



The furthest corner. The finest care.



Royal Flying Doctor Service
CENTRAL OPERATIONS

Annual Report >

09/10



Contents >

8	Our Services >	10	Our Bases >	20	Statistics >	36	Financials >
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Who We Are	2
Our Vision, Mission, Commitment	4
Another Big Day Out	6
Our Services	8
Our Bases	10
Our Primary Health Care Facilities	11
Where We Go	12
Our Corporate & Community Partners	14
Board & Management	16
Chairman & Chief Executive Officer Report	18
Annual Statistics	20
Monthly Highlights	24
Financial Report	36

Who We Are >





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 and primary health care services to those who live, work and travel throughout Australia.

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 purchase and medically-equip its aircraft, and to finance other major capital initiatives.

On 17 May 2010 the RFDS celebrated the 82nd Anniversary of the inaugural flight of the Reverend John Flynn's 'Flying Doctor' scheme – an 85 mile flight from Cloncurry to Julia Creek in western Queensland. In its first year of operation, the RFDS provided medical assistance to 225 patients and saved four lives.

Today, the RFDS attends to more than 250,000 patients across Australia every year – one person every two minutes. It has a fleet of 53 aircraft operating from 21 aeromedical bases located across the country, and also operates five remote primary health care facilities.

Services are delivered on a day-to-day basis by four RFDS operating sections – Central Operations, Western Operations, Queensland Section and South Eastern Section. It is the largest and most comprehensive aeromedical organisation in the world.

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



Our Vision >

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

Our Mission >

Providing excellence in aeromedical and primary health care across Australia.

Our Commitment >

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.



In 2009/10, our emergency and primary health teams conducted 47,976 patient contacts in South Australia and the Northern Territory – that's 131 people every day.

Another Big Day Out >

35 patients flown on 29 aeromedical flights

15 patients treated at a remote health clinic

33 patients consulted by a female doctor

12 patients visited the Marree Health Clinic

18 patients assisted over the telephone

35 patients visited the Tennant Creek General Practice

68 patients treated by allied health clinicians

= 216 patients helped by the Flying Doctor



In 2009/10, the 'Flying Doctor' attended to more than 47,000 patients in South and Central Australia. Here's just a snapshot of what happened on one day this year.

1:28am: the day starts when a RFDS crew from Alice Springs Base lands to evacuate two people from Warburton Range – a remote community over the Western Australian border in the Gibson Desert, 750 kilometres north of Kalgoorlie. The team arrives back in Alice Springs at 5.05am.

7:23am: a second Alice Springs crew is tasked to fly to Uluru to evacuate a 56-year-old man with chest pain and transfer him to Alice Springs Hospital.

7:30am: an aircraft departs Port Augusta Base for Streaky Bay (and then to Ceduna) with four allied health clinicians (a diabetic educator, speech therapist, occupational therapist and podiatrist) on board to conduct remote clinics as part of the RFDS Primary Care Outreach Program. Sixty-eight patients are consulted by the team flown by the RFDS.

8:30am: a second aircraft departs from Port Augusta Base for the isolated community of Yalata in South Australia's Far West to conduct its regular remote health clinic. Following the 90-minute flight the RFDS Doctor, Community Health Nurse and Mental Health Nurse on board consult 15 patients, including the immunisation of two children.

8:40am: an 81-year-old man is transferred from Adelaide back to Port Lincoln to complete his recovery from heart surgery at the Royal Adelaide Hospital.

9:00am: following travel the evening before, a female Doctor commences a clinic in the Woomera township where she consults 17 patients through the RFDS Rural Women's GP Service.

10:38am: an Alice Springs crew is tasked to fly to Tennant Creek to evacuate two patients with leg injuries.

11:00am: a 63-year-old man with liver disease is transferred from Millicent Hospital to Flinders Medical Centre for specialist treatment.

11:45am: an Adelaide-based crew departs Bordertown with a 44-year-old female cancer patient to be transferred to the Royal Adelaide Hospital.

12:05pm: a crew departs from Alice Springs for the 500-kilometre flight to The Granites airstrip in the Tanami Desert to retrieve a 59-year-old man with head injuries.

3:10pm: a Port Augusta crew is tasked to transfer a pregnant woman with labour complications from Port Augusta Hospital to the Women's & Children's Hospital in Adelaide.

3:35pm: an aircraft returns to Adelaide Base from Mildura with a 51-year-old woman on board to be admitted to the Royal Adelaide Hospital after she suffers a heart attack.

4:05pm: an Adelaide crew departs for Loxton to retrieve and transfer a 15-year-old girl suffering from appendicitis from Loxton Hospital to the Women's & Children's Hospital.

4:34pm: a female Doctor completes a scheduled health clinic for the community of Yuendumu, 300km North West of Alice Springs. Sixteen patients are treated at the clinic as part of the RFDS Rural Women's GP Service.

5:23pm: the RFDS-operated Tennant Creek General Practice completes its final consultation for the day where the resident Doctor and Practice Nurse attend to 35 people during the daily clinic.

6:12pm: the Community Health Nurse at the RFDS-operated Marree Health Service consults her 12th patient on-site before commencing her first of three home visits and telephone consultations with remote patients later that evening.

8:10pm: an Adelaide crew arrives back from Kangaroo Island with a male patient suffering complications from a broken leg.

11:50pm: a Port Augusta crew lands at the Adelaide Base with two patients on board evacuated from the remote township of Coober Pedy, one of whom was suffering from seizures.



Our Services >

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

RFDS Central Operations provides 24/7 aeromedical emergency, primary and preventative health care services across more than 2.3 million square kilometres covering South Australia, the southern half of the Northern Territory and, on occasions, anywhere in Australia. A snapshot of the services we provide include:

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





Alice Springs

The Alice Springs Base provides 24-hour emergency evacuations and interhospital transfers by our team of Pilots, Flight Nurses and Engineers. It serves an area of approximately 1.25 million square kilometres from Marla in northern South Australia to Newcastle Waters in the Northern Territory, and beyond the border regions of Western Australia and Queensland. A Remote Area Mental Health Program delivered by mental health nurses is also based in Alice Springs.

Alice Springs is also home to our award winning Visitor Centre and Café, which in 2009/10 attracted 60,000 visitors from all over the world. The RFDS Alice Springs Visitor Centre – the most significant RFDS tourist attraction in Australia – makes an important financial contribution to our capital-raising program, whilst also helping increase awareness and understanding of the RFDS around the globe.



Port Augusta

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

The Port Augusta Base serves an area of 840,000 square kilometres, providing comprehensive health services to people in the far west and northern regions of South Australia. Services include 24-hour emergency retrievals and telehealth consultations, interhospital 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, Community Mental Health Nurse, Healthy Living Program Coordinator and Lifestyle Trainers 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 interhospital transfers. It serves all regions of South Australia, as well as the Sunraysia in Victoria. The Adelaide Base is also home to our engineering team who conduct heavy maintenance for the aircraft fleet situated across South Australia.

Our Primary Health Care Facilities >



Marree

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



Tennant Creek

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



Where We Go >

In 2009/2010 our crews flew over 5 million kilometres and landed 14,180 times at 183 locations.

Top 20 landing locations*

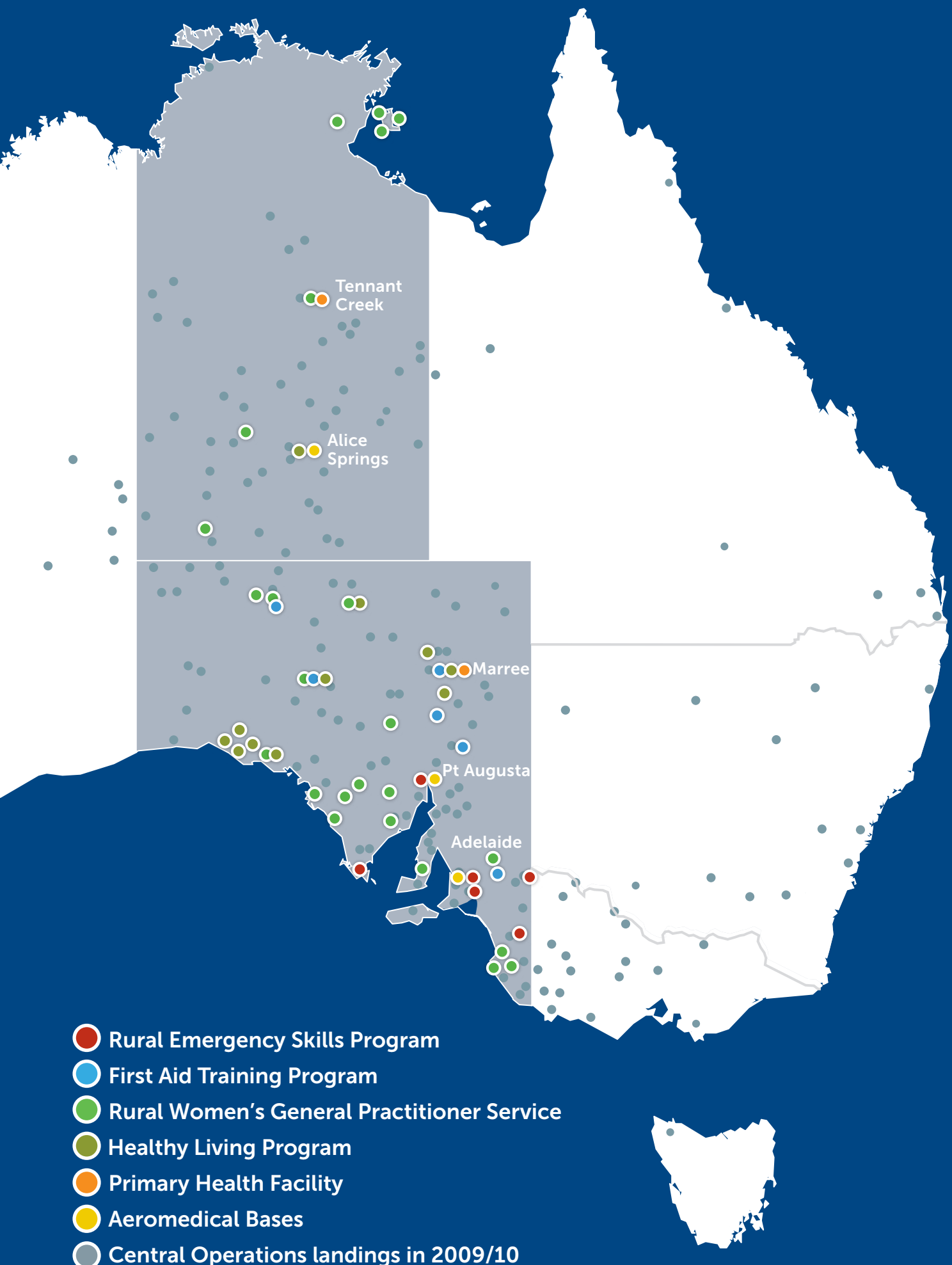
Mt Gambier	461
Whyalla	457
Port Pirie	379
Renmark	369
Tennant Creek	333
Port Lincoln	331
Kadina	272
Ceduna	265
Coober Pedy	156
Kingscote	151
Ayers Rock/Yulara	143
Yuendumu	136
Yorketown	134
Naracoorte	121
Olympic Dam	119
Millicent	115
Maitland	99
Jamestown	91
Loxton	91
Papunya	91

Top Interstate landing locations

Mildura, VIC	176
Essendon*, VIC	61
Broken Hill, NSW	23
Edenhope, VIC	14
Sydney, NSW	10
Horsham, VIC	4
Mt Isa, QLD	3
Nhill, VIC	2
Capalaba, QLD	1

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

*Landings in Adelaide, Port Augusta and Alice Springs are not included as these were where our aircraft are based; and landing destinations can be seen on the map opposite.



Our Corporate & Community Partners >

We wish to sincerely thank all our Corporate Partners, Community Supporters and Volunteers for their generosity in helping to keep the 'Flying Doctor' flying.

Auxiliaries & Support Groups

Adelaide Auxiliary
Adelaide Hills Support Group
Alice Springs Auxiliary
Blanchetown Support Group
Ceduna Support Group
Clare Support Group
Coober Pedy 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

Volunteers

Office Volunteers
Badge Day Volunteers
Speaker Program Volunteers
Event Volunteers:
 Wilpena Under the Stars
 Wings for Life Ball
Photography:
 Shane Reid, Split Image Multimedia

Major Community Fundraisers

Cars 492 & 493 (RFDS Outback Car Trek)
SA Lions Clubs (2009 Outback Trek)
Petroleum Exploration Society of Australia
Simpson Desert Bike Challenge
Community Business Bureau
Oodnadatta Racing & Horse Sports Inc
SYP Community Shop Incorporated
2010 Postie Bike Odyssey
William Creek Gymkhana Committee
Southern Grassfed Carcase Classic
Roseworthy Agricultural College

Major Partners



Supporting Partners



JACOB'S CREEK™



candetti



Media Partners

The Advertiser

Stock journal



Board & Management >



1.



2.



3.

Chairman

1. David Hills

Commenced on Board – 2005
Attended 11/11 meetings
Current Chairman of Pacific Marine Batteries Pty Ltd, Chairman of Rural Solutions SA, former Chairman of Australian Agricultural Co. Ltd and Managing Director of Elders Australia Ltd. Current representative of RFDS Australian Council.

Deputy Chairman

2. Grahame Marshall

Commenced on Board – 2003
Attended 11/11 meetings
General Manager Banking and Distribution Territory Insurance Office. Current Chair of Board of Top End Arts Northern Territory.

Treasurer

3. Paul Prestwich

(BEc, MBA, FCPA, FCIS, FAICD, RegTA)

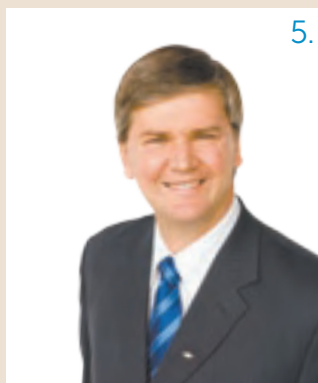
Commenced on Board – 1995
Attended 10/11 meetings
General Manager Star Pharmacy Group, former Chief Financial Officer with a significant South Australian member service organisation and management consultant in the areas of financial and management accounting, risk management, organisation review, strategic planning and development.

Senior Management >

Chief Executive Officer	John Lynch
General Manager, Aviation / Operations	Barrie Hocking
General Manager, Corporate Services	Stephen Batt
General Manager, Health Services	Dr John Setchell
General Manager, Human Resources	Robynne Hall
General Manager, Marketing & Public Relations	Charlie Paterson
General Manager, Safety, Quality & Risk Management	George Karlis
General Manager, Strategic Projects	Ollie Kratounis



4.



5.



6.



7.



8.



9.



10.

4. Janet Chisholm (BCom)

Commenced on Board – 1996

Attended 9/11 meetings

Current pastoralist at Napperby Station, via Alice Springs, with broad board experience including 13 years service to the RFDS, and a marketing career in Sydney specialising in advertising and strategic planning. Member of Australian Institute of Company Directors.

5. Dr Tim Cooper AM

(MSc, MD, MBA)

Commenced on Board – 2005

Attended 8/11 meetings

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

6. Glenise Coulthard

Commenced on Board – 1995

Attended 8/11 meetings

Churchill Fellow 1997. Manager of Aboriginal Health Port Augusta Hospital with broad board experience including 14 years service to the RFDS. Current Board Director of Ninti One (formerly Desert Knowledge Cooperative Research Centre), Board Member of Umeewarra Aboriginal Media (Port Augusta) and Member of the SA Child Health Clinical Network.

7. Brendan Eblen

Commenced on Board – 1995

Attended 9/11 meetings

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, and 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.

8. Dr John E (Fred) Gilligan AO

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

Commenced on Board – 2004

Attended 11/11 meetings

Diplomas in Anaesthesia, Intensive Care and Hyperbaric Medicine; Director of Retrieval and Resuscitation RAH 1991–2003, Director of ICU at RAH 1977–1991; Member Operations Committee and other committees associated with SA State Rescue Helicopter Service 1980–2004; former Member various SA Public Hospital Retrieval Service Committees, former consultant to Mediflight Australia and US organisations on international medevac operations; Member St John/SA Ambulance Medical Advisory Committees 1984–1991; President of ISAS (International Society of Aeromedical Services) Australasian Chapter, 1998–2000; former Member of various committees of the Department of Health on Emergency Counter Disaster Management.

9. Dr Ian Gould (BSc (Hons), PhD, FAusIMM, FTSE, ComplEAust)

Commenced on Board – 1998

Attended 10/11 meetings

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

10. Barry Lodge OAM

Commenced on Board – 1974

Attended 11/11 meetings

Former RAAF pilot and squadron commanding officer, Assistant General Manager of the Civil Aviation Safety Authority and founding member and Executive General Manager (Operations and Chief Pilot) of National Jet Systems. RFDS Life Member with 36 years of service to the RFDS, past President of RFDS Australian Council, past President Central Section (now Central Operations), past Central Section (now Central Operations) delegate to the RFDS Australian Council.





Hello to all our Members, Staff, Supporters, Partners and Friends.



This past financial year saw the culmination of the majority of our strategic planning for asset replacement and infrastructure redevelopment over the past two years.

- > In April we took delivery of the first of our five aircraft due for replacement throughout 2010 (FVA);
- > May saw the arrival of our second new aircraft (FVB); and
- > The remaining three aircraft are due for delivery and commencement of service by December this year.

To support this Aircraft Replacement Capital Expenditure, the Commonwealth Government and South Australian Government both made Capital Grants and we acknowledge their generosity, commitment and support.

We commenced the redevelopment of our Alice Springs Hangar Facility with an emphasis on patient welfare, staff comfort and security.

The Board again revisited our Strategic Plan (2010-2013) and have set the direction for the next three years with emphasis on:

- > Health Service delivery;
- > Appropriate Funding levels;
- > Marketing;
- > Our People; and
- > Performance.

We are delighted to advise that your Board, Management and Staff continually strive to challenge how we do things and ensure we deliver effective and efficient services that meet the needs of our consumers.

We have now become incorporated under the Companies Act as a Company Limited by Guarantee, and within that Constitution our Board reduces from ten to nine Directors.

Doctor Fred Gilligan has elected to allow that reduction by tendering his resignation effective 16/9/10, and we thank him for his contribution to the Board and his direction in Health Services and his selfless act in allowing this outcome.

Similarly, Mr Barry Lodge who has served the Board with aviation expertise as his primary responsibility for now 36 years has also decided to retire from the Board effective the 2010 Annual General Meeting, and we are indebted to him for an outstanding contribution at both sectional and national levels.

Therefore this Board of the last decade which has largely remained intact will change. We would therefore like to acknowledge all who have served in both Board and Management over the past decade as we reflect on some of the achievements of RFDS Central Operations.

To this effect the Board over the past 10 years has overseen:

- > Four Strategic Plans providing a clear vision and direction for our organisation;
- > Repayment of \$24 million borrowings for aircraft to standardise our fleet and replace aged aircraft;

- > The building of our new facility in Port Augusta housing all functions of the service under the one roof;
- > The redevelopment of our Adelaide Airport facility to enhance patient management and staff safety;
- > The increase in our equity (net assets) from \$31.7 million to \$101 million;
- > Our increased role in primary health care planning and service delivery; and
- > The increase in our patient contacts from 38,745 to 47,976 per annum.

The RFDS continues to play a vital role in meeting not only the primary health care needs of those who live, work and play in rural and remote Australia, but more and more we interact with those in regional and metropolitan areas through our interhospital transfers and retrieval work. These services are conducted in conjunction with MedSTAR, the South Australian Ambulance Service and St John's NT and we acknowledge them all for their input and contribution to this valuable Statewide and Territory service.

These partnerships are integral not only to our performance but also the well-being of all in South Australia and the Northern Territory.

During 2009/10 we achieved the following outcomes within our service delivery and fundraising activities:

- > An increase in immunisations of 213 over the previous year;
- > An increase in primary evacuations of 68;
- > An increase in patients transported of 588;
- > A record \$700,000 raised by our Auxiliaries & Support Groups;
- > A 15% growth in individual donors; and
- > A fundraising cost to revenue ratio of 13%.

We would like to acknowledge and thank our Government partners, the Commonwealth, South Australia and Northern Territory as together we deliver a service that makes a difference and meets the consumers' needs.

The RFDS has now served this land, from north to south and east to west, for 82 years, and we are humbled, privileged and proud to do so with efficiency, community recognition and trust.

None of our reputation or service delivery measurements would be possible without our truly magnificent staff 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 deliver our Mantle of Safety.

David Hills
Chairman

John Lynch
Chief Executive Officer

Health Statistics >

	Northern Territory		South Australia			SA/NT
	Alice Springs Base	Tennant Creek General Practice	Adelaide Base	Port Augusta Base	Marree Health Service	Central Operations Total
Telehealth Consultations						
Total number of Telehealth Consultations				6,554	513	7,067
Patients Attended						
RFDS General Practice (GP) clinics		4,064		1,774		5,838
RFDS other clinics****		1,651		549	2,762	4,962
RFDS facilitated clinics *****	13,005**	205		4,352*	178	17,740
Rural Women's GP Service			3,231			3,231
Healthy Living Program				695		695
NT Mental Health Program	122***					122
Total number of Patients Attended	13,127	5,920	3,231	7,370	2,940	32,588
Patients Transported						
Primary evacuations	1,593		7	92		1,692
Interhospital transfers	870		4,158	1,532		6,560
Repatriations	39		30			69
Total number of patients transported	2,502		4,195	1,624		8,321
Total number of Patient Contacts	15,629	5,920	7,426	15,548	3,453	47,976
Immunisations						
Total number of immunisations provided		446		407		853
Clinics Conducted						
RFDS General Practice (GP) clinics		240		195		435
RFDS other clinics****		240		180	480	900
RFDS facilitated clinics *****	856**	11		535*	39	1,441
Rural Women's GP Service			309			309
Total number of clinics conducted	856	491	309	910	519	3,085

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

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

*** NT Mental Health Program commenced in February 2010.

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

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

Staff Statistics >

	Full-Time	Part-Time	Casual
Doctors	7	1	0
Registered Nurses	26	6	8
Mental Health	4	0	0
Aboriginal Health Coordinators	2	0	0
Heath Promotion	1	1	1
Pilots	33	0	0
Engineers	8	0	0
Tasking Coordinators	6	0	2
Operational Coordinators	1	0	0
Public Relations/Fundraising	6	0	0
Management/Administration	22	4	1
Tourist Facility	4	1	14
General Hands	0	0	1
Total Staff	120	13	27

Aviation Statistics >

		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	3,541	6,350	3,795	13,686
	Charter	494			494
	Total	4,035	6,350	3,795	14,180
Kilometres	RFDS	1,711,169	1,940,917	1,197,958	4,850,044
	Charter	223,511			223,511
	Total	1,934,680	1,940,917	1,197,958	5,073,555
Block Time (hrs)	RFDS	4,527	5,135	3,169	12,831
	Charter	591			591
	Total	5,118	5,135	3,169	13,422

Aircraft Registration >

Registration Letters	Description	Date of Manufacture	Date of Acquisition	Name
VH-FMC	Pilatus PC-12	1995	March 1995	
VH-FMF	Pilatus PC-12	1995	March 1995	Li Ka Shing Foundation
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	Scott's of Mt Gambier
VH-FGS	Pilatus PC-12	2001	December 2001	
VH-FGT	Pilatus PC-12	2001	December 2001	Variety – The Children's Charity
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	
VH-FVB*	Pilatus PC-12	2010	April 2010	

*Not operational - new aircraft undergoing medical fit-out as part of aircraft replacement program.

2009/10 Highlights >



\$600,000

Variety grants to medically-equip one new aircraft



Increase in patients transported

7%



Record attendance at Wilpena Under the Stars outback ball

Arrival of

2

new aircraft from Pilatus, Switzerland

Commencement of joint clinical training programs with MedSTAR

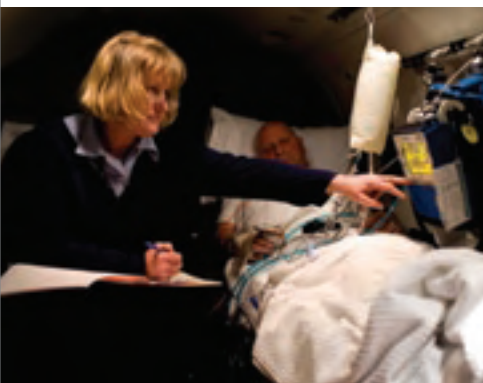


Additional crews rostered to Alice Springs Base

Healthy Living Program receives another three years' funding from the Li Ka Shing Foundation.

Launch of 'national' website:
www.flyingdoctor.org.au

3 years' additional
funding received
for emergency
medicine training



Introduction of automated
safety reporting system
Air Maestro

Renewal of AS/NZS ISO
9001
Quality Standards
accreditation

Construction begins on
redevelopment of the Alice
Springs Hangar



Launch of the new-look
RFDS logo





On the evening of 26 July 2009 more than 1.2 million viewers across the nation sat down to watch a much-loved identity of the famous Birdsville Track recognised for her selfless contribution to the community on the Channel 9 TV program *Random Acts of Kindness*.

Sister June Andrew, Clinical Nurse at the RFDS-operated Marree Health Clinic for the past 25 years, received a surprise visit from program presenter Scott Cam travelling on the regular RFDS health clinic flight to the remote township of Marree, located 700 kilometres north of Adelaide.

A month earlier Sister June was recognised with a Medal of the Order of Australia (OAM) in the Queen's Birthday Honours for her service to nursing, and to the community of Marree.

In addition to supporting the fortnightly RFDS fly-in primary health clinic, and emergency aeromedical evacuations whenever they occur, the Marree Health Service provides an outpatient nursing service, home visiting service, referral service, short-stay facility and a 24-hour medical consultation service to pastoralists and the ever-increasing number of tourists to the region.

The Marree Health Service also provides a platform to promote and deliver other RFDS health and education programs, such as the RFDS Healthy Living Program.

In fact, Sister June has been the town's nurse and ambulance driver – even the town vet according to local folklore – in her long-standing role as sole supervisor of the Marree Health Service.

One of two primary health facilities operated by RFDS Central Operations, the Marree Health Service facilitated more than 2,700 patient contacts and conducted 513 telehealth consultations in 2009/10.

Also operated by RFDS Central Operations, the Tennant Creek General Practice provides primary health care services to residents and visitors to Tennant Creek and the surrounding Barkly region.

Its services include medical examinations and health screening, preventative health care, 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.

August >

On average, one in twenty people transferred from one hospital to another in South Australia by the RFDS live in Adelaide or its urban fringe.

In 2009/10, our medical crews transported 8,321 patients – 7% more than the previous year – to enable life-saving surgery or higher levels of medical treatment.

In the month of August 2009 alone, more than 700 patients were transported on 594 flights from outback airstrips or from one hospital to another – be it from a regional hospital to a metropolitan hospital, or interstate to another major hospital.

For one five-week-old baby, it was a journey home back to Adelaide's Women's & Children's Hospital to complete recovery following cardiovascular surgery at the Royal Children's Hospital in Melbourne.

A month earlier, following the diagnosis of a congenital heart abnormality, an aeromedical retrieval flight involving RFDS and MedSTAR Kids crews carefully transferred the infant to Melbourne for specialist surgery.

In total, 39 children were transferred interstate for specialist medical treatment by RFDS in 2009/10, plus nine adult patients who required urgent interstate transport for organ transplant.



Last year RFDS health teams immunised 853 patients – 33% more than the previous year – at remote primary health clinics throughout South and Central Australia.

Many of these immunisations took place on regular 'fly-in' primary health clinics to isolated communities, be it in a community building, a remote station homestead or, in some cases, inside the aircraft itself.

RFDS doctors, nurses and other health professionals provide essential primary health care services on a weekly, fortnightly or monthly basis to those who would otherwise be forced to drive several hundred kilometres to see a doctor.

In the month of September 2009, RFDS health teams from the Port Augusta Base alone conducted General Practice (GP) clinic flights to 15 stations and townships located in the Gawler Ranges, along the Birdsville Track, in Oodnadatta to the north, and as far west as the community of Oak Valley.

Importantly, the stable team of RFDS Doctor, Community Health Nurse and Mental Health Nurse on-board the RFDS aircraft deliver services together at the respective locations to ensure continuity of care is provided to patients.



The RFDS believes that health education is critical to the prevention of chronic disease and illness.

Outback kids revelled in the rare opportunity to shoot and kick goals with their sporting stars – all while learning important messages on healthy living – at a unique sporting clinic hosted by the RFDS Healthy Living Program.

More than 150 primary school students from Leigh Creek, Marree and School of the Air, gathered on the Leigh Creek Oval on 30 October 2009 to take part in the RFDS Healthy Living Carnival.

Children were divided into groups and made their way around the oval moving from station to station, learning principles of a healthy lifestyle and about energy in relation to physical activity and food.

Special guests and ambassadors of the RFDS Healthy Living Program, Adelaide Crows' footballer Brett Burton and ETSA Contax netball players were among the RFDS leadership group.

After the 'students only' morning sessions, adults among the local community were invited to join in the afternoon activities and brush up on their footy skills with Brett Burton and pass a netball and defend with the ETSA Contax players.

Supported by the Li Ka Shing Foundation, the RFDS Healthy Living Program empowers people in remote communities to adopt regular exercise and improved diet as a means of reducing illness related to diabetes and cardiovascular disease.

It delivers regular fitness coaching to remote towns, in group and individual settings, and provides classes on diet and exercise, both in schools and via sessions over the Internet to those living on stations across the Outback.



The RFDS recognises the needs of women living in the outback and strives to develop on-going strategies to improve access to health services and information.

Women sometimes prefer to talk to a female doctor, however access to a female General Practitioner isn't always available in the bush.

In November 2009 alone, the RFDS delivered health advice and treatment in sensitive areas such as the prevention of cervical and breast cancer, fertility control, menopause, domestic violence and other health issues to 395 patients throughout South Australia and the Northern Territory.

More than 3200 consultations were conducted within the region in 2009/10.

Now in its 11th year, the RFDS Rural Women's GP Service (RWGPS) seeks to promote, maintain and improve the health and well-being of women living in rural and remote Australia.

It provides female GPs to more 170 remote locations across Australia with a focus on the delivery of preventative health care in a way that ensures continuity of patient care.

Importantly, regular visits are conducted in partnership with local male GPs, who host the visiting doctor and provide the local infrastructure. While the program is primarily for women, it is also available to men seeking advice on the health and well-being of their partners or family.

The RWGPS is delivered by the RFDS with support from the Commonwealth Government Department of Health and Ageing.



The RFDS is committed to improving the health and well-being of Aboriginal and Torres Strait Islanders living in rural and remote communities.

One successful initiative has been the creation of the Aboriginal Health Coordinator roles which maximise effective engagement with Aboriginal people and communities and provide a cultural conduit between the RFDS and the challenging context in which it operates.

In 2009/10, RFDS Central Operations expanded its commitment to Aboriginal health with the specific appointment of a female Aboriginal Health Coordinator to provide patients with gender choice and enhance its delivery of transport, preventative and primary health service capabilities.

Operating from the RFDS Port Augusta Base, the two Aboriginal Health Coordinators assist other RFDS and Port Augusta Hospital staff to work efficiently for positive health outcomes for Aboriginal patients by building and maintaining a high level of rapport and trust with Aboriginal people of all ages and health professionals alike.

They promote equity of access for Aboriginal people to hospital services by ensuring that treatments and programs are inclusive of a social view of health and have particular regard for individual needs, as well as provide social welfare support for RFDS Aboriginal patients during their stay at the Port Augusta Hospital “Step Down” Unit and make arrangements for their prompt return home to their community following admission.

The roles also involve promoting the health and welfare of communities by encouraging Aboriginal people to take responsibility for their own health and to make use of existing services in the community, and by acting as an effective role model for clients and the community.



Our pilots, doctors and flight nurses face unexpected challenges every day.

They often fly alone to remote, inhospitable locations to retrieve patients, and they frequently have to find innovative solutions to emergency situations – on the ground and in the air.

On 1 January 2010, one Adelaide crew led by Captain Matthew Cosier responded to the call for an emergency evacuation of two adult patients who had rolled their car on the Australian National Highway along the Nullarbor Plain.

Late in the afternoon, and preparing for the unexpected, the RFDS and MedSTAR specialist retrieval crews also loaded the aircraft with portable lighting to use at the scene, and proceeded to disembark for their flight to the nearest designated airstrip adjacent to the highway.

During taxi for take-off, the crew received a further call on the hand-held GRN (Government Radio Network) requesting an alternative landing destination of Chadwick Roadstrip – on the highway, 75 kilometres east of Nullarbor Roadhouse.

The aircraft circled above the roadstrip while local police blocked traffic at one end of the 1200-metre stretch of widened highway and the local road ambulance the other. Once the strip was secure, Captain Cosier safely touched down the aircraft.

Local ambulance, MedSTAR and RFDS medical crews stabilised the two patients on the ground before evacuating them back to Royal Adelaide Hospital for on-going medical treatment.



Our objective is to increase access to mental health services for people in the bush, with a strong emphasis on prevention rather than cure.

People in rural and remote Australia are not exempt from the statistic that 'one in five' people suffer from mental illness.

Unfortunately, for people living in these locations, isolation and poor availability of appropriate services can complicate treatment and management of common mental disorders.

The RFDS is striving to help address these issues by undertaking a new mental health program in outback communities of Central Australia.

In February 2010, the RFDS launched its Mental Health Outreach Program, funded for two years by the Department of Health and Ageing to bridge the gap in access to mental health services provided to people living in Central Australia – with a strong emphasis on prevention rather than cure.

Operating from Alice Springs, the team of three Mental Health Nurses make regular visits to remote communities to educate people in the bush on mental health issues.

In its first three months the pilot program delivered 122 consultations, working with individuals, families, groups and communities who have been identified as being 'at risk' of developing mental health problems.

The Alice Springs program complements a range of specific mental health programs being delivered by the RFDS, including the mental health and counselling work of our Community Health Nurse and Mental Health Nurse operating from the RFDS Port Augusta Base.

Together, they have assisted in reducing the stigma of mental health illness in the pastoral areas of Northern South Australia and, as a result, have been able to facilitate regular visits to these areas by a consultant psychiatrist.



Three new medical chests were authorised for placement at remote locations in March 2010, raising the total number of RFDS Medical Chests in South Australia to 146 – and to more than 2,500 across Australia.



The three new RFDS-registered medical chest holders were an outback mining site, a desert tourism business and a research organisation which operates a remote site in South Australia.

RFDS Medical Chests contain a range of pharmaceutical and non-pharmaceutical items, which enable emergency and non-emergency treatment to be given to people living and working in remote areas.

The chests are an important tool to enable RFDS medical practitioners to prescribe and treat people on-site for many conditions and to provide necessary treatment (e.g. pain relief) for those requiring emergency evacuation.

When somebody becomes ill or injured, medical chest custodians call their designated RFDS Communications Centre. The call is then transferred to a RFDS doctor, who will speak to the patient or care provider and diagnose the medical condition over the telephone.

The RFDS doctor will then prescribe a drug and/or treatment from the chest, for example, number "123", and give the patient instructions on what to do. At the end of the telephone consultation, the RFDS doctor will also provide the patient with a consult number which is needed to re-order the drug once it has been used.

In 2009/10, the RFDS Communications Centre at Port Augusta facilitated more than 6,500 tele-health consultations – 17 each day – to remote patients and family members, as well as rural doctors, remote area nurses, allied health staff and Aboriginal health workers.

Almost two years in the planning, the first of five new aircraft arrived in Australia to mark the single-biggest aircraft replacement program undertaken by RFDS Central Operations.

On 6 April 2010, the FH-FVA (or 'Alpha' as it has become known) touched down at the RFDS Alice Springs Base to be greeted by staff and supporters following its six-day ferry flight by RFDS pilots direct from the Pilatus factory at Stans in Switzerland.

The 'new generation' Pilatus PC-12 NG aircraft then flew the next day to the RFDS Adelaide Base where it spent the next two months being converted from a passenger aircraft into the most advanced 'flying intensive care unit' introduced to the service.

'Alpha' also bears the new-look aircraft livery and paint scheme, including all-red belly and underside of wings stamped with the 'RFDS', as part of a deliberate strategy to improve identification and awareness of how often the RFDS flies among the wider community.

Featuring a state-of-the-art Honeywell Primus Apex cockpit and high-lift wing for exceptional short-field performance, 'Alpha' later replaced VH-FMC ('Charlie'), the very first Pilatus PC-12 purchased by RFDS Central Operations in 1995.

At its retirement in July, 'Charlie' had flown almost 6.2 million kilometres and conducted more than 20,000 landings during its 15 years of service to the South Australian community.



The RFDS celebrated its 82nd Birthday in grand style with an outstanding evening of entertainment featuring the nation's leading young jazz vocalists backed by an 18-piece big band at the Adelaide Entertainment Centre.

The annual 'Wings for Life' Gala Ball and major RFDS fundraiser was held on Saturday 15 May 2010 – exactly 82 years to the day the Reverend John Flynn established his 'Flying Doctor' scheme for the people of the outback.

The party would not have been held without the generosity of the SA business community, including event major sponsors Viterra, Candetti Constructions, MGA Whittles and Iluka Resources.

Heading up the evening of entertainment was Swing King Carl Riseley and internationally-acclaimed female vocalist Liz Tobias, who both performed with the Bob Johnson Big Band in a jam-packed program which also included dancing, 'birthday' speeches and fundraising activities. By the evening's close, almost \$120,000 was raised to benefit the RFDS capital-raising program for the purchase of replacement aircraft and medical equipment.

In 2009/10, total fundraising income was \$6.20 million, the proceeds of which will be applied to our extensive capital requirements including aircraft replacement, new medical equipment and enhanced operational facilities.

This outstanding result would not have been achieved without the generosity of the community and the loyal support of our Auxiliaries and Support Groups, Corporate Partners and Supporters, Donors, Volunteers and Staff.

In addition to the fundraising effort, our commercial tourist facility, the Alice Springs Visitor Centre & Café, attracted 60,000 visitors from Australia and overseas and generated an operating surplus of \$304,000.



Hands-on training in emergency medicine for doctors, nurses and other health professionals working in rural and remote areas gained momentum in June 2010, following the extension of program funding for another three years.

Rural Emergency Skills Program (RESP) workshops were conducted at Port Lincoln and Adelaide in June, and participants included a special group of locum doctors about to relieve country GPs in regional and remote areas.

Developed specifically to fill the gap in emergency medical training in the bush, RESP is one of the lesser-known programs coordinated by the RFDS. It complements other key educational initiatives such as First Aid training of residents in remote and isolated communities.

The Program creates the opportunity for doctors and nurses working in rural communities to enhance their knowledge and skills in emergency procedures. It exposes medical practitioners to new techniques and equipment, as well as best practice approaches to basic and advanced Cardiac Pulmonary Resuscitation (CPR), airway, breathing and circulation emergencies, essentials of trauma management, paediatric trauma management, and emergency retrievals.

A total of 467 health professionals completed RESP workshops during the first four years of the program, with demand for enrolments so high that waiting lists have had to be compiled.

The workshops are meeting a definite need, with a formal review revealing “excellent” participant ratings for ‘quality’, ‘relevance’, ‘content’ and ‘delivery’.

An initiative of SA Country Health, the RESP is delivered by the RFDS in collaboration with LearnEM with funding through the Rural Doctors Workforce Agency.



Financial Report 2009/2010

Royal Flying Doctor Service of Australia Central Operations Incorporated

Concise Financial Report for the year ended 30 June 2010

The financial statements and other specific disclosures are an extract of and have been derived from the Royal Flying Doctor Service of Australia Central Operations Incorporated full financial report for the financial year. Other information included in the concise financial report is consistent with the Service's full financial report.

The concise 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 2010 Annual Financial Report, including the independent audit report, is available to all members, and will be sent to members without charge upon request.

Report by Board

During the financial year ended 30 June 2010, no officer of the Royal Flying Doctor Service of Australia Central Operations Incorporated, or any firm of which an officer is a member, or any corporation in which an officer has a substantial financial interest, has received or become entitled to receive a benefit, either directly or indirectly, as a result of a contract between an officer, firm or corporation and the Royal Flying Doctor Service of Australia Central Operations Incorporated.

During the financial year, no officer of the Royal Flying Doctor Service of Australia Central Operations Incorporated has received directly or indirectly from the Royal Flying Doctor Service of Australia Central Operations Incorporated any payment or other benefit of a pecuniary value, other than an approved salary which has been determined in accordance with general market conditions.

Dated at Adelaide this 16th day of September 2010.

Signed in accordance with a resolution of the Board.



D G W Hills
Chairman



P R Prestwich
Treasurer

Statement of Comprehensive Income >

For the year ended 30
June 2010

	2010 \$	2009 \$
Revenue	28,923,890	28,196,187
Other income	17,307,436	7,046,004
	46,231,326	35,242,191
Employee expenditure	14,118,718	13,087,886
Aviation fuel	3,437,480	3,710,614
Aviation maintenance	2,350,108	3,164,303
Insurance	541,694	502,872
Depreciation	3,173,595	3,206,757
Amortisation of engine overhaul	933,101	852,359
Other expenses	8,652,258	5,464,900
	33,206,954	29,989,691
Surplus before financial income and expense	13,024,372	5,252,500
Financial income	1,655,516	4,117,266
Financial expense	(2,115,562)	(707,286)
Net financial income	(460,046)	3,409,980
Surplus for the period	12,564,326	8,662,480
Other Comprehensive Income		
Revaluation of Land and Buildings	4,343,485	-
Net change in fair value of available for sale assets	119,592	1,182
Total Comprehensive Income for the period	17,027,403	8,663,662

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

Discussion and analysis of the Statement of Comprehensive Income

Total revenue has increased by 31% compared to 2009.

- > Capital grants, included in other income increased by \$8,478,604 to \$9,439,612. These grants were for the acquisition of capital assets totaling \$13,561,626 (2009: \$2,208,245). The Service has in place a capital replacement program for the replacement of five (5) aircraft in our fleet during the 2010 calendar year. Two (2) of those aircraft were received and paid for prior to 30 June 2010 with the remaining three due for delivery prior to 31 December 2010. The Commonwealth Government has contributed \$9,439,612 to this project in 2010.

Total expenses increased by 10.7% compared to 2009.

- > During the year the Service made a decision to dispose of five (5) aircraft. An impairment loss of \$3,275,110 on the measurement of the aircraft to the lower of its carrying amount and its fair value, less cost to sell, has been included within "other expenses" in the Statement of Comprehensive Income. This is the major contributor to the increase in expenses to 30 June 2010.
- > At 30 June 2010 the Service held US Dollars which will be used to purchase three (3) replacement aircraft due for delivery in the 2010 calendar year. These funds were required to be re-valued to their fair value at 30 June 2010. During the year the Service incurred a foreign currency loss of \$2,115,562. Last financial year a foreign currency gain of \$2,526,054 was recorded. The current year loss has been recorded as a financial expense in the Statement of Comprehensive Income.

Statement of Changes in Equity >

For the year ended 30 June 2010

	Asset Revaluation Reserve	Asset Realisation Reserve	Capital Grant Reserve	Fair Value Reserve	Retained Earnings	Total Equity
	\$	\$	\$	\$	\$	\$
Balance at 1 July 2008	8,343,430	6,580,285	10,702,315	1,566	49,749,445	75,377,041
Total comprehensive income for the period						
Surplus for the period	–	–	–	–	8,662,480	8,662,480
Changes in fair value of available for sale financial assets	–	–	–	1,182	–	1,182
Total comprehensive income for the period	–	–	–	1,182	8,662,480	8,663,662
Transfer (to)/from reserve	–	–	–	–	(961,008)	(961,008)
Transfer (to)/from retained earnings	–	–	961,008	–	–	961,008
Total recognised income and expense	–	–	961,008	1,182	7,701,472	8,663,662
Balance at 30 June 2009	8,343,430	6,580,285	11,663,323	2,748	57,450,917	84,040,703
Balance at 1 July 2009	8,343,430	6,580,285	11,663,323	2,748	57,450,917	84,040,703
Total comprehensive income for the period						
Surplus for the period	–	–	–	–	12,564,326	12,564,326
Changes in fair value of available for sale financial assets	–	–	–	119,592	–	119,592
Changes in fair value of Land and Buildings	4,343,485	–	–	–	–	4,343,485
Total comprehensive income for the period	4,343,485	–	–	119,592	12,564,326	17,027,403
Transfer (to)/from reserve	–	–	–	–	(9,439,612)	(9,439,612)
Transfer (to)/from retained earnings	–	–	9,439,612	–	–	9,439,612
Total recognised income and expense	4,343,485	–	9,439,612	119,592	3,124,714	17,027,403
Balance at 30 June 2010	12,686,915	6,580,285	21,102,935	122,340	60,575,631	101,068,106

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

Discussion and analysis of the Statement of Changes in Equity

- > Net assets have increased to \$101,068,106 primarily due to the revaluation of assets and the current year surplus.
- > Capital Grant revenue of \$9,439,612 has been transferred to the capital grants reserve to recognise income for capital application.

	2010 \$	2009 \$
Current Assets		
Cash and cash equivalents	9,631,013	11,636,570
Trade and other receivables	1,956,987	2,468,751
Inventories	99,808	108,619
Investments	42,242,443	30,504,569
Assets classified as held for sale	2,115,771	207,368
Total current assets	56,046,022	44,925,877
Non Current Assets		
Property, plant and equipment	52,498,720	44,494,074
Intangibles	166,222	153,009
Total non-current assets	52,664,942	44,647,083
Total assets	108,710,964	89,572,960
Current Liabilities		
Trade and other payables	4,589,901	3,164,821
Employee benefits	2,599,203	2,024,032
Total current liabilities	7,189,104	5,188,853
Non Current Liabilities		
Employee benefits	453,754	343,404
Total non-current liabilities	453,754	343,404
Total liabilities	7,642,858	5,532,257
Net assets	101,068,106	84,040,703
Equity		
Reserves	40,492,475	26,589,786
Retained earnings	60,575,631	57,450,917
Total equity attributable to equity holder	101,068,106	84,040,703

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

Discussion and analysis of the Balance Sheet

- > Total assets increased by 21% to \$108,710,964 with investments increasing by \$11,737,874 to \$42,242,443.
- > Total liabilities increased by 38% to \$7,642,858 attributable to accruals and deferred income.

Statement of Cash Flows >

For the year ended 30 June 2010

	2010	2009
	\$	\$
Cash flows from operating activities		
Cash receipts from grants	20,059,580	19,571,188
Cash receipts from customers	12,044,485	10,300,859
Cash paid in the ordinary course of operations	(25,646,365)	(25,763,995)
Cash receipts from tourist activities	1,305,578	1,403,113
Cash receipts from donations, legacies and bequests	6,282,704	4,854,480
Cash paid in the ordinary course of fundraising activities	(1,735,463)	(1,769,560)
Net cash from operating activities	12,310,519	8,596,085
Cash flows from investing activities		
Acquisition of property, plant and equipment	(12,429,073)	(1,844,660)
Acquisition of engine overhaul	(1,132,553)	(363,585)
Acquisition of investments	(13,000,210)	(26,499,807)
Proceeds from capital grants	10,055,792	344,828
Proceeds from sale of property, plant and equipment	999,934	5,588
Interest received	1,187,681	1,150,506
Dividends received	2,353	63,586
Net cash (used) in investing activities	(14,316,076)	(27,143,544)
Net increase in cash and cash equivalents	(2,005,557)	(18,547,459)
Cash and cash equivalents at 1 July	11,636,570	27,657,975
Effect of exchange rate fluctuations on cash held	-	2,526,054
Cash and cash equivalents at 30 June	9,631,013	11,636,570

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

Discussion and analysis of the Statement of Cash Flows

- > The increase in operating cash flows reflects increases in grants, receipts from customers and receipts from donations, legacies and bequests.
- > Net cash used in investing \$14,316,076 reflects the acquisition of property, plant and equipment, particularly aircraft and the setting aside of funds for future capital commitments.
- > The positive cash balance provides the Service with the capacity to meet its share of planned capital expenditure.

Notes to the Financial Statements >

Note 1: Basis of preparation of concise financial report

The concise financial report has been prepared in accordance with Accounting Standard AASB 1039 “Concise Financial Reports”. The financial statements and specific disclosures required by AASB 1039 have been derived from the Royal Flying Doctor Service of Australia Central Operations Incorporated (the “Service”) full financial report for the financial year. Other information included in the concise financial report is consistent with the Service’s full financial report. The concise 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 full description of the accounting policies adopted by the Service may be found in the Service’s full financial report.

The financial report is presented in Australian dollars.

Note 2: Accounting estimates and judgements

Management has discussed with the Finance Sub-Committee the development, selection and disclosure of the Service’s critical accounting policies and estimates and the application of these policies and estimates.

Note 3: Impairment loss

During the year the Service made a decision to dispose of five (5) aircraft. An impairment loss of \$3,275,110 on the measurement of the aircraft to the lower of its carrying amount and its fair value, less cost to sell, has been recognised in the financial statements.

Note 4 Subsequent events

Effective 6 January 2010 the new entity Royal Flying Doctor Service of Australia Central Operations, a company limited by guarantee, was established. On 30 June 2010 all assets and liabilities of the Service have been transferred to the new entity and commencing 1 July 2010 the Service will continue operations as Royal Flying Doctor Service of Australia Central Operations.

Directors' Declaration >

In the opinion of the directors of Royal Flying Doctor Service of Australia Central Operations Incorporated the attached concise financial report for the financial year ended 30 June 2010, set out on pages 37 to 41:

- a. has been derived from or is consistent with the full financial report for the financial year; and
- b. complies with Australian Accounting Standard AASB 1039 "Concise Financial Reports".

Dated at Adelaide this 16th day of September 2010.

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



D G W Hills
Chairman



P R Prestwich
Treasurer

Statement by the Chief Executive Officer >

I, JOHN FRANCIS LYNCH, being the Chief Executive Officer of the Royal Flying Doctor Service of Australia Central Operations Incorporated state that to the best of my knowledge and belief the accompanying concise financial report of the Service consisting of the Statement of Comprehensive Income and Statement of Changes in Equity for the year ended 30 June 2010, Balance Sheet as at 30 June 2010, Statement of Cash Flows and accompanying notes present a true and fair view of the state of affairs of the Service and of its results for the year. The financial statements have been prepared in accordance with Australian Accounting Standard AASB 1039 "Concise Financial Reports", the Associations Incorporation Act and the requirements of the law.

Dated at Adelaide this 16th day of September 2010.



J F Lynch
Chief Executive Officer

Independent Auditor's Report to the members of the Royal Flying Doctor Service of Australia Central Operations Incorporated >



The accompanying concise financial report of the Royal Flying Doctor Service of Australia Central Operations Incorporated ("the Service") comprises the balance sheet as at 30 June 2010, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended and related notes 1 to 4 derived from the audited financial report of the Royal Flying Doctor Service of Australia Central Operations Incorporated for the year ended 30 June 2010 and the discussion and analysis. The concise financial report does not contain all the disclosures required by Australian Accounting Standards.

Directors' responsibility for the concise financial report

The directors of the Service are responsible for the preparation and presentation of the concise financial report in accordance with Australian Accounting Standard AASB 1039 Concise Financial Reports and the Associations Incorporation Act 1985 (as amended). This responsibility includes establishing and maintaining internal control relevant to the preparation of the concise financial report; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's responsibility

Our responsibility is to express an opinion on the concise financial report based on our audit procedures. We have conducted an independent audit in accordance with Australian Auditing Standards, of the financial report of the Royal Flying Doctor Service of Australia Central Operations Incorporated for the year ended 30 June 2010. Our audit report on the financial report for the year was signed on 16 September 2010 and was not subject to any modification. The Australian Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report for the year is free of material misstatement.

Our procedures in respect of the concise financial report include testing that the information in the concise financial report is derived from, and is consistent with, the financial report for the year, and examination on a test basis, of evidence supporting the amounts, discussion and analysis, and other disclosures which were not directly derived from the financial report for the year. These procedures have been undertaken to form an opinion whether, in all material respects, the concise financial report complies with Australian Accounting Standard AASB 1039 Concise Financial Reports and whether the discussion and analysis complies with the requirements laid down in Australian Accounting Standard AASB 1039 Concise Financial Reports. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of the Australian professional accounting bodies.

Auditor's opinion

In our opinion, the concise financial report, including the discussion and analysis, of the Royal Flying Doctor Service of Australia Central Operations Incorporated for the year ended 30 June 2010 complies with Australian Accounting Standard AASB 1039 Concise Financial Reports.

KPMG

Paul Cenko
Partner

Adelaide, 16 September 2010

RFDS Offices & Bases >

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Port Augusta Base

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Fax: 08 8648 9591

Northern Territory

Alice Springs Base

Stuart Terrace, Alice Springs NT 0870

Phone: 08 8958 8400

Fax: 08 8953 0027

Alice Springs Visitor Centre & Café

Stuart Terrace, Alice Springs NT 0870

Phone: 08 8958 8411

Fax: 08 8958 8490

Health Facilities >

South Australia

Marree Health Service

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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