

24 hours of care,
every day



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

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

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

Nationally, our vital services are delivered via a fleet of 63 aircraft, through the operation of 21 aeromedical bases and five remote primary health facilities across the country.

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

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

> Adelaide Base Flight Nurse
Michael Penno tends to a patient.

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

It operates three aeromedical bases located in Adelaide, Port Augusta and Alice Springs, as well as a primary health care facility in Marree on the Birdsville Track.

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

Our Vision >

A mantle of health care services, 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 >

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

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

We can look back on 2013/14 with pride as we reflect on a year of consolidation for Royal Flying Doctor Service (RFDS) Central Operations.

During the year we progressed with lease negotiations with Adelaide Airport Limited (AAL) and the development of our exciting plans for the new Adelaide Base Development.

RFDS Central Operations will be a foundation partner in a new aeromedical precinct at Adelaide Airport which, in future, will host all service delivery partners of the State Retrieval Service, including the rotary wing service provider and MedSTAR.

We are planning construction of this facility in 2015 with occupancy in 2016.

In April we officially opened our staff housing complex in Alice Springs, the Bill and Dawn Prior Village, consolidating the major investment in Central Australia by the RFDS with the redevelopment of the Alice Springs Tourist Facility last year, and the Alice Springs Base precinct at the airport the year before.

These initiatives represent major advances in the improvement of service delivery, patient well-being and staff comfort and safety throughout our organisation.

Since its opening, the Bill and Dawn Prior Village has been fully occupied with staff and allied health professionals taking part in our regular clinic flights to remote areas where they deliver a range of primary and allied health services.

The 13-townhouse complex has been named in honour of Bill and Dawn Prior, two of the organisation's longest serving volunteer supporters. The opening ceremony also marked the 75th anniversary of the establishment of the RFDS Alice Springs Base in April 1939.

I'm also pleased, and proud, to report that the RFDS has been named Australia's most reputable not-for-profit organisation for the third year in a row. The result was reported in the 2013 Charity Reputation Index which is an annual study by research group AMR in partnership with the Reputation Institute.

That reputation was generously acknowledged during the year with magnificent support from the public, our sponsors, volunteers and RFDS staff at our two biggest annual fundraising events.



I'm pleased, and proud, to report that the RFDS has been named Australia's most reputable not-for-profit organisation for the third year in a row.



> Port Augusta Community Health Nurse Cheryl Boles and Dr Betsy Williams at a fly-in clinic in the Gawler Ranges.

More than 600 people gathered at our signature outback ball, *Wilpena Under the Stars*, in February in the Flinders Ranges and raised more than \$85,000.

In May, the Adelaide Entertainment Centre was transformed into a Moroccan Bazaar as the theme for our annual *Wings for Life Gala Ball*. Again, the generosity of our event sponsors, volunteers, prize donors and 930 guests, helped to raise \$190,000.

Whilst we are supported by our Commonwealth, South Australian and Northern Territory governments, it is through these crucial fundraising events and the hard work of our loyal auxiliaries and support groups, loyal donors and corporate partners, that we are able to raise the funds for the replacement of our fleet of Pilatus PC-12 aircraft and the medical equipment required to deliver the quality services that form the basis of our very existence.

A particular honour for RFDS Central Operations was to be the nominated charity at the SA Government House Open Day in November 2013. RFDS staff were invited

to attend and more than 3,500 people passed through the gates, contributing gold coin donations as they went on to tour the magnificent North Terrace mansion.

It has been a great year, and I would like to thank all staff for their commitment to the organisation and important work it conducts 24 hours per day, every day of the year.

Looking to the future, the Board has committed to a further strategic planning workshop in the latter half of 2014 which will steer the path of RFDS Central Operations for the next three years.

I would like to thank our CEO John Lynch for his strong leadership in contributing towards the direction of RFDS Central Operations, and also to the organisation's national agenda particularly at a time of changing priorities among governments.

Finally, thanks are due to my fellow Board Members, all of whom are continuing their roles, and have given their time generously in providing wise counsel and sound governance to the organisation.

On behalf of RFDS Central Operations, I thank our government partners at Commonwealth, State and Territory levels, and our many corporate supporters, countless public donors, volunteers and staff.

I could not conclude this year's Chairman's report without acknowledging the support as Patron of RFDS Central Operations by His Excellency Rear Admiral Kevin Scarce AC, CSC, RANR, Governor of South Australia, who retired as Governor in September 2014.

We look forward to welcoming his successor, former Lieutenant Governor, Mr Hieu Van Le, as new SA Governor and as our new Patron of RFDS Central Operations.

David Hills

David Hills
Chairman



On any given day you'll find the breadth and depth of the work of our dedicated aeromedical crews, clinicians, engineers and operations coordinators at the RFDS a testament to their commitment in providing quality services to those we are privileged to serve.

Together, our team delivers the finest care to the furthest corners, 24 hours per day, every day of the year.

From the humble beginnings of the Reverend John Flynn's 'Flying Doctor' scheme in 1928, and the opening of our Alice Springs Base in 1939, RFDS Central Operations now makes almost 48,000 patient contacts in South Australia and the Northern Territory every year.

We are proud of what we do and how we do it, and this year we want to share with you the events of a single day in our life (see page 14). We believe it makes for interesting reading and we trust it provides you with a greater understanding and appreciation of not only what we do, but how and when we do it.

The RFDS is well known for our aeromedical emergency evacuation and inter-hospital transfers. Less well known is our delivery of a comprehensive range of primary health care services and health education programs to people living in remote parts of Australia.

On the aeromedical front we have just completed the first year of our nine-year contract with the SA Government to provide fixed-wing aeromedical inter-hospital transfer and emergency retrieval services throughout South Australia.

Being awarded this contract was one of the biggest achievements in the history of RFDS Central Operations because it provides our patients with continuity of the finest care and the organisation with an assured income stream over consecutive years. This has allowed us to consolidate our forward planning

and to continue delivering our services with added confidence.

As ever, we will be there, providing the finest care to those living, working or travelling in the most remote parts of Australia, but also rural towns and our regional cities. This year we have had a record number of landings with 15,646 flights as either emergency aeromedical evacuations, inter-hospital transfers or clinic flights delivering primary health care services.

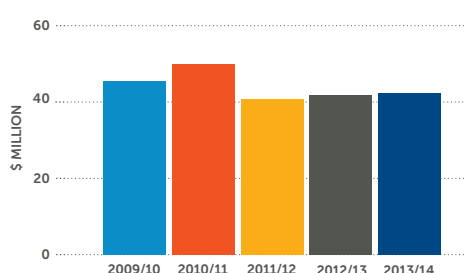
In addition, our successful Healthy Living Program has moved from strength to strength and is now assured of 10 years of funding through the generosity of the Li Ka Shing Foundation. This will take the program through to 2017, delivering services spanning diet, fitness, and general health and well-being to increase the life expectancy of people living in the bush.

We applaud the Foundation for their vision and decade of commitment.

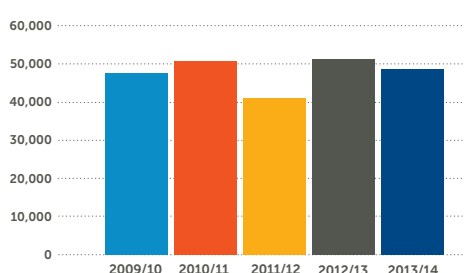
We have also extended our Remote Oral Health Care Program for another three years after a successful pilot program in collaboration with the University of Adelaide School of Dentistry which provided dental and oral health education services to communities in and around Marla, Marree and Oodnadatta.

A decision by Adelaide Airport Limited (AAL) to join with us as a Program Partner in 2014 means that we can both continue and extend the program to include remote communities along the Birdsville Track and in the Gawler Ranges. We are extremely grateful to AAL for their generosity and support of this funding partnership.

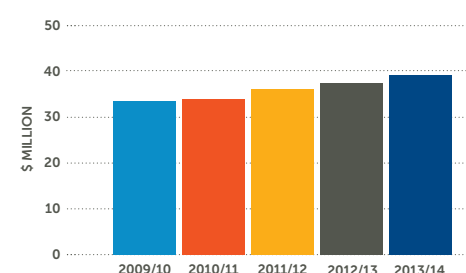
TOTAL REVENUE



PATIENT CONTACTS



EXPENDITURE



Another highly successful program has been the RFDS Rural Women's GP Service (RWGPS). This program provides vital services through female GPs to women in remote areas who would not normally have access to a female GP.

We are keen for the Commonwealth to continue funding the RFDS to deliver the RWGPS as it provides significant – and tangible – benefits to women living in rural and remote Australia by giving them a gender choice of GP.

The RFDS continues to deliver the Rural Emergency Skills Program with LearnEM for rural and remote doctors to ensure they are appropriately qualified to provide emergency services in rural hospitals. This highly respected program is delivered in partnership with the Rural Doctors Workforce Agency to 12 rural locations each year.

I'm delighted to report on the activity of RFDS Central Operations in 2013/14, including:

- > 5.47 million kilometres flown;
- > 15,646 landings at 176 locations;
- > 8,924 patients transported;
- > 3,359 remote primary health clinics;
- > 733 immunisations;
- > 4,090 mental health consultations;
- > \$6.84 million generated from fundraising at a cost of 14 cents for every dollar raised.

From a governance perspective, an agreement was also established between RFDS Central Operations and Aeronautical Engineers Australia (AEA) to provide

enhanced arrangements for maintenance and support for the stretcher-loading devices (SLD) fitted to our medically-equipped Pilatus PC-12 aircraft. This agreement gives us access to licenced Intellectual Property from AEA to allow RFDS Central Operations to undertake certain maintenance and spare part procurement in respect of the SLDs.

In practice, the agreement means reduced maintenance costs for the SLDs and improved efficiencies in providing on-going engineering support of the loaders.

Another development which improves the efficiency of the organisation is the establishment of weekly RFDS-MedSTAR clinical audits which is a further sign of the strengthening relationship between RFDS, SA Ambulance Service (SAAS) and its medical retrieval service delivery partners.

We are indeed extremely proud of these partnerships.

A significant development in staffing at the organisation in the past year has been the appointment of a Chief Operating Officer, Tony Vaughan ASM, who commenced with RFDS Central Operations in April 2014.

Tony brings with him a wealth of experience in clinical and health service delivery, emergency services and medical retrieval, from his 32 years of service with SAAS. Prior to joining us, Tony was General Manager, MedSTAR Emergency Medical Retrieval Service.

I would like to extend my thanks to all of our staff for their significant contribution throughout the year. Each and every one

of you play your part to ensure we can deliver care to others because we, as a team CARE.

We appreciate that in many cases our crews have had to work above and beyond the call of duty. It is this kind of dedication that makes the RFDS the widely admired and respected service it is, and our staff are the fundamental reason for our standing in the community.

Thanks are also extended to the families of our staff who recognise that at times there is a need for their loved ones to sacrifice their time to get the job done; we appreciate their support.

We also thank our Commonwealth, South Australian and Northern Territory Governments for their continued support and encouragement along with the outstanding contributions from our auxiliaries, support groups, corporate partners and donors, as without your efforts we could not deliver all that we do.

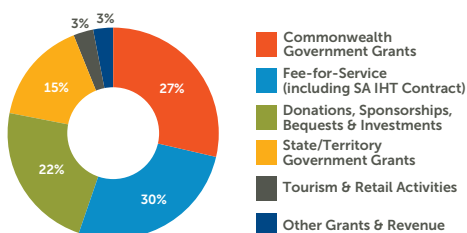
In closing I acknowledge our Board Members for their vision, passion, commitment and support to us all as we move into a future planned for expansion and capable of delivering.



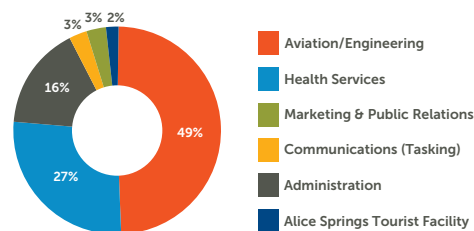
John Lynch
Chief Executive Officer



SOURCES OF FUNDING



SOURCES OF EXPENDITURE



MEETING THE FUNDING CHALLENGE





**\$6.84
million**

generated from donations
and fundraising

47,966

patient contacts

Record-breaking

**Wings for Life
Gala Ball**

in Adelaide

**Official
opening**

of Bill and Dawn
Prior Village

Awarded

**most
reputable**

not-for-profit organisation

> Over Commonwealth Hill Station, south west of Coober Pedy.



**12%
increase**

in visitors to
Alice Springs
Tourist Facility

**7.4%
increase**

in primary
evacuations

Three-year
extension of
**Remote Oral
Health Care**
Program

**5.4%
increase**

Rural Women's GP
Service consultations



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 allied health professionals;
- > The provision of medical chests to isolated people and communities;
- > Radio and telephone medical consultations with isolated patients;
- > The operation of the Marree Health Service;
- > A Rural Women's General Practitioner Service which provides gender choice to rural and remote patients;
- > A Healthy Living Program aimed at helping individuals and communities in remote areas adopt exercise and diet principles to support well-being and reductions in illness related to diabetes and cardiovascular disease;
- > An Aboriginal Health Coordinator with a focus on service to Aboriginal communities;
- > A Remote Oral Health Care Program which delivers regular dental services and oral health education in communities without a permanent dentist;
- > Inter-hospital transfer of patients both within SA and the NT and interstate for specialist treatment or life-saving surgery;
- > A Primary Care Outreach Program where we provide fly-in health clinics by physiotherapists, occupational therapists, diabetic educators, mental health workers and speech pathologists to remote communities;
- > A Mental Health Outreach Program that enables clinicians to make regular visits to remote communities;
- > A NT Clinic Charter service which reliably and safely delivers health professionals to remote settings throughout Central Australia;
- > A Rural Emergency Skills Program for rural and remote doctors, nurses and other health professionals to ensure their skills are up to date;
- > A First Aid Training Program for people living in rural and remote communities aimed at assisting them to be the primary responder to accidents in their areas.

Aeromedical Bases >

Alice Springs

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

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

Port Augusta

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

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

Adelaide

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

The Adelaide Office houses Executive, Corporate Services, Marketing & PR (fundraising), Human Resources, Safety Quality & Risk and Health Services staff, including our Healthy Living Program team.

Health Facility >

Marree

The Marree Health Service provides a Registered Nurse out-patient 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 and Remote Oral Health Care Program.





On any given day, in the depth of night or the clear light of day, our crews are ready to provide the kind of assistance that has made the RFDS the most comprehensive and largest aeromedical service in the world.

In 24 hours you can fly to Europe; 24 hours is two shifts on a mining site.

The best part of 24 hours is how far many people living in outback Australia need to drive to access the most basic medical and allied health services the rest of us have come to expect.

In just 24 hours, the RFDS delivers the finest care to the furthest corners: that is, the delivery of quality care, every 24 hours, seven days a week, 12 months a year.

Be it an aeromedical emergency retrieval of a critically injured patient in a desert highway motor vehicle accident, the delivery of mental health services to remote communities, oral health care to school children and families in isolated settlements, telehealth consultations by telephone or HF radio, a visiting female GP service, or a fly-in primary care clinic taking health professionals to rural communities: the Flying Doctor is always there.

The notion of the 'mantle of safety' for the outback formed the backbone of the Reverend John Flynn's vision for an aeromedical service that would provide medical care for people living, working and travelling in rural and remote areas of Australia.

On just one day, Wednesday 9 October 2013, RFDS Central Operations flew

over 25,700 kilometres to provide emergency and essential health care services to 166 people throughout South and Central Australia:

- > 24 patients flown on aeromedical flights;
- > 21 patients treated at remote primary health clinics;
- > 25 patients consulted by the Rural Women's GP Service;
- > 18 patients assisted by mental health clinicians;
- > 4 patients consulted over the telephone; and
- > 74 patients treated by allied health clinicians.

This day started shortly after midnight when the Port Augusta night crew departed for Renmark to conduct the urgent inter-hospital transfer of a patient from Renmark to Adelaide, and concluded at 11.10pm when a crew from Alice Springs Base closed the doors on VH-FGT to conduct the primary evacuation of a critically-ill patient from Giles airstrip over the Western Australian border, 750km south-west of Alice Springs.

This was an ordinary day like any other. On the following pages we take a closer look at how these 24 hours unfolded and discover why the RFDS is the largest and most comprehensive aeromedical service in the world.



On this day, our crews flew over 25,700 kilometres to provide emergency and essential health care services to 166 people throughout South and Central Australia.





00:25

THE DAY STARTS WHEN AN AEROMEDICAL CREW FROM PORT AUGUSTA BASE TAKES OFF IN 'FOXTROT-GOLF-TANGO' HEADED FOR THE RIVERLAND TO TRANSFER A PATIENT FROM RENMARK HOSPITAL TO THE ROYAL ADELAIDE HOSPITAL.

Inter-hospital transfer

In a first floor room with long windows overlooking the Port Augusta aerodrome the Operations Coordination Centre (OCC) at the RFDS Port Augusta Base is the nerve centre of RFDS Central Operations, receiving all medical emergency and health-related calls 24 hours a day, every day of the year.

The OCC's first task of the new day is to despatch Pilot Neil Tucker and Flight Nurse Sonia Lyon in the depth of night to evacuate a patient from Riverland Regional Health Service in Renmark for an urgent transfer to the Royal Adelaide Hospital.

The patient needs to be transferred quickly to a higher level of care for further investigation after complications and the discovery of presence of blood in the urine; a medically-equipped Pilatus PC12 aircraft is the quickest way to access acute medical care, as the alternative is three and a half hours away by road.

"We endeavour to perform our work with the utmost care, ensuring the safety and well-being of patients and staff at all times, but there are a number of things we need think about when working night shift," Sonia says.


"You always feel a little anxious about how weather conditions can affect the flight, the medical condition of the patient and the emotional state of their escort once the plane meets them."

Today, the RFDS will transfer 20 patients on aeromedical flights from a country hospital to a major hospital in South Australia and the Northern Territory for life-saving treatment or higher levels of care.

In 2013/14, RFDS Central Operations conducted the transfer of 7007 patients – an average of 19 per day – between country hospitals and major centres.

Better known for helping those living in the bush, the RFDS flights included the weekly transfer of Adelaide patients to interstate hospitals for life-saving operations such as organ transplant and heart surgery on newborn babies.

7007 inter-hospital transfers in 2013/14



> Night shift prepares to depart Port Augusta Base for an inter-hospital transfer from Renmark.

Working night shift adds another layer of factors that the crew need to consider before setting out on a task in the middle of the night.

Sonia Lyon, RFDS Flight Nurse





08:05

*AN RFDS AIRCRAFT
LANDS IN LEIGH CREEK WITH
FIVE ALLIED HEALTH CLINICIANS
ON BOARD TO CONDUCT
REMOTE CLINICS AS PART
OF THE RFDS PRIMARY
CARE OUTREACH PROGRAM.*

Primary Care Outreach Program

Several times a month Occupational Therapist Dani Kelly and Child and Family Health Service Nurse Carolann Hodshon get to take their work out of the office and meet people in some of the most remote parts of the country.

On this day they have landed early in the morning for a regular RFDS Primary Care Outreach Program (PCOP) clinic where the RFDS takes teams of allied health professionals to remote towns and communities to provide services not normally available to locals, or if they are it can often be up to a day's drive away.

Both Dani and Carolann are accompanied today by a Speech Therapist, a student Speech Therapist and a Physiotherapist. For the next seven hours the team will conduct a clinic providing allied health services to this remote town and those living in surrounding communities.



"The Primary Care Outreach Program is so important because it gives people living in remote areas access to allied and mental health services that they would otherwise need to travel large distances for," Dani says.

Both Dani and Carolann are based in Port Augusta and employed by the SA Government at the Port Augusta Regional Hospital and Regional Health Service but regularly take part in the RFDS program to provide vital allied health and mental health services to remote communities.

Meanwhile, in a similar program in the Northern Territory, a team of NT Health clinicians are transported by the RFDS from Alice Springs Base to facilitate health clinics at the remote communities of Baikai, Alpururulam and Willowra.

In 2013/14, RFDS Central Operations facilitated 2044 health clinics throughout South and Central Australia which provided 19,323 allied and preventative health consultations to people living in the bush.

**2044 facilitated
clinics in 2013/14**

 **These services really assist families and individuals to reach their potential, despite the unique challenges they face living in isolated regions of the country. **

Dani Kelly, Occupational Therapist



> Occupational Therapist Dani Kelly and Family Health Service Nurse Carolann Hodshon about to set off for Leigh Creek.

For other services we have to drive six and a half hours to Port Augusta, or nearly 1000 kilometres to Adelaide.

Ashlee White, Cowarie Station



> Ashlee White with baby Thomas, Cowarie Station, Birdsville Track.

12:05

AFTER 90 MINUTES OF FLYING FROM PORT AUGUSTA BASE VIA MARREE, THE RFDS PRIMARY HEALTH CARE TEAM LANDS AT COWARIE STATION FOR THE FIRST OF ITS MONTHLY GP HEALTH CLINICS TO STATIONS ALONG THE BIRDSVILLE TRACK.

Primary Health Clinic

There is no doubt that improved access to more sophisticated telecommunications over the past decade has gone some way towards reducing the sense of isolation felt by many in living in remote stations and communities.

But there is one thing that hasn't changed, and that is the importance of seeing a doctor or a health nurse face-to-face when you need one, especially if the nearest GP practice is almost seven hours' drive away.

Ashlee White is the fifth generation of the Oldfield family which has run Cowarie Station on the Birdsville Track since the 1930s. On this day, Ashlee is pregnant with her second child and receives her monthly antenatal consultation from RFDS Community Health Nurse Cheryl Boles and Dr Alistair Miller, an RFDS doctor for 25 years.

"Dr Miller has been my doctor since I was four months old; it's the personal touch and that continuity of care that we appreciate the most, particularly when you are pregnant and raising young children," Ashlee says.

"The RFDS is always available on the telephone, but it's so important to be able to have them visit once a month, or as required."

Operating from the Port Augusta Base, the fly-in RFDS clinic team of Doctor, Community Health Nurse and GP Registrar conducts visits on a weekly, fortnightly or monthly schedule to the vast upper reaches of SA, spanning from Cook in the far west to the Birdsville Track, beyond the Flinders Ranges in the east, and cattle stations on the fringe of the NT border.

Through its full range of services, the RFDS provides safety, security and convenience for families on farming properties, in Aboriginal communities, miners working in isolated camps, tourists and others living and travelling in rural communities.

In 2013/14, RFDS Central Operations conducted 8383 remote primary health consultations between the Port Augusta GP clinic team, Marree Health Service and Tennant Creek General Practice.

8383 primary health consultations in 2013/14



12:25

RFDS LIFESTYLE ADVISER SOPHIE PALYGA HOLDS THE ATTENTION OF A GROUP OF CHILDREN AT ANDAMOOKA PRIMARY SCHOOL, 600 KILOMETRES NORTH OF ADELAIDE, AS SHE TALKS ABOUT HEALTHY EATING AND HEALTHY LIVING HABITS.

Healthy Living Program

Sophie's lesson to a hungry lunchtime audience shows the children how to prepare simple, healthy meals as part of the RFDS Healthy Living Program (HLP), now in its seventh year.

The other side of this RFDS-developed program is about physical activity and how it relates to general good health and well-being. After the school session the HLP team spends the afternoon running a physical activity and well-being class with a group of Roxby Downs adults.

The goal of the program is to help people living in remote communities develop a structured approach towards improving their general health as a way of reducing the risk of diabetes and cardiovascular disease.

Alison Day, RFDS Health Services Program Manager, says the HLP team work with people who live in remote communities where there are few, if any, opportunities for education in lifestyle, exercise and good nutrition.

"They do this by encouraging them to be more active and to learn more about healthy food choices," Alison says.

In 2013/14, 636 adults and children had taken part in regular HLP nutrition and physical activity sessions in Roxby Downs, Andamooka and neighbouring communities in the Gawler Ranges, as well as Flinders Ranges and the Eyre Peninsula regions.

Supported by the Li Ka Shing Foundation, the good news is the HLP has been guaranteed funding for another three years to the end of 2016/17.

636 Healthy Living Program participants in 2013/14

Our team has started up walking groups, been involved in training 'community foodies' and they visit schools to talk to children about eating healthy lunches and the importance of being active. ♡

Alison Day, RFDS Health Services Program Manager



To run a group using art and story telling is going to be a much more successful way of teaching rather than a didactic 'stand and deliver' lesson.

Lynne Henderson, RFDS Mental Health Clinician



*RFDS MENTAL HEALTH
CLINICIAN LYNNE HENDERSON
ARRIVES IN INKAWENYERRE,
A SMALL SETTLEMENT IN
THE UTOPIA COMMUNITY,
AFTER A FOUR-HOUR ROAD
TRIP NORTH OF ALICE SPRINGS.*

Mental Health Outreach Program

The women of Inkawenyerre have been taking part in a different kind of mental health therapy, known as 'narrative therapy', which taps into the centuries-old tradition among Aboriginal people of story telling and expression through art.

Lynne says that at the family Urapuntja Clinic the women and the children recreate what you see on any given evening in the Aboriginal community, that is, people sitting around the fire, relating with each other and telling stories.

"The activity is enjoyable for participants with group members often laughing and supporting one another as they tell stories and work on their painting – all while promoting good mental health living practice," Lynne says.

The RFDS Mental Health Outreach Program conducted 4,090 consultations in isolated communities throughout Central Australia in 2013/14, providing culturally appropriate in-field treatment of mild to moderate diagnosable mental illness to outback communities where there is little or no other clinical mental health service.

Outcomes of the program have been significant. There has been a reduction of admissions of 'acute' patients from these communities to the Mental Health Inpatient Unit at the Alice Springs Hospital.

Visiting communities on a weekly/ fortnightly basis, the multi-disciplinary RFDS team of clinicians delivers effective treatment strategies including cognitive behavioural therapy, narrative therapy, brief interventions, counselling, motivational interviewing and community development.

In today's session, Lynne uses a painting by Aboriginal elder Andrew Japaljarri Spencer and narrative therapy to insert a mental health message and to guide the group to developing artwork with a message that will encourage healthy living.

"The goal of this group activity is prevention and harm minimisation in relation to the impact of mental illness. It is actually psycho-education but presented in an enjoyable way which is culturally appropriate," Lynne says.

**4090 mental health
consultations in 2013/14**

Inkawenyerre women (left to right) Audrey Morton, Stephanie Nelson and Janice Clarke, taking part in painting therapy.





16:00

DARWIN-BASED GP, DR ROXANE CRAIG, SEES THE LAST OF EIGHT PATIENTS FOR THE DAY AT HER RURAL WOMEN'S GP SERVICE (RWGPS) CLINIC AT THE COMMUNITY OF LAJAMANU, 557 KILOMETRES SOUTH-WEST OF KATHERINE IN THE NORTHERN TERRITORY.

Rural Women's GP Service

Lajamanu, a remote traditional Aboriginal community situated on the northern edge of the Tanami Desert, has been host to Dr Craig's clinics for one day each month since May 2013.

"The greatest benefit of the RWGPS is enabling people in remote parts of Australia to access help from a female doctor with whom they can form a long-term relationship often for very personal issues they do not feel comfortable discussing with male doctors," Dr Craig says.

"This has ranged from mental health issues and menopausal symptoms to contraception for young females and even a PAP smear after a 10 year interval as they were uncomfortable seeing a male doctor for that."

Dr Craig says the highly popular – and successful – RWGPS is to provide women in rural and remote communities access to a female GP where this service is limited or simply not available.

Elsewhere on the same day, the RFDS also conducts RWGPS clinics at Canteen Creek, 300km south-east of Tennant Creek in the NT where 12 patients attend consultations, as well as another held at Coober Pedy in South Australia where five patients attend.

In 2013/14, a total of 2115 consultations were delivered by a female GP at 233 RWGPS clinics held throughout South Australia and the Northern Territory.

SA clinic locations include Marla, Oodnadatta, Coober Pedy, Woomera, Wudinna, Elliston, Cowell, Lock, Robe, Lucindale and Kingston, and NT locations in Lajamanu, Borroloola, Lake Nash, Timber Creek, Areyonga, Epenarra, Canteen Creek, Hermannsberg, Yulara, and Umbakumba.

2115 female GP consultations in 2013/14

This service is providing women living in remote Australia with access to the basics of medical care that all Australians have come to expect.

Dr Roxane Craig





Callers can receive advice on how to treat an illness, receive a prescription from their RFDS Medical Chest, if required, or simply discuss the problem.

Dr Betsy Williams

18:30

DR BETSY WILLIAMS COMPLETES HER SIXTH TELEHEALTH CONSULTATION FOR THE DAY, THIS TIME WITH A MINE WORKER CALLING FROM AN OIL RIG 40 KILOMETRES OUTSIDE MOOMBA IN SOUTH AUSTRALIA'S GAS FIELDS.

As the on-call doctor for the day, Dr Betsy Williams takes calls over the telephone and the HF radio to attend to cases ranging from medical emergencies to general health queries from people who live, work or travel in the most remote parts of the country.

Fortunately, none of her incoming calls on the day result in an aeromedical evacuation.

On-call 24 hours a day, seven days a week, there is always an RFDS Doctor on hand to respond to telehealth calls received by the RFDS Port Augusta Base.

"People who live on outback stations or nurses who work in remote communities can feel very isolated when there is an accident, illness or mishap," Dr Williams says.

"For them, the RFDS phone number can be a lifeline, knowing that once they ring help is on the way or if they need advice, they can simply phone any time, 24 hours a day.

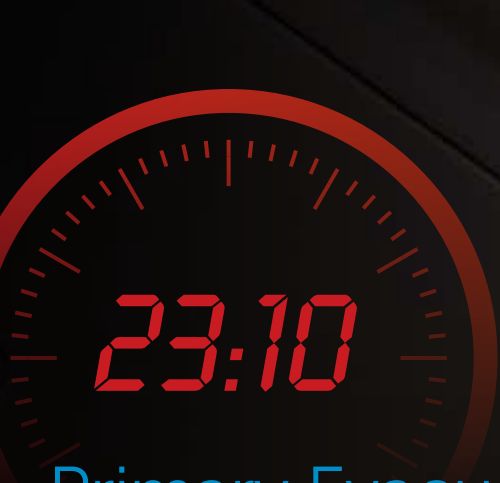
Telehealth Consultation

"Using this phone number they can talk with a doctor who knows where they live and what their situation is from seeing them on previous remote primary health clinic visits."

A total of 5035 telehealth consultations – an average of 14 calls per day – were completed by RFDS Central Operations in 2013/14. Among these, 798 remote consultations were conducted by the Clinical Health Nurse June Andrew OAM from the Marree Health Clinic.

The on-call RFDS Doctors often provide advice to rural doctors, remote area nurses, allied health staff and Aboriginal health workers.

5035 telehealth consultations in 2013/14



23:10

Primary Evacuation

*A CREW FROM THE
RFDS ALICE SPRINGS BASE
LANDS AT GILES, JUST OVER
THE WESTERN AUSTRALIAN
BORDER, TO EVACUATE
A SERIOUSLY ILL WOMAN
WITH A BLOCKAGE TO HER
AIRWAY WHO NEEDS
URGENT HOSPITAL CARE.*

After stabilising the patient on the ground, Flight Nurse Fran Neylon and Pilot Tyron Hassan commence their 95-minute flight in darkness back to Alice Springs – equivalent to 900 kilometres by road – so that the patient can be admitted to hospital for specialist care.

It was the fifth primary evacuation completed by crews this day.



In 2013/14 RFDS Central Operations conducted 1,796 primary evacuations from isolated station airstrips, highways and communities throughout South and Central Australia.

Flight Nursing keeps Fran Neylon on her toes as she never knows what she'll be called on to tackle next.

"The environment we work in is unique – mostly purely outback Australia. The work and teamwork is rewarding and fun," Fran says.

"I am proud to say, like the RFDS motto states, RFDS 'provides the finest care to the furthest corner', as that's exactly what we do," she says.

**1796 primary evacuations
in 2013/14**

 **My work is a wonderful opportunity to use all my nursing skills from emergency and acute care to paediatric and midwifery in the one environment.** 

Fran Neylon, RFDS Flight Nurse

> Flight Nurse Fran Neylon prepares for the late night primary evacuation.



Top 20 landing locations*

WHYALLA	551
MT GAMBIER	522
RENMARK	479
TENNANT CREEK	454
PORT PIRIE	402
PORT LINCOLN	339
KADINA	304
CEDUNA	268
COOBER PEDY	196
YUENDUMU	191
MAITLAND	179
KINGSCOTE	165
WARRABRI	154
NARACOOORTE	135
ULURU	132
YORKETOWN	128
WAIKERIE	124
OLYMPIC DAM	111
PAPUNYA	99
YALATA	95

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

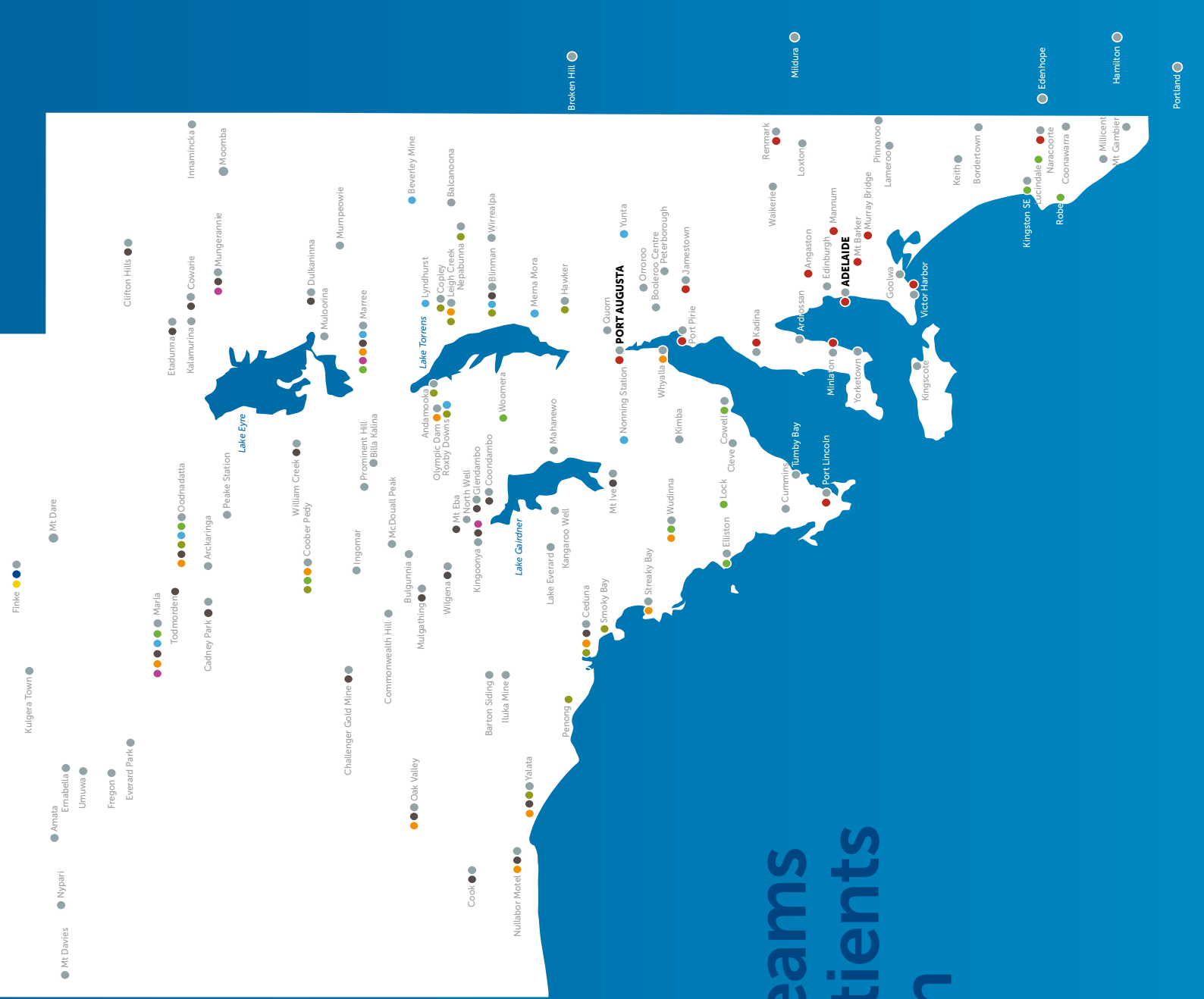
Top interstate landing locations

MILDURA VIC	32
ESSENDON VIC	22
BROKEN HILL NSW	7
SYDNEY NSW	4
WARBURTON RANGE WA	2
BOURKE NSW	1
CHARLEVILLE QLD	1
GOULBURN NSW	1
GRAFTON NSW	1
HAMILTON VIC	1
PORTLAND VIC	1



- 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
- Remote Oral Health Care Program
- Mental Health Outreach Program
- Aircraft landings in 2013/2014

In 2013/14 RFDS teams assisted 47,966 patients – that's one person every 11 minutes.



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				4,237	798	5,035
PATIENTS ATTENDED						
RFDS General Practice (GP) clinics		763		2,410		3,173
RFDS other clinics***		370		1,518	3,322	5,210
RFDS facilitated clinics****	15,812**			3,178*	333	19,323
Rural Women's GP Service			2,115			2,115
Mental Health Outreach Program	4,090					4,090
Remote Oral Health Care Program			96			96
Total number of Patients Attended	19,902	1,133	2,211	7,106	3,655	34,007
PATIENTS TRANSPORTED						
Primary evacuations	1,664		32	100		1,796
Inter-hospital transfers	971		4,355	1,681		7,007
Repatriations	20		75	26		121
Total number of Patients Transported	2,655		4,462	1,807		8,924
Total number of Patient Contacts	22,557	1,133	6,673	13,150	4,453	47,966
IMMUNISATIONS						
Total number of Immunisations Provided		23		686	24	733
CLINICS CONDUCTED						
RFDS General Practice (GP) clinics		63		226		289
RFDS other clinics***		63		226	504	793
RFDS facilitated clinics****	1,180**			824*	40	2,044
Rural Women's GP Service			233			233
Total number of Clinics Conducted	1,180	126	233	1,276	544	3,359
HEALTH PROGRAM PARTICIPANTS						
Healthy Living Program			636			636
Medical Chest Program				150		150
Rural Emergency Skills Program			60			60
First Aid Training Program			129			129
Total Health Program Participants			825	150		975

* 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	7	4	3	14
NO. OF LANDINGS	4,940	6,567	4,139	15,646
KILOMETRES	2,277,877	1,940,123	1,258,876	5,476,876
BLOCKTIME (HRS)	6,642	6,335	3,874	16,851

Aircraft Register

REGISTRATION	DESCRIPTION	YEAR OF 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		Senex Energy
VH-FGR	Pilatus PC-12	2001	December 2001		
VH-FGS	Pilatus PC-12	2001	December 2001		
VH-FGT	Pilatus PC-12	2001	December 2001		
VH-FDK	Pilatus PC-12	2002	December 2003		
VH-FDJ	Pilatus PC-12	2007	January 2008	Beth Stewart Klugh	
VH-FVA	Pilatus PC-12	2009	March 2010	Our Auxiliaries & Support Groups	Variety - The Children's Charity
VH-FVB	Pilatus PC-12	2010	April 2010		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	OZ Minerals

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

Our people are committed to delivering the finest care, and to building on the great legacy of the Flying Doctor.

Staff Employed >

	FULLTIME	PARTTIME *
MANAGEMENT & ADMINISTRATION	26	6
ENGINEERS / ENGINEERING SUPPORT	16	
HEALTH PROMOTION		3
COMMUNITY HEALTH WORKERS	1	1
MENTAL HEALTH / DRUG & ALCOHOL WORKERS	4	2
MEDICAL PRACTITIONERS	4	3
PILOTS	33	
FUNDRAISING	5	
MARKETING COMMUNICATIONS	2	
RADIO STAFF / TASKING COORDINATORS / OPERATIONS COORDINATORS	12	4
REGISTERED NURSES	31	15
TOURIST FACILITIES / MERCHANDISING / OTHER	2	24
TOTAL STAFF	136	58

* Part-Time Staff includes Casual Staff.

Staff Milestones >

Staff - 25 Years >

Alistair Miller

Medical Practitioner, Port Augusta Base

Cheryl Hewett

Administration, Port Augusta Base

Staff - 20 Years >

Craig Milner

Pilot, Adelaide Base

Staff - 15 Years >

Andrew Smith

Pilot, Adelaide Base

John Setchell

General Manager, Health Services, Adelaide Office

Staff - 10 Years >

Amanda Bell

Database Administrator, Adelaide Office

Neil Duke

Engineer, Adelaide Base

Damian Venning

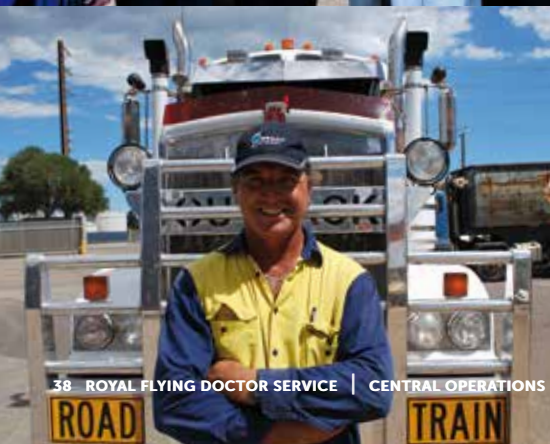
Senior Base Pilot, Port Augusta Base



> Dr Alistair Miller with Rick Mould of Coondambo Station.



> Leanne Napier, Operations Co-ordinator, Port Augusta Base.



The RFDS celebrates its fantastic Corporate and Community Partners, Donors, Bequestors, Volunteers and Staff who combined to raise an extraordinary \$6.84 million in 2013/14.

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
 Mt Gambier Support Group
 Naracoorte & District Support Group
 Port Augusta Auxiliary
 Port Lincoln Auxiliary
 Riverland Support Group
 Roxby Downs Auxiliary
 Fleurieu Support Group
 Southern Yorke Peninsula Support Group
 Sunraysia Support Group
 Tatiara Support Group
 Whyalla Support Group

Photography >

Shane Reid
 Grenville Turner

Volunteers >

Badge Day Volunteers
 Speaker Program Volunteers
 Adelaide Office Volunteers
 Wilpena Under the Stars Committee
 Wings for Life Ball Committee

Community Fundraisers >

Arkaroola Sanctuary
 Arrium Mining
 Blinman Cook Out Back
 Blinman Progress Association
 Bunyip Ute Muster
 Campbelltown Rotary Outback Experience
 Cars 492 & 293 (RFDS Outback Car Trek & Salmon Run)
 Combined Sheep Breeders Social Function
 Cycling the True Nullarbor
 Ebony Newman Cummins Trek
 flydoc-australia e.v.
 Gatsby's Great Dinner Party
 Gawler Ranges Progress Association
 Gibb River Challenge
 Hangar Op Shop, Murray Bridge
 Kingoonya Racing Club
 Lions Club of Rostrevor Black Hill Challenge
 Lions Club Bush Bash
 Mittiebah Ladies Luncheon
 Mt Gambier Dinner at the Drome
 Murray Town Auction
 North Moolooloo Station Golf Day
 Oodnadatta Racing & Horse Sports Inc
 Outback Archers
 Petroleum Exploration Society of Australia
 Point Turton Fundraiser
 Port Augusta City Council
 Royal Adelaide Show Wool Exhibitors
 St Paddy's Day in Alice
 Simpson Desert Bike Challenge
 Society of Petroleum Engineers SA
 Southern Grassfed Carcase Classic
 SYP Community Shop Incorporated
 Thiess Prominent Hill Social Club
 Torbreck Vintners Fish's Shiraz
 Welly's Fun Poker Run
 William Creek Gymkhana Committee
 Wings On The Road 2013
 Young @ Heart Ute Run

Major Partners



Program Partners



Community Partners



Supporting Partners



Media Partners







David Hills

(FAICD)

Chairman

Commenced on Board – 2005

Attended 11/12 meetings

Chairman Executive Committee; Chairman Board Aviation Resource Committee.

Executive Chairman of Pacific Marine Defence Pty Ltd.

Former Chairman Rural Solutions SA; former Chairman Australian Agricultural Co. Ltd; former Managing Director Elders Australia Ltd.



Loretta Reynolds

(B.Ec, LLB, SFFin, FAICD)

Deputy Chairman

Commenced on Board – 2011

Attended 10/12 meetings

Member Executive Committee; Member Finance Committee

Corporate Partner and Chairman of national law firm, Thomson Geer.

Non-Executive Director South Australian Health & Medical Research Institute.

Current representative RFDS National Board.

Former Non-Executive Director Arafura Resources Limited; former Non-Executive Director MTAA Super.



Paul Prestwich

(B.Ec, MBA, FCPA, FAICS, FGIA, FAICD, RegTA)

Treasurer

Commenced on Board – 1995

Attended 9/12 meetings

Member Executive Committee; Chairman Board SQR Management Committee; Chairman Finance Committee, Member Board Aviation Resource Committee.

Company Director and management consultant in the areas of financial and management accounting, risk management, organisation review, strategic planning and development.

Former General Manager of a large pharmacy group; former Chief Financial Officer with a significant South Australian member service organisation.

Senior Management

Chief Executive Officer **John Lynch**

Chief Operating Officer **Tony Vaughan** *New position appointed April 2014

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, Northern Territory **Michael Toomey**



Directors >

Janet Chisholm

(BCom, MAICD)

Commenced on Board – 1996

Attended 10/12 meetings

Member Executive Committee; Chairman Marketing Advisory Committee.

Pastoralist at Napperby Station, via Alice Springs with broad Board experience including 17 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 4/12 meetings*

Member Finance Committee.

Managing Director of Coopers Brewery Ltd. Chairman Premium Beverages Pty Ltd; Chairman Morgan's Brewing Pty Ltd; Chairman Marine Stores Pty Ltd; Chairman Coopers DIY LLC (USA); Chairman University of Adelaide Alumni Council; Governor Coopers Brewery Foundation Inc; Deputy Chairman Brewers Association of Australia and New Zealand.

*Leave of Absence from July to October 2013 inclusive.

Glenise Coulthard

Commenced on Board – 1995

Attended 7/12 meetings

Member Health Advisory Committee; Member Marketing Advisory Committee.

Churchill Fellow 1997. Manager of Aboriginal Health, Port Augusta Hospital. Broad Board experience including 18 years' service to the RFDS. Executive Member/Deputy Chair Ninti One (formerly Desert Knowledge Cooperative Research Centre); Non-Executive Director Flinders Ranges National Park Co-Management Board; Director Australian Hearing Services Board.

Dr Ian Gould AM

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

Commenced on Board – 1998

Attended 11/12 meetings

Member Board SQR Management Committee.

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

Brendan Eblen

(MAICD)

Commenced on Board – 1995

Attended 9/12 meetings

Member Board SQR Management Committee; Member Marketing Advisory Committee.

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. Over 35 years' service to the RFDS and outback communities. Past Chairman RFDS Port Augusta Regional Committee (1979–1985); Past Chairman (1981–1985) and Life Member William Creek Gymkhana Club.

Hon Graham Gunn AM

(JP)

Commenced on Board – 2010

Attended 10/12 meetings

Member Marketing Advisory Committee; Member Board Aviation Resource Committee.

Farmer and grazier at Mount Cooper on Eyre Peninsula. Member Commonwealth Parliamentary Association and the South Australian Cricket Association. Former Member South Australian House of Assembly (1970–2010); former Speaker House of Assembly and former Deputy Speaker. Former Chairman Economic & Finance Committee; former Member Parliamentary Natural Resources Committee.



> Community Health Nurse Cheryl Boles and Dr Betsy Williams talk to Elke Kerin, 5, of North Well Station, during a fly-in clinic in the Gawler Ranges.



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Statement of Changes in Equity	48
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Statement of Cash Flows	50
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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 2014 Annual Financial Report, including the independent audit report, is available to all members, and will be sent to members without charge upon request.

Review of Operations and Results

The Directors report that the Service recorded a surplus for the period ended 30 June 2014 of \$4.96 million. This result excluding Donations and Sponsorship of \$4.94 million, Legacies and Bequests of \$1.90 million and Interest and Dividends of \$2.69 million is a deficit of \$4.57 million. This deficit represents the funding shortfall from operational activities.

The surplus generated from non-operational activity, has enabled the growth in investments to \$71.82 million. The Service requires this level of investment holdings to support its capital replacement program. In the next five years it is anticipated the capital replacement program will require \$60.96 million at current values including the building of a new Aeromedical Base at Adelaide Airport, to accommodate all our operational and administration staff under one roof, and the replacement of four medically-equipped aircraft.

Date at Adelaide this 18th day of
September 2014.

Signed in accordance with a resolution
of the Board of Directors



D G W Hills
Chairman

PR Prestwich
Treasurer

Statement of Comprehensive Income >

FOR THE YEAR ENDED 30 JUNE 2014

	2014 \$	2013 \$
Revenue	33,754,520	32,975,423
Other income	8,200,542	8,483,483
	41,955,062	41,458,906
Employee expenditure	18,610,358	18,025,351
Aviation fuel	5,259,447	4,647,117
Aviation maintenance	2,625,104	2,559,323
Insurance	567,142	501,594
Depreciation and other amortisation	4,602,109	4,377,183
Amortisation of engine overhaul	1,092,818	772,576
Other expenses	6,925,034	7,181,496
	39,682,012	38,064,640
Surplus before financial income and expense	2,273,050	3,394,266
Financial income	2,685,410	3,085,917
Surplus for the period	4,958,460	6,480,183
Other comprehensive income		
Items that will not be reclassified to profit and or loss		
Revaluation of land and buildings	(2,608,154)	858,167
Net change in fair value of financial assets	548,210	786,392
	(2,059,944)	1,644,559
TOTAL COMPREHENSIVE INCOME FOR THE PERIOD	2,898,516	8,124,742

Statement of Changes in Equity >

FOR THE YEAR ENDED 30 JUNE 2014

	Asset Revaluation Reserve \$	Asset Realisation Reserve \$	Capital Grant Reserve \$	Fair Value Reserve \$	Retained Earnings \$	Total Equity \$
Balance at 1 July 2012	11,324,542	6,580,285	32,962,570	(172,352)	73,646,415	124,341,460
Total comprehensive income for the period						
Surplus for the period	-	-	-	-	6,480,183	6,480,183
Changes in fair value of financial assets	-	-	-	786,392	-	786,392
Change in fair value of land and buildings	858,167	-	-	-	-	858,167
Total comprehensive income for the period	858,167	-	-	786,392	6,480,183	8,124,742
Total recognised income and expense	858,167	-	-	786,392	6,480,183	8,124,742
BALANCE AT 30 JUNE 2013	12,182,709	6,580,285	32,962,570	614,040	80,126,598	132,466,202

Balance at 1 July 2013	12,182,709	6,580,285	32,962,570	614,040	80,126,598	132,466,202
Total comprehensive income for the period						
Surplus for the period	-	-	-	-	4,958,460	4,958,460
Changes in fair value of financial assets	-	-	-	548,210	-	548,210
Change in fair value of land and buildings	(2,608,154)	-	-	-	-	(2,608,154)
Total comprehensive income for the period	(2,608,154)	-	-	548,210	4,958,460	2,898,516
Total recognised income and expense	(2,608,154)	-	-	548,210	4,958,460	2,898,516
BALANCE AT 30 JUNE 2014	9,574,555	6,580,285	32,962,570	1,162,250	85,085,058	135,364,718

Balance Sheet >

FOR THE YEAR ENDED 30 JUNE 2014

	2014 \$	2013 \$
Current Assets		
Cash and cash equivalents	4,859,313	5,002,937
Trade and other receivables	2,129,242	3,416,373
Inventories	207,780	223,545
Investments	71,816,865	68,788,265
Total current assets	79,013,200	77,431,120
Non Current Assets		
Property, plant and equipment	64,766,011	64,359,089
Intangibles	359,283	218,137
Total non-current assets	65,125,294	64,577,226
Total assets	144,138,494	142,008,346
Current Liabilities		
Trade and other payables	4,794,753	5,315,800
Employee benefits	3,051,701	3,540,823
Total current liabilities	7,846,454	8,856,623
Non Current Liabilities		
Employee benefits	927,322	685,521
Total non-current liabilities	927,322	685,521
Total liabilities	8,773,776	9,542,144
NET ASSETS	135,364,718	132,466,202
Equity		
Reserves	50,279,660	52,339,604
Retained earnings	85,085,058	80,126,598
TOTAL EQUITY ATTRIBUTABLE TO EQUITY HOLDER	135,364,718	132,466,202

Statement of Cash Flows >

FOR THE YEAR ENDED 30 JUNE 2014

	2014 \$	2013 \$
Cash flows from operating activities		
Cash receipts from grants	25,850,097	24,649,086
Cash receipts from customers	13,664,067	13,179,011
Cash paid in the ordinary course of operations	(37,507,300)	(32,296,446)
Cash receipts from tourist activities	1,638,365	1,453,679
Cash receipts from donations, legacies and bequests	7,012,275	7,289,862
Cash paid in the ordinary course of fundraising activities	(2,131,978)	(2,149,877)
Net cash from operating activities	8,525,526	12,125,315
Cash flows from investing activities		
Acquisition of property, plant and equipment and intangible assets	(7,307,382)	(2,330,262)
Acquisition of engine overhaul	(1,566,788)	(2,455,348)
Acquisition of investments	(2,106,292)	(10,652,819)
Interest received	2,225,574	2,628,839
Dividends received	85,738	103,167
Net cash (used) in investing activities	(8,669,150)	(12,706,423)
Net decrease in cash and cash equivalents	(143,624)	(581,108)
Cash and cash equivalents at 1 July 2013	5,002,937	5,584,045
CASH AND CASH EQUIVALENTS AT 30 JUNE 2014	4,859,313	5,002,937

Note 1 Basis of preparation of the summary financial report >

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

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

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

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

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



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

The accompanying summary financial statements, which comprises the summary balance sheet as at 30 June 2014, the summary statement of comprehensive income, summary statement of changes in equity and summary statement of cash flow for the year ended, note 1 and the statement by the Board, are derived from the audited financial report of the Royal Flying Doctor Service of Australia Central Operations ("the Service") for the year ended 30 June 2014. We expressed an unmodified audit opinion on that financial report in our report dated 18 September 2014.

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

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 in note 1.

Auditor's responsibility

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

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 2014 are consistent, in all material respects, with the audited financial report, in accordance with the basis described in note 1.

KPMG

Paul Cenko
Partner

Adelaide

18 September 2014


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Thanks to the kind support of individuals, corporations, the government and the community, the Royal Flying Doctor Service has proudly served Australia for 86 years. Help us continue to be there in the future. To help us deliver the finest care to the furthest corners of Australia you can:

- > Send your donation to Royal Flying Doctor Service, 71 Henley Beach Road, Mile End SA 5031
- > Phone us on 1300 669 569
- > Visit **flyingdoctor.org.au** to make an online donation

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