\$58.4 million**

raised through fundraising thanks to our donors and supporters

Introduction of **hydraulic stretcher-loader system** compatible with the SA Ambulance Service Ferno Washington stretcher

Introduction of organisation-wide **Drug and Alcohol Management Program**

Increase in Total Equity from \$34.9 million to

**\$124.3 million**



**10**  
A DECADE OF GROWTH

Research Fellow  
position in remote  
primary health  
care created in  
**partnership**  
with University of SA

Annual patient  
transports increase

**39%**

to 8943 in 2011/12

Repayment of  
**\$24 million**  
borrowings  
for aircraft  
replacement  
and fleet  
standardisation



Construction of a  
**state-of-  
the-art**

Port Augusta  
Base to house all  
operations under  
the one roof

Redevelopment of  
the Alice Springs  
Base to enhance  
patient management,  
operational  
**efficiency**  
and staff safety

Completion of  
biggest aircraft  
replacement  
program – five  
**Pilatus PC-12/47E**  
an investment  
of \$30 million

More than 500,000  
tourists visit Alice  
Springs Tourist  
Facility

Crews reach  
**5.5 million  
kilometres  
flown per  
annum**

# A decade of reflection >

**Amid an expansion of health services delivered, the spirit of the RFDS remains the same. To provide the finest care to all who live, work and travel in rural and remote and, increasingly, regional Australia.**

**Much can change in a decade in rural and remote Australia. Droughts and floods come and go; life inevitably changes; as do economies, technologies, fashions and lifestyles.**

But the security – and relief – the sight and sound of an approaching RFDS aircraft brings to the sick or injured remains the same.

Whilst our mission for excellence in aeromedical and primary health care remains the same, the role of the RFDS has expanded over the past 10 years to meet the growing and changing health needs of the communities we serve. The mechanisms in which we deliver these services have also evolved, expanding from air, radio and telephone to road, workshops and, of course, the internet.

In areas of aeromedical service, the RFDS has responded to demand. This year RFDS Central Operations aircraft and crew transported almost 9000 patients from remote communities and country hospitals to major city hospitals for emergency and higher levels of care – 39 per cent more than a decade ago.

The introduction and consolidation of specialised primary health, preventative health and medical training programs have also become increasingly important – and valuable – to those living, working and travelling in the bush.

In South Australia and the Northern Territory, the Rural Women's GP Service (RWGPS) has delivered more than 25,000 patient consultations to those who had not

previously had the opportunity nor choice to consult with a female GP in their local town.

With demonstrated benefits to the health and well-being of predominantly female patients through both the consistent delivery, and continuity of the GP provider, the RWGPS has become one of the most successful primary health care programs delivered by the RFDS on behalf of the Commonwealth Government.

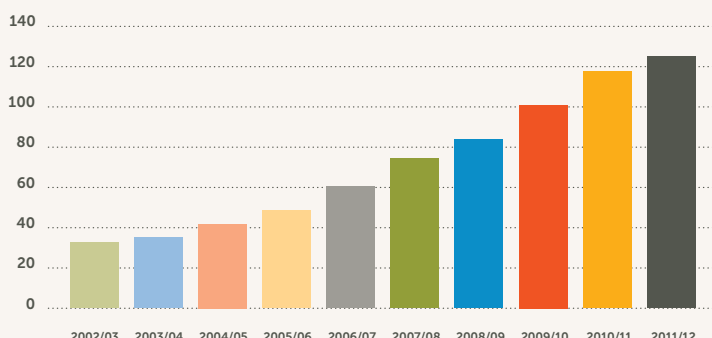
The RFDS Healthy Living Program, established in 2007 with the support of the Li Ka Shing Foundation and ETSA Utilities, is helping individuals and communities in remote areas to adopt diet and exercise principles that support reductions in illness such as diabetes and cardiovascular disease. Almost 400 facilitated group activities have been conducted in this time, with more than 1000 people actively involved in the program to date.

In the past decade we have also provided First Aid training for people in rural and remote communities, facilitated trauma training to health practitioners in remote areas through our Rural Emergency Skills Program (in partnership with the Rural Doctors Workforce Agency), and adopted the management of the RFDS Marree Health Clinic. All of these programs are provided in partnership and on behalf of the South Australian Government.

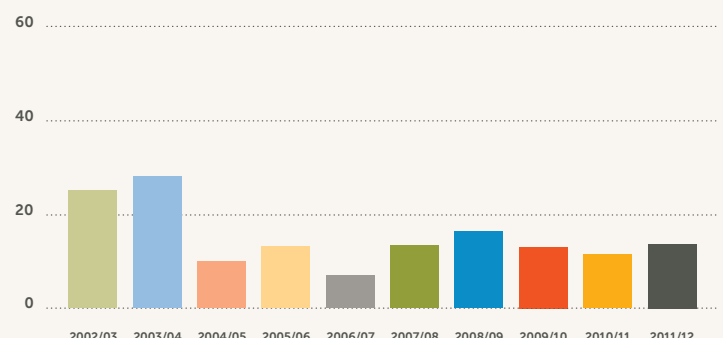
Developments in aviation and diligent management and consolidation of finances – including repayment of \$24 million in borrowings for aircraft replacement back in year 2002 – have underpinned this expansion in health service delivery capability.

## A decade of growth

TOTAL NET ASSETS (\$mil)



COST OF FUNDRAISING (%)





Over the past decade we increased our fleet size from 10 to 11 medically-equipped aircraft, of which seven were replaced at expenditure in excess of \$40 million.

This period finalised the consolidation of our aircraft fleet to a single type – the Pilatus PC-12 – and in 2010/11 we completed the single largest aircraft replacement program in the history of RFDS Central Operations through the acquisition and integration of five Pilatus PC-12/47E aircraft.

It also provided us with the perfect opportunity to honour those groups and individuals who have so selflessly contributed to our organisation over the past 50 years, with the naming and dedication of four of the five new aircraft:

- **VH-FVA** - Our Auxiliaries & Support Groups;
- **VH-FVD** - Our Inaugural Doctors (Doctors John Thomson, John Mickan and Bob Cooter);
- **VH-FVE** - Our Pioneering Women (Nan Young and Dawn Prior); and
- **VH-FVF** - Barry Lodge.

The continuation of ISO9001:2008 accreditation with zero non-conformances and the introduction of a fully electronic incident reporting system further demonstrated an improved focus on safety, quality and risk in all that we do.

The implementation of a National RFDS Costing Model has helped better value our services and assist us negotiate a better understanding of our costs

resulting in redefined contributions from the Commonwealth, State and Territory Governments towards operations and partnered service delivery.

The challenge of raising capital to meet the expansion and upgrade of our aircraft, medical equipment and enhanced operational facilities has been successfully achieved by the fundraising program with the steadfast and overwhelming support from the community.

Almost \$60 million has been raised – at an average cost of fundraising of 13 cents in the dollar – over the past decade on the back of growth in corporate and community supporters, and the doubling of individual donors to the organisation since 2002/03.

Tourism is an ever-present but growing aspect of our business, with a \$3 million redevelopment of the RFDS Alice Springs Tourist Facility just this year and is one of the more recent highlights of the past decade.

It is also pleasing to note that over this time, our Tourist Facility has remained in the 'Top 3' most visited tourist destinations in Alice Springs, with in excess of a half a million visitors attending our facility and learning more about what it is we actually do.

Initiatives such as a midwifery scholarship and new orientation program are helping more new staff to make an easier transition to the RFDS.

The quality of our service depends on our staff, and in order to sustain and further expand our health programs we have entered into the field of education and training to attract and retain a future workforce.

Programs such as a six-week elective for advanced medical students and a GP Registrar placement program at our Port Augusta Base provide the opportunities to spend time with our teams to gain an understanding of our operations and the health needs of rural and remote communities.

Taking the time to look back on what we have achieved this past decade helps us recognise how much we can still do in the next 10 years.

Under the leadership of former RFDS Central Operations President Vanessa Bouilly, and current Chairman David Hills, we have made a marked improvement in financial performance.

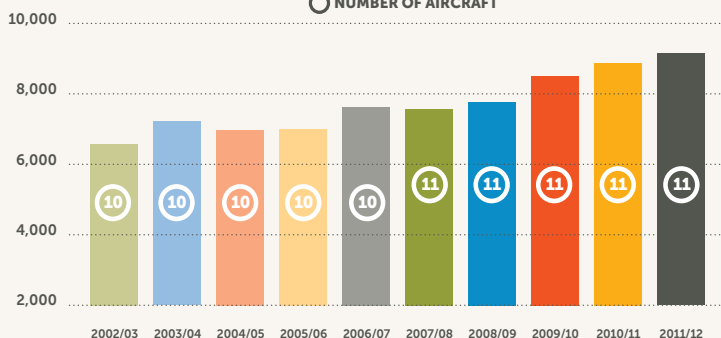
Ten years ago I wrote in my CEO report that: "the people of the RFDS are the backbone of a service that reaches across Australia"

...Today it is also true.

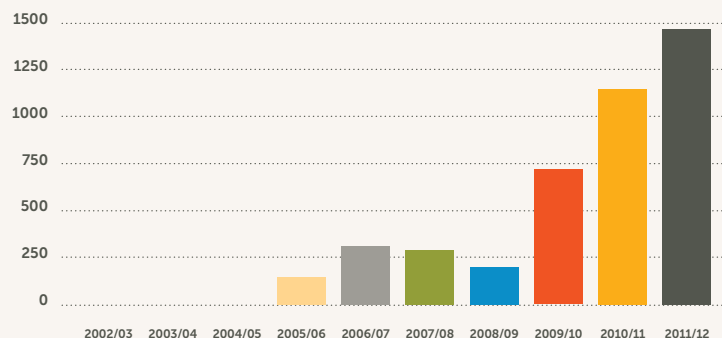
**John Lynch**  
Chief Executive Officer

## PATIENTS TRANSPORTED

○ NUMBER OF AIRCRAFT



## HEALTH PROGRAM PARTICIPANTS



# Our Vision - The Next Decade >

**A world-class aeromedical service will always remain the heart of our operations; however our vision stretches beyond emergency to delivering the finest primary and preventative health care to rural and remote Australians.**

The next decade will undoubtedly mark our most significant investment in both human and physical operational resources as we prepare for another period of expansion and further diversification of our health services delivered to the communities of South and Central Australia.

This includes a \$90 million capital expenditure program recently given in-principle endorsement by the Board for the acquisition – and replacement – of aircraft, medical equipment and new and upgraded infrastructure over the next 10 years.

This significant investment demonstrates our commitment to ensuring that the RFDS continues to work with a fleet of reliable, effective and efficient aircraft, with improved capability and response times and patient comfort. This coupled with scheduled upgrades to medical equipment, ultimately helps us to provide the finest care for our patients.

This commitment will not be achieved of course without the on-going and steadfast financial support of the members of the community who so willingly and generously give in order for others to receive our service in their time of need.

Our vision for the future expands on our traditional emergency work, to position the RFDS as the leading provider of primary and preventative health care services in rural and remote Australia, with an enhanced advocacy role for health policy development based on our knowledge and understanding of remote communities and their needs.

We will see an expansion of our research and education profile. The appointment of a Research Fellow in partnership with the University of South Australia (UniSA) is the first step in analysing and sharing our experience and data with medical researchers and policy analysts, to generate innovative ideas for meeting the challenges facing rural and remote health.

The RFDS will promote its profile as the leading provider of health services in rural and remote Australia by communicating more, not just about who we are, but about everything we do.

We will build on the Service's standing as a leader in community engagement, policy development, patient care, brand promotion and stakeholder engagement.

We look to continue the stable and sustainable financial positioning of recent years, to achieve benchmarks and goals around revenue and expenditure.

We will continue to evolve as we provide a service that is tailored to meet the needs of our communities. As part of this, we want to position the Service in such a way that when governments think of health service providers for rural and remote areas, they immediately turn to the RFDS to integrate our expertise into the new world of health care.

The success, measured in tangible outcomes, of RFDS-developed health programs such as the Healthy Living Program and the pilot Remote Dental Care Program are testament to what we can achieve with support from our community partners.

To sustain and further expand these – and other – primary and preventative health programs we will continue our involvement in the education, training, and ultimately attraction of health graduates to the organisation.

Joint training of medical, nursing and health care students in partnership with educational institutions will produce the next generation of health 'generalists' that will ultimately be required as the number of health providers including GPs continue to decline in country areas, while also broadening the skills of our own people.

As we look inwards it is important we continue to develop our people both professionally and personally, continually challenging and growing their skills so that if or when they leave the RFDS, they leave as an even better person and employee and reflect on their time with us as their best experience.

The RFDS couldn't do what it does 24 hours of the day, 365 days of the year, without the people. As an organisation we must care for our people as they care for our patients, celebrating their triumphs every day and investing in a new generation for the future of the RFDS.

As we celebrate the successes we know they will be plentiful because we know that someone amongst us will do something, somewhere that will make a difference to somebody.

**John Lynch**  
Chief Executive Officer



**The Board has earmarked a \$90 million capital expenditure program over the next 10 years for the replacement of aircraft, medical equipment and upgraded operational facilities.**



# Our Services >

- > Emergency flights for victims of accident or illness.
- > Regular clinic flights to remote communities with teams of doctors, nurses and allied health professionals.
- > The provision of medical chests to isolated properties and communities.
- > The operation of the Marree Health Service and Tennant Creek General Practice.
- > Radio and telephone medical consultations with isolated patients.
- > 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 and the patient journey.
- > Dental care service through a partnership with BUPA Health Foundation and University of Adelaide.
- > 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 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 Alice Springs Tourist Facility, which in 2011/12 underwent significant redevelopment to enhance its presence and improve the tourist experience for locals and visitors from all corners of the world. The \$3 million investment replaced the former RFDS tourist facility with a state-of-the-art tourist attraction. The redevelopment represented an investment of financial proceeds from the previous attraction. Our facility attracts 50,000 visitors from all over the world every year. The RFDS Alice Springs Tourist Facility – the most significant RFDS tourist attraction in Australia – makes an important financial contribution to our capital 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 RFDS 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 region of Victoria. The Adelaide Base is also home to our Healthy Living Program Team, 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 our 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.



# 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 2011/2012

## Top 20 landing locations\*

Whyalla	555
Mt Gambier	517
Renmark	367
Port Pirie	364
Tennant Creek	355
Port Lincoln	340
Kadina	296
Ceduna	266
Kingscote	204
Yuendumu	176
Cooper Pedy	162
Maitland	151
Yorketown	145
Ayers Rock	140
Olympic Dam	126
Naracoorte	120
Yalata	110
Loxton	105
Millcent	99
Warrabri	97



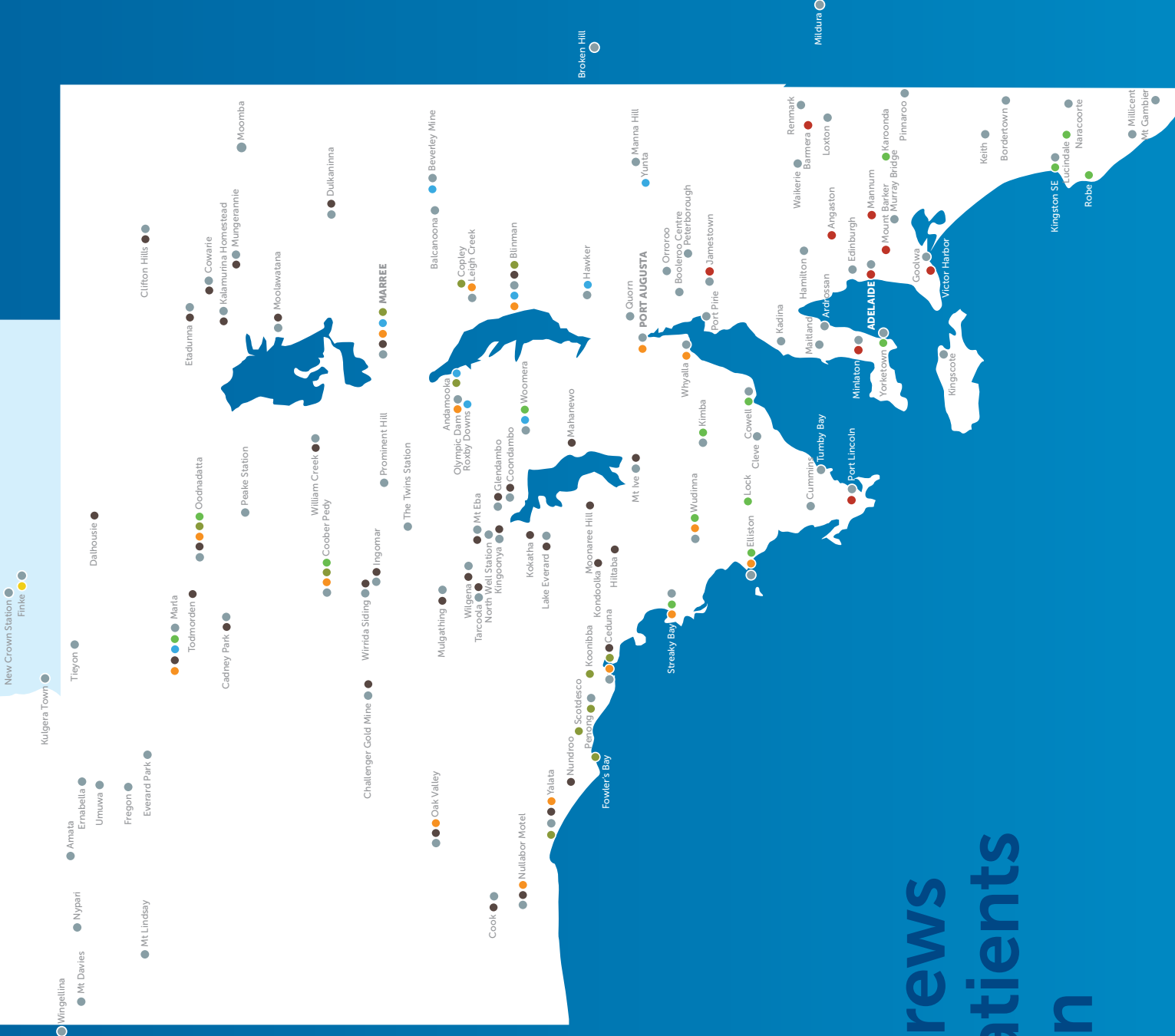
\*Landings in Adelaide, Port Augusta and Alice Springs are not included as these were where our aircraft are based.

## Top Interstate landing locations

<b>Mildura, VIC</b>	<b>166</b>
<b>Essendon*, VIC</b>	<b>69</b>
<b>Broken Hill, NSW</b>	<b>34</b>
<b>Mt Isa, QLD</b>	<b>9</b>
<b>Sydney, NSW</b>	<b>7</b>
<b>Casterton, VIC</b>	<b>6</b>
<b>Horsham, VIC</b>	<b>6</b>
<b>Brisbane, QLD</b>	<b>4</b>
<b>Nhill, VIC</b>	<b>3</b>

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

# In 2011/12 RFDs crews assisted 40,664 patients - that's one person every 13 minutes.



## Health >

	NORTHERN TERRITORY		SOUTH AUSTRALIA			SA/NT
	Alice Springs	Tennant Creek General Practice	Adelaide	Port Augusta	Marree Health Service	Central Operations Total
<b>TELEHEALTH CONSULTATIONS</b>						
Total number of Telehealth Consultations				6,122	567	6,689
<b>PATIENTS ATTENDED</b>						
RFDS General Practice (GP) clinics		3,262		1,886		5,148
RFDS other clinics***		1,947		922	2,974	5,843
RFDS facilitated clinics****	7859**			3327*	304	11,490
Rural Women's GP Service			2,531			2,531
Total number of Patients Attended	7,859	5,209	2,531	6,135	3,278	25,012
<b>PATIENTS TRANSPORTED</b>						
Primary evacuations	1,619		22	57		1,698
Inter-hospital transfers	1,022		4,278	1,816		7,116
Transported from a clinic				44		44
Repatriations	53		32			85
Total number of Patients Transported	2,694		4,332	1,917		8,943
Total number of Patient Contacts	10,553	5,209	6,863	14,174	3,278	40,664
<b>IMMUNISATIONS</b>						
Total number of Immunisations Provided		260		435	11	706
<b>CLINICS CONDUCTED</b>						
RFDS general practice clinics		240		179		419
RFDS other clinics***		240		171	255	666
RFDS facilitated clinics****	884**			504*	48	1,436
Rural Women's GP Service			258			258
Total number of Clinics Conducted	884	480	258	854	303	2,779
<b>HEALTH PROGRAM PARTICIPANTS</b>						
Healthy Living Program				1,186		1,186
Rural Emergency Skills Program			121			121
First Aid Training Program			143			143
Total Health Program Participants	-	-	264	1,186	-	1,450

\* 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 collected and provided by NT Department of Health, Remote Health Branch Alice Springs.

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

\*\*\*\* RFDS facilitated clinics utilises 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	3,867	6,691	4,318	14,876
	Charter	436			436
	Total	4,303	6,691	4,318	15,312
KILOMETRES	RFDS	1,972,555	2,011,678	1,324,436	5,308,669
	Charter	194,632			194,632
	Total	2,167,187	2,011,678	1,324,436	5,503,301
BLOCK TIME (HRS)	RFDS	5,218	5,350	3,503	14,071
	Charter	515			515
	Total	5,733	5,350	3,503	14,586

## 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.

# Our People >

The people of the RFDS are the backbone of a service that reaches across Australia. Their dedication and tireless enthusiasm make the RFDS a uniquely people-orientated organisation.

## Staff Employed >

	FULLTIME	PARTTIME *
ADMINISTRATION	23	7
ENGINEERS / ENGINEERING SUPPORT	13	
GENERAL HANDS		1
HEALTH PROMOTION		3
MENTAL HEALTH / DRUG & ALCOHOL	1	
INDIGENOUS HEALTH WORKERS / LIAISON STAFF	1	
MEDICAL PRACTITIONERS	7	2
OPERATIONAL COORDINATORS	1	
PILOTS	32	2
PUBLIC RELATIONS / FUNDRAISING	7	
RADIO STAFF/TASKING COORDINATORS	8	4
REGISTERED NURSES	29	20
TOURIST FACILITIES / MERCHANDISING / OTHER	2	14
TOTAL STAFF	124	53

\*Includes casual staff.

## Staff – 20 Years >

Wendy Hartley (Senior Flight Nurse, Alice Springs Base)

### OBITUARY

## Brenton Leonard (“Farmer”) Hissey

29 September 1958 – 29 April 2012

Loved and respected by his colleagues, long-serving RFDS Pilot, Brenton “Farmer” Hissey, will be remembered as a loyal and dedicated employee who never failed to display complete devotion to his work.

Up until his passing on 29 April 2012 due to illness, Brenton gave more than fifteen years’ committed service to RFDS Central Operations.

In 1996, he joined the RFDS and began flying from our Alice Springs Base. Soon after, Brenton transferred to our Port Augusta Base and served there for more than five years before returning to the Alice Springs Base to take up the role of Senior Base Pilot.

Prior to becoming a highly respected RFDS Pilot, Brenton was an Eyre Peninsula wheat and sheep pastoralist. He was one of three

children born to Elizabeth (Jean) and Len Hissey and raised in Yaninee.

Brenton always played an active part in his community, wherever he found himself. He was a volunteer for St John Ambulance and a keen member of Yaninee and Wudinna-United Football Clubs, a lively contributor to the camaraderie whilst serving the teams as a trainer.

Brenton enjoyed his annual fishing trip to Venus Bay, camping, lawn bowls, sharing a “yarn” over a BBQ with family and friends and trawling for a recycled bargain to enhance his latest boat or recreational vehicle.

Brenton is survived by his wife Jenny, his children Paul, Julieanne, Tina, Michael, Karri, Matthew, Jenna and Clayton, and six grandchildren.





> RFDS Pilot Ray Mundy with Senior Flight Nurse Vikki Denny.



> Ebony Newman trekked on horseback from Cowell to Cummins raising funds for the RFDS.

# Our Corporate & Community Partners >

**Through the generosity of our Corporate and Community Partners, Donors, Bequestors, Volunteers and Staff, we raised \$6.70 million in 2011/12 – 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  
Adelaide Office Volunteers

## **Event Volunteers >**

Wilpena Under the Stars Committee  
Wings for Life Ball Committee

## **Community Fundraisers >**

AWI Wool Fit For a Prince  
Blinman Cook Out Back  
Blokes Tour to the Outback  
BMW Safari  
Cars 492 & 293 (RFDS Outback Car Trek & Salmon Run)  
Combined Sheep Breeders Social Function  
Cowell to Cummins Trek  
DXNRD.com Takes on Larapinta  
Hanger Op Shop, Murray Bridge  
Kalamazoo Crossing  
Kingoonya Racing Club  
Limestone Coast Hospitality Collective  
Lions Club of Rostrevor Black Hill Challenge  
Lions Club Bush Bash  
Magill Senior Citizens Club  
Mt Gambier Dinner at the Drome  
North Moolooloo Station Golf Day  
Oodnadatta Racing & Horse Sports Inc  
Outback Cycle Adventure Australia  
Pastoralists Ball Committee  
Pelicans on Posties  
Petroleum Exploration Society of Australia Golf Day  
Richard & Sue Jolly's Open Garden  
Robe Comedy Gala  
Roseworthy Agricultural College  
Seymour College Boarders  
Shell Australia Community Drive  
Simpson Desert Bike Challenge  
Southern Grassfed Carcase Classic  
Thiess Prominent Hill Social Club  
Welly's Fun Poker Run  
William Creek Gymkhana Committee



# Our Corporate & Community Partners >

## Major Partners



## Program Partners



## Corporate Partners



## Media Partners



# Board & Management >



**David Hills**  
(FAICD)

## **Chairman**

Commenced on Board – 2005

Attended 11/11 meetings

Chairman Executive Committee; Chairman Board Aviation Resource Committee.

Executive Chairman of Pacific Marine Defence 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.



**Dr Ian Gould AM**

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

## **Deputy Chairman**

Commenced on Board – 1998

Attended 10/11 meetings

Member Executive Committee; Member Board SQR Management 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; Member of the Economic Development Board. Former Managing Director of Normandy Mining Ltd; Former 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.



**Paul Prestwich**

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

## **Treasurer**

Commenced on Board – 1995

Attended 9/11 meetings

Member Executive Committee; Chairman Board SQR Management Committee; Chairman Finance 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.

## **Senior Management**

Chief Executive Officer **John Lynch**

General Manager, Aviation Services **Peter Docking**

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 **Daniel Collingwood**

General Manager, Strategic Projects **Ollie Kratounis**

General Manager, Tourism & Retail **Michael Toomey**

## Directors (left to right)

### Janet Chisholm (MAICD, BCom)

Commenced on Board – 1996  
Attended 7/11 meetings

Member Executive Committee; Chairman Marketing Advisory Committee.

Current pastoralist at Napperby Station, via Alice Springs. Has broad Board experience including 15 years service to the RFDS, and a marketing career in Sydney specialising in advertising and strategic planning.

### Dr Tim Cooper AM (MSc, MD, MBA)

Commenced on Board – 2005  
Attended 5/11 meetings  
(special leave granted)

Member 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 DIY LLC (USA); Board Member of Coopers Brewery Foundation Inc; Deputy Chairman of the Brewers Association of Australia and New Zealand; Chairman of Archbishop's Appeal.

### Glenise Coulthard

Commenced on Board – 1995  
Attended 6/11 meetings

Member Health Advisory Committee; Member Marketing Advisory Committee.

Churchill Fellow 1997. Manager of Aboriginal Health Port Augusta Hospital. Has broad Board experience including 16 years service to the RFDS. Current Board Director of Ninti One (formerly Desert Knowledge Cooperative Research Centre); Board of Directors of the Flinders Ranges National Park Co-Management Board; Board Director of Operations Flinders.

### Brendan Eblen

Commenced on Board – 1995  
Attended 9/11 meetings

Member Board SQR Management Committee; Member 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.

### Hon Graham Gunn AM (JP)

Commenced on Board – 2010  
Attended 10/11 meetings

Member 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.

### Loretta Reynolds (B.Ec, LLB, F Fin, FAICD)

Commenced on Board – 2011  
Attended 7/8 meetings (Appointed to Board 20 October 2011)

Member Finance Committee.

Current Corporate Partner and Chairman of national law firm, Thomsons Lawyers and Non-Executive Director of the State Theatre Company of South Australia. Former Non-Executive Director of Arafura Resources Limited and MTAA Super.



# Financial Reports >

FOR THE YEAR ENDED JUNE 2012



> Flight Nurse Derani Ross caring for a patient during an aeromedical transfer from a regional hospital to a major Adelaide hospital.



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# Summary Financial Report >

FOR THE YEAR ENDED JUNE 2012

## 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 2012 Annual Financial Report, including the Independent Audit Report, is available to all members, and will be sent to members without charge upon request.

### Discussion and analysis of the Statement of Comprehensive Income

The Total Comprehensive Income for the period of \$6.1 million is influenced by the receipt of Interest and Dividends of \$3.4 million, Donations and Sponsorships of \$4.1 million and Legacies and Bequests of \$2.6 million.

### Discussion and analysis of the Statement of Changes in Equity

Net assets have increased to \$124.3 million due to the current year surplus. The Capital Grant Reserve remains unchanged at \$33.0 million to recognise equity for future capital application.

### Discussion and analysis of the Balance Sheet

The Service holds investments of \$57.0 million to support its capital replacement program. In the next five years it is anticipated the capital replacement program will require \$67.8 million at current values including the building of an aeromedical facility at Adelaide Airport, a redevelopment to staff housing in Alice Springs and the purchase of aircraft.

### Discussion and analysis of the Statement of Cash Flows

Net cash used in investing of \$11.7 million reflects the acquisition of property, plant and equipment 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. The acquisition of investments of \$9.4 million reflects the reinvestment of term deposits, additional investments generated by fundraising activities and the maximum utilisation of project funding monies pending acquittal.

Dated at Adelaide this 31st day of August 2012.

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



David Hills  
Chairman

PR Prestwich  
Treasurer

## Statement of Comprehensive Income > FOR THE YEAR ENDED 30 JUNE 2012

	2012 \$	2011 \$
Revenue	32,570,146	30,052,825
Other income	7,672,011	20,463,484
	40,242,157	50,516,309
Employee expenditure	16,963,711	15,601,909
Aviation fuel	4,847,616	4,110,841
Aviation maintenance	2,208,575	2,074,140
Insurance	443,829	543,970
Depreciation and other amortisation	4,132,402	3,769,113
Amortisation of engine overhaul	751,100	830,984
Other expenses	7,786,848	6,738,371
	37,134,081	33,669,328
<b>Surplus before financial income and expense</b>	<b>3,108,076</b>	<b>16,846,981</b>
Financial income	3,416,559	2,595,757
Financial expense	-	(1,036,956)
<b>Net financial income/(expense)</b>	<b>3,416,559</b>	<b>1,558,801</b>
<b>Surplus for the period</b>	<b>6,524,635</b>	<b>18,405,782</b>
<b>Other comprehensive income</b>		
Revaluation of land and buildings	(44,633)	(1,317,740)
Net change in fair value of available for sale assets	(380,871)	86,179
<b>TOTAL COMPREHENSIVE INCOME FOR THE PERIOD</b>	<b>6,099,131</b>	<b>17,174,221</b>

# Summary Financial Report >

FOR THE YEAR ENDED JUNE 2012

## Statement of Changes in Equity > FOR THE YEAR ENDED 30 JUNE 2012

	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
<b>Total comprehensive income for the period</b>						
Surplus for the period	-	-	-	-	18,405,782	18,404,782
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)
<b>Total comprehensive income for the period</b>	(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
<b>Total recognised income and expense</b>	(1,317,740)	-	11,859,635	86,179	6,546,147	17,174,221
<b>BALANCE AT 30 JUNE 2011</b>	<b>11,369,175</b>	<b>6,580,285</b>	<b>32,962,570</b>	<b>208,519</b>	<b>67,121,778</b>	<b>118,242,327</b>
<b>Balance at 30 June 2011</b>	<b>11,369,175</b>	<b>6,580,285</b>	<b>32,962,570</b>	<b>208,519</b>	<b>67,121,778</b>	<b>118,242,327</b>
<b>Total comprehensive income for the period</b>						
Surplus for the period	-	-	-	-	6,524,635	6,524,635
Changes in fair value of available for sale financial assets	-	-	-	(380,871)	-	(380,871)
Change in fair value of Land and Buildings	(44,633)	-	-	-	-	(44,633)
<b>Total comprehensive income for the period</b>	(44,633)	-	-	(380,871)	6,524,635	6,099,131
Transfer (to)/from reserve	-	-	-	-	-	-
Transfer (to)/from retained earnings	-	-	-	-	-	-
<b>Total recognised income and expense</b>	(44,633)	-	-	(380,871)	6,524,635	6,099,131
<b>BALANCE AT 30 JUNE 2012</b>	<b>11,324,542</b>	<b>6,580,285</b>	<b>32,962,570</b>	<b>(172,352)</b>	<b>73,646,413</b>	<b>124,341,458</b>

## Balance Sheet > FOR THE YEAR ENDED 30 JUNE 2012

	2012 \$	2011 \$
<b>Current Assets</b>		
Cash and cash equivalents	5,584,045	8,573,390
Trade and other receivables	4,098,729	3,485,078
Inventories	215,407	152,926
Investments	56,995,143	47,919,895
<b>Total current assets</b>	<b>66,893,324</b>	<b>60,131,289</b>
<b>Non Current Assets</b>		
Property, plant and equipment	64,403,408	65,174,905
Intangibles	155,963	112,405
<b>Total non-current assets</b>	<b>64,559,371</b>	<b>65,287,310</b>
<b>Total assets</b>	<b>131,452,695</b>	<b>125,418,599</b>
<b>Current Liabilities</b>		
Trade and other payables	3,104,383	3,626,432
Employee benefits	3,314,393	3,011,936
<b>Total current liabilities</b>	<b>6,418,776</b>	<b>6,638,368</b>
<b>Non Current Liabilities</b>		
Employee benefits	692,461	537,904
<b>Total non-current liabilities</b>	<b>692,461</b>	<b>537,904</b>
<b>Total liabilities</b>	<b>7,111,237</b>	<b>7,176,272</b>
<b>NET ASSETS</b>	<b>124,341,458</b>	<b>118,242,327</b>
<b>Equity</b>		
Reserves	50,695,045	51,120,549
Retained earnings	73,646,413	67,121,778
<b>TOTAL EQUITY ATTRIBUTABLE TO EQUITY HOLDER</b>	<b>124,341,458</b>	<b>118,242,327</b>

# Summary Financial Report >

FOR THE YEAR ENDED JUNE 2012

## Statement of Cash Flows > FOR THE YEAR ENDED 30 JUNE 2012

	2012 \$	2011 \$
<b>Cash flows from operating activities</b>		
Cash receipts from grants	19,025,746	18,108,119
Cash receipts from customers	13,887,103	11,135,445
Cash paid in the ordinary course of operations	(30,147,926)	(27,918,095)
Cash receipts from tourist activities	1,060,574	1,220,285
Cash receipts from donations, legacies and bequests	6,707,853	7,504,119
Cash paid in the ordinary course of fundraising activities	(1,837,396)	(1,528,091)
<b>Net cash from operating activities</b>	<b>8,695,954</b>	<b>8,521,782</b>
<b>Cash flows from investing activities</b>		
Acquisition of property, plant and equipment	(4,812,435)	(18,321,365)
Acquisition of engine overhaul	(844,929)	(1,447,253)
Acquisition of investments	(9,444,494)	(6,636,796)
Proceeds from capital grants	-	11,859,635
Proceeds from sale of property, plant and equipment	-	2,370,618
Interest received	2,849,323	1,886,675
Dividends received	567,236	709,081
<b>Net cash (used) in investing activities</b>	<b>(11,685,299)</b>	<b>(9,579,405)</b>
Net increase (decrease) in cash and cash equivalents	(2,989,345)	(1,057,623)
Cash and cash equivalents at 1 July 2011	8,573,390	9,631,013
<b>CASH AND CASH EQUIVALENTS AT 30 JUNE 2012</b>	<b>5,584,045</b>	<b>8,573,390</b>

## 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

The accompanying summary financial statements, which comprises the summary balance sheet as at 30 June 2012, 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 2012. We expressed an unmodified audit opinion on that financial report in our report dated 31 August 2012.

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 on the basis described within the summary financial statements.

### 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 2012 are consistent, in all material respects, with the audited financial report, in accordance with the basis described in the summary financial statements.

KPMG

**Paul Cenko**  
**Partner**  
**Adelaide**

31 August 2012

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.

Liability limited by a scheme approved under Professional Standards Legislation.



**We acknowledge and thank from the bottom of our hearts our Corporate Partners, Donors, Bequestors, Members and 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

## **RFDS Offices & Bases >**

### **South Australia**

#### **Adelaide Office**

71 Henley Beach Road  
Mile End SA 5031  
Phone: 08 8238 3333  
Fax: 08 8238 3395  
Email: [enquiries@flyingdoctor.net](mailto:enquiries@flyingdoctor.net)  
Web: [www.flyingdoctor.org.au](http://www.flyingdoctor.org.au)

#### **Adelaide Base**

James Schofield Drive  
Adelaide Airport SA 5950  
Phone: 08 8150 1300  
Fax: 08 8150 1393

#### **Port Augusta Base**

Port Augusta Airport  
Port Augusta SA 5700  
Phone: 08 8648 9500  
Fax: 08 8648 9591

### **Northern Territory**

#### **Alice Springs Base**

Alice Springs Airport  
Alice Springs NT 0870  
Phone: 08 8958 8400  
Fax: 08 8958 8680

#### **Alice Springs Tourist Facility**

8-10 Stuart Terrace  
Alice Springs NT 0870  
Phone: 08 8958 8411  
Fax: 08 8958 8490

## **Health Facilities >**

### **South Australia**

#### **Marree Health Service**

First Street  
Marree SA 5733  
Phone: 08 8675 8345  
Fax: 08 8675 8385

### **Northern Territory**

#### **Tennant Creek General Practice**

Schmidt Street  
Tennant Creek NT 0861  
Phone: 08 8962 2622  
Fax: 08 8962 3364



**Royal Flying Doctor Service**  
CENTRAL OPERATIONS