

TOGETHER



Royal Flying Doctor Service
WESTERN AUSTRALIA



WE
ACHIEVE
GREAT
THINGS.

YEAR IN REVIEW 2014 / 15

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TO SEE MORE, CONNECT WITH RFDS AT
RFDSTV.COM.AU



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JASON'S STORY



EMERGENCY FLIGHT THE RESULT OF A NORMAL SATURDAY FOOTBALL MATCH

AT 38, KEEN FOOTBALLER JASON ROWE WAS AWARE OF THE INJURIES THAT CAN RESULT FROM PLAYING AFL, AND HAD MOVED TO KALGOORLIE TO PURSUE HIS PASSION FOR THE SPORT. HE NEVER THOUGHT THAT ONE DAY A ROUTINE MATCH WOULD END IN A FLIGHT WITH THE ROYAL FLYING DOCTOR SERVICE.

"Up until 2012, I was so blasé about the game and the injuries that can come with it. But these things can happen in any sport and there's no point missing out on doing what you love," he said.

Jason played AFL since the age of 16, and growing up, had his fair share of bumps and bruises, including two left knee reconstructions, a fractured finger and broken thumb – but his love for the game, and his enthusiasm to be the best he could be, brought him back each week.

"I've always loved the game of AFL. It's such a thrill and real achievement when the final siren goes and you have a win on the board.

Working together with your teammates is such a key part of the game, and the friendships you make along the way are invaluable."

But on Saturday 5th May 2012, during an evening Goldfield's Football League match against Kalgoorlie, the player-coach of the Boulder City Football Club went up for a ball contest and was unintentionally knocked in the temple, rendering him unconscious. His wife, Janita, was watching on from the crowd, as he lay lifeless and unable to regain consciousness.

It was quickly determined that emergency medical care was required, and the facilities required were only available in Perth.

"I was flown to Perth by the Royal Flying Doctor Service - I never realised the extent of their medical care, and it's like being in a hospital. Inside the aircraft, they are fitted out like an emergency department. It's truly incredible," he said.

"Later that night I was put in a medically induced coma due to the swelling on my brain," he recounts.

"Janita flew to Perth the following day to be by my side and thankfully had the support of her Perth based family because it was a very tough time not knowing what

the outcome would be."

A flight from Kalgoorlie to Perth takes about one and a half hours, whereas travelling by road can take six to seven hours. Every RFDS aircraft is fitted out as a flying intensive care unit, allowing our experienced medical staff to treat patients with the same level of care as if they were in a hospital. This can mean the difference between life and death.

Much to the relief of his wife, Jason came out of the coma a couple of days later. After a month of being hospitalised, Jason was

allowed to return home where he would undergo ten months of slow rehabilitation in order for him to finally be able to return to work.

"Thankfully I have a great boss who was very understanding and allowed me to transition back to work at the pace I needed to," he said. "What lies ahead for me is hard to say – while I've made progress and am back at work full time, I still struggle with headaches, speech and memory loss.

"I am thankful I am here though... What I am focused on is being positive and taking each day as it comes. I know that without the Flying Doctor and the medical assistance provided on that flight, I wouldn't be here today."

I KNOW THAT WITHOUT THE FLYING DOCTOR AND THE MEDICAL ASSISTANCE PROVIDED ON THAT FLIGHT, I WOULDN'T BE HERE TODAY

A MESSAGE FROM OUR CHIEF EXECUTIVE OFFICER

2015 MARKED THE 80TH YEAR OF THE RFDS PROVIDING AERO MEDICAL AND PRIMARY HEALTH CARE SERVICES IN WESTERN AUSTRALIA, WHERE THE NEED AND PATIENT DEMAND FOR OUR ASSISTANCE CONTINUES TO GROW, AND OUR FOOTPRINT IS EVOLVING TO MATCH.

In the past 12 months, we've flown 9,132 sick and injured patients to hospitals around the state and received 41,200 telephone calls for medical assistance and advice. Our pilots made 18,823 landings around WA and flew 8,006,000 kilometres across our vast state.

Our services have significantly evolved over the past 80 years. Through technology and leadership our capability has developed considerably, and we've continued our role as sustainable, innovative leaders in aero medical health.

In order to maintain our high standard of timely service to the people of WA, our current fleet of 14 Pilatus PC-12 aircraft and a Hawker 800XP jet needs to change and expand, hence our eager anticipation of the introduction of three new Pilatus PC-24 long range jets into our fleet from late 2017.

The commitment of our existing and new community and corporate partners allows us to continue to introduce innovative technology and equipment, such as the PC-24 aircraft, to achieve better outcomes for the people of WA and ensure a sustainable future for the RFDS.

We've achieved several major milestones this year, including confirmation that our operational footprint will grow with the establishment of a new base for the first time in 50 years.

The base, in Broome, will begin operations at the end of 2015 and will better serve the growing population in the north of our state.

We are proud of the ongoing evolution of the RFDS to meet the growing demand for our services and thank you for your ongoing support and continued commitment to consolidating our future in Western Australia.



Grahame Marshall
Chief Executive Officer



18,823 LANDINGS



8,006,000 KILOMETRES FLOWN



JAKE'S STORY

FLYING FOR THE RFDS IS BOTH EXCITING AND REWARDING

JAKE WALSH LOVES HIS JOB AS A PILOT FOR THE ROYAL FLYING DOCTOR SERVICE. HE HAS COME 'FULL CIRCLE' SINCE BEING AN RFDS PATIENT AT THE AGE OF TWO WHEN HE INHALED A TWO CENT PIECE.

"Mum probably wasn't too impressed and Dad was in trouble for allowing me to play with two cent coins, but I was ok after being airlifted from Port Macquarie to Newcastle by the RFDS," he said.

Fast forward 22 years and Jake now has more than eight years' experience flying; the last five months of that with the RFDS. He moved from Port Macquarie to WA and has already seen a fair bit of our vast state while working for various mining companies and now the Flying Doctor.

"It's an exciting job; I get to fly for the RFDS and contribute to saving lives, and no day is ever the same as the next," he said.

Now based in Port Hedland, Jake said he loves not knowing where he will be flying to on any day he's working.

"On my first day flying a Pilatus PC-12, we were diverted to Albany to assist with the search for two people who were in the water after their boat had capsized. We managed to locate them in time and they have both recovered, which is great," Jake said.

"I've never yet been to the same place twice for work and that really suits me. The job we do is quite rewarding and I love being part of a team, assisting the doctors and flight nurses.

"Some of the places we travel to for patient retrievals are so remote, you wouldn't even know they existed, like Jamieson Range close to the South Australian and Northern Territory borders. The people there are so far from any medical assistance and they are very relieved to see the RFDS!"

Jake says you need to be able to accustom yourself to a changing environment quite quickly as part of the RFDS team.

"You need to be able to adapt to constantly changing tasks. You might be diverted while in the air and while you can try to plan ahead, things change most of the time.

"Some shifts involve flying at night or in bad weather and retrieving patients from serious car accidents. We had one not long ago in the state's north-west involving 16 people in one vehicle, two didn't make it which is sad but I am pleased that most did, including an eight year-old girl from Broome who has made a full recovery."

Jake enjoys the RFDS environment and says it's a much bigger team than he'd realised. He enjoys bike riding, swimming and camping and has no plans to move on from the RFDS, hoping at some stage to be based in Kalgoorlie.

SOME OF THE PLACES WE TRAVEL TO ARE SO REMOTE... PEOPLE THERE ARE SO RELIEVED TO SEE THE RFDS

RFDS TO RECEIVE REVOLUTIONARY JET AIRCRAFT

THE PILATUS PC-24 JET AIRCRAFT IS REVOLUTIONISING AERO MEDICINE FOR THE ROYAL FLYING DOCTOR SERVICE, ENSURING BETTER OUTCOMES FOR PEOPLE IN WA.

The innovative jet aircraft will change the way the Royal Flying Doctor Service operates. With industry - leading technology and ground-breaking features, the PC-24 jets will allow the RFDS to transport more stretchered patients at the same time, increasing efficiency and capability.

The PC-24 jet aircraft will deliver increased fuel efficiency and, with twice the cruising speed of the PC-12, will improve both operational and patient outcomes. With the increased capacity to carry three stretchered patients, along with a bespoke intensive care aero medical design and fit out, and the cabin pressurised at sea level, the PC-24 jets are a game changing aircraft for the RFDS.

With the ability to land on unpaved airstrips, including dirt, gravel and grass, as well as inbuilt technology allowing for shorter take off and landing functionality, the PC-24 can access airstrips that no other aero medical jet in the world is currently capable of utilising.

This means patients can be retrieved from a greater number of locations around the state and in a timelier manner.

Leading the way in aviation technology, the PC-24 will be fitted out with a Synthetic Vision System; an innovation which ensures each flight is conducted with the utmost safety measurements in place.

The Synthetic Vision System creates a 3 dimensional representation of the ground to give the pilot a clear and realistic view. This is vital for safe remote landings where wildlife, vehicles and other obstacles can be a major risk.

In addition to this, the Enhanced Vision System provides infra-red technology to allow the aircraft operator to detect people, animals, vehicles and other objects through heat technology. This crucial software ensures collisions can be avoided, which ordinarily could result in damage to the aircraft, and potential danger to staff and patients on board.

RIO TINTO LIFE FLIGHT JETS

TO DATE, RIO TINTO HAS BEEN INSTRUMENTAL IN ENABLING INNOVATIVE AERO MEDICAL EMERGENCY HEALTH AND EVACUATION SERVICES TO WESTERN AUSTRALIA AS A RESULT OF THEIR SUPPORT OF THE RIO TINTO LIFE FLIGHT JET. THEIR SUPPORT CONTINUES AS EXCLUSIVE PARTNERS OF THE PILATUS PC-24 AIRCRAFT FROM 2017.

As the Founding Partner for the RFDS Aero Medical Fund – a critical capital raising campaign designed to secure the longer term future of the RFDS – Rio Tinto has pledged \$10 million over four years, from 2017, towards the new PC-24 jet aircraft.

Rio Tinto has played a critical role in supporting the RFDS, committing \$22.5 million since 2004 . The Rio Tinto and RFDS partnership has always been based on the alignment of core organisation values. This partnership will continue its shared vision for innovation and recognising requirements supporting the future growth of our state.

Rio Tinto's commitment to the new era of RFDS jets will transform our capability to deliver more advanced and efficient long haul regional patient transfers, emergency evacuations, and interstate patient transfers for all Western Australians.

Rio Tinto is recognised as our exclusive jet partner enabling one of the most innovative shifts in the history of the Royal Flying Doctor Service.

RIO TINTO HAS PLAYED A CRITICAL ROLE IN SUPPORTING THE RFDS

PILATUS PC-24 AIRCRAFT

IMPROVED FUEL EFFICIENCY



SINGLE PILOT OPERATION

BESPOKE INTENSIVE CARE AERO MEDICAL DESIGN AND FIT OUT

INCREASED CAPACITY FOR 3 STRETCHERED PATIENTS

CRUISING SPEED OF 780KM/H

SHORT TAKE OFF AND LANDING CAPABILITIES

ACCESS TO UNSEALED REMOTE AIRSTRIPS



DOUG'S STORY



EMERGENCY FLIGHT FOR FIT AND HEALTHY 64 YEAR OLD PROVES LIFE SAVING

AT 64, DOUG WALTERS WAS WELL AWARE OF THE IMPORTANCE OF KEEPING FIT AND HEALTHY, HAVING PLAYED SPORT AT COMPETITIVE LEVELS ALL HIS LIFE AND MAINTAINING AN ACTIVE LIFESTYLE, IT CAME AS A SURPRISE TO HIM, HIS FRIENDS AND HIS FAMILY, WHEN HE RECENTLY SUFFERED HEART ATTACK SYMPTOMS THAT RESULTED IN AN EMERGENCY FLIGHT WITH THE ROYAL FLYING DOCTOR SERVICE.

"I was in the Royal New Zealand Air Force for 23 years. During that time I was always involved in sports and competed in rugby, cricket and tennis. It was part of my lifestyle to keep fit and active," said Doug.

He considers himself a young 64 year old, and while his mother passed away at the age of 56 as a result of a heart attack, he thought he had beaten the odds because of his active lifestyle. His entire life he has been aware of the importance of staying on top of his health.

But on Saturday 19th May this year, during his grandson's morning soccer game, he started to get chest pains. He gathered his thoughts and made a smart decision to seek medical advice. He quickly realised that what he was experiencing was a little more serious than indigestion and it was better to be safe than sorry.

A visit to the Newman hospital resulted in a recommendation to see a cardiologist - a referral he could get from his GP.

"I was happy that all seemed okay and I felt better knowing nothing bad was going on," he recalls. "But after I arrived at work at 5.30am on the Monday morning I started experiencing more intense pain and I knew it wasn't a good sign."

After a second visit to the hospital, doctors felt it was necessary to have him flown to Perth – things were starting to get more serious, and the RFDS was called in.

The distance from Newman to Perth is approximately 1,200 kilometres – a two and a half hour flight with the RFDS or a 13 hour drive. When time and distance are not on your side, the RFDS provides life saving emergency medical care.

Later that evening he was told the RFDS were on their way and by 10.30pm, he was on board the flying intensive care unit that is an RFDS plane, and on his way to Royal Perth Hospital.

"My doctor on the aircraft was wonderful. I have done plenty of flying in my time and am used to it, but I was sick and suffering fluctuating blood pressure for the entire flight," Doug said. "I was the model patient for the first hour but the doctor said she had her work cut out for her, as at one point during the flight she asked me if I felt okay. At that moment I passed out."

RFDS aircraft have an advanced and bespoke aero medical fit out, and the doctor was able to monitor all of Doug's vital symptoms and signs, including his blood pressure, heart rate, and oxygen levels. From the moment he was on board, Doug was in the very best of care.

"During the flight, for the first time in my life, I was scared about what was happening to me, but at the same time knew I was in expert care so I also had a sense of calm."

"When I arrived at Jandakot Airport, I wasn't fully aware of exactly what time it was or where I was, but I felt that all was going to be okay," he recounts.

In hospital it was discovered that Doug had two arterial blockages which resulted in an angioplasty being conducted there and then. He was discharged the following day and he had plenty to reflect on especially thinking about how things could have gone so differently.

"For when the unthinkable is upon us, it's good to know that a service unlike any other is there to make a difference between life and death for those of us that don't live near specialist care," he said.

"The RFDS saved my life that day."

WHEN THE UNTHINKABLE IS UPON US, IT'S GOOD TO KNOW THAT A SERVICE UNLIKE ANY OTHER IS THERE TO MAKE A DIFFERENCE

JANDAKOT REDEVELOPMENT

THE ROYAL FLYING DOCTOR SERVICES JANDAKOT BASE WILL NEED TO UNDERGO A MAJOR REDEVELOPMENT TO ACCOMMODATE THE FUTURE NEEDS OF OUR PATIENTS

TO ACCOMMODATE THE EVER INCREASING DEMAND FOR SERVICES, CHANGING GEOGRAPHICAL REQUIREMENTS AND THE INTRODUCTION OF THE PC-24 JETS, THE JANDAKOT RFDS BASE WILL NEED AN EXTENSIVE OVERHAUL.

With the introduction of the Pilatus PC-24 jets, the Jandakot hangar will need to be redeveloped to accommodate the additional aircraft.

Engineering and maintenance of all RFDS aircraft will remain at the Jandakot base, and as such facilities need to be updated in order to cater for the new fleet.

As the demand for our services continues to grow, the facilities at the Jandakot base need to accommodate this growth. This includes the expansion of operational facilities including hangars to accommodate the Pilatus PC-24 jets for engineering and maintenance, as well as a state of the art state-wide Coordination Centre. A PC-12 flight training simulator and an Aero Medical and Aviation Training Centre of Excellence will be introduced.



RFDS AERO MEDICAL & AVIATION TRAINING CENTRE OF EXCELLENCE

THE RFDS AERO MEDICAL & AVIATION TRAINING CENTRE OF EXCELLENCE WILL BE A SIGNIFICANT NEW FEATURE AT JANDAKOT; A DESIGNATED FACILITY FOR TRAINING AND EDUCATION.

The centre will consist of modern training facilities for pilots, medical & engineering staff, as well as a historical archive museum showcasing the rich 80 year history of the RFDS in Western Australia.

The RFDS Aero Medical & Aviation Training Centre of Excellence will house the Level D Pilatus PC-12 NG Simulator, the only one of its kind in the Southern Hemisphere, and one of two in the world.

The Pilatus PC-12 Simulator will be utilised to train pilots in the most realistic flight training simulator available in the world. This incredible technology will allow both RFDS, and external, pilots to train and gain their qualifications as well as practice safe flight techniques, and emergency scenarios.

This revolutionary technology is beneficial to the RFDS and all Western Australians, as actual aircraft will no longer need to be used for training purposes, and instead can remain in operation to save lives and transport those in need. RFDS pilots will have the most comprehensive skill set available, increasing the capability and capacity of service provided to Western Australians.

ACTUAL AIRCRAFT WILL NO LONGER NEED TO BE USED FOR TRAINING PURPOSES, AND INSTEAD CAN REMAIN IN OPERATION TO SAVE LIVES AND TRANSPORT THOSE IN NEED



2,500,000
SQ KMS
SERVICE AREA



6
NUMBER
OF BASES



9,132
NUMBER OF
PATIENTS FLOWN

15
NUMBER OF
AIRCRAFT



27,715
NUMBER OF
PATIENT CONTACTS



1,958
NUMBER OF
HEALTHCARE CLINICS

18,583
NUMBER OF PATIENTS
ATTENDING CLINICS



18,823
NUMBER
OF LANDINGS



8,006,000
NUMBER OF
KILOMETRES FLOWN

41,200
NUMBER OF
TELEHEALTH CALLS



2014 / 15 SNAPSHOT

MORE THAN JUST AN EMERGENCY SERVICE

OVER THE PAST 12 MONTHS THE RFDS HAS TOUCHED THE LIVES OF NEARLY 28,000 PEOPLE THROUGH RETRIEVALS AND PATIENT CLINICS, AND PROVIDED ADVICE AND ASSISTANCE TO A FURTHER 41,200 THROUGH THE TELEHEALTH SERVICE.

The RFDS is regarded as the most comprehensive aero medical service provider in the world. In Western Australia alone, the RFDS services over 2.5 million square kilometres, with 15 aircraft and five bases.

Beyond aero medical retrievals, the RFDS offers a range of primary health care services around the state.

Inter Hospital Patient Transport

The RFDS provides aero medical transport of sick and injured patients to, and between, hospital facilities within WA, as well as interstate.

Telehealth

Over 41,000 calls were received in the past year for medical advice and assistance, as well as radio and video linked medical consultations with RFDS doctors, from people working, travelling or living across WA, where access to medical assistance is limited or nonexistent.

GP Clinics and Dental Services

Dental health and general practice clinics are conducted around the state, bringing routine check-ups to remote and rural areas where medical services are limited.

Medical Chests

Currently over 500 medical chests are located around the state, containing a range of pharmaceutical and non-pharmaceutical items for emergency treatment, pain relief and preparation for evacuation.



ADDRESSING THE NEEDS OF OUR NORTH WEST

BROOME BASE BUILDING FOUNDATIONS FOR THE FUTURE

WITH A 236% INCREASE IN DEMAND FOR AERO MEDICAL SERVICES IN BROOME OVER THE PAST FIVE YEARS, OUR BROOME BASE IS SET TO BOLSTER OUR CAPABILITIES IN THE NORTH OF THE STATE.

Operations in Broome will begin by the end of 2015, and will ensure the RFDS can continue to meet the increasing and changing patient demand for our aero medical services in the north of WA.

Significant changes in the pattern and levels of aero medical activity in the Kimberley region over the past five years have been the primary driver to establish RFDS facilities into Broome. Last year alone, the RFDS transported over 1,100 patients to and from Broome, making it our busiest transport hub in the north of the state.

With two aircraft hangars, and a state of the art patient treatment centre, the introduction of additional capability to Broome will mean the RFDS is better placed to more quickly respond to emergencies throughout the Kimberley, enabling reduced flight times, and ultimately providing better outcomes for patients.





**282
STAFF
MEMBERS**



**2,500,000
SQUARE KMS
COVERED**

JUST ONE DAY AT THE RFDS JUNE 9 2015

BASED AT JANDAKOT, THE STATE-WIDE COORDINATION CENTRE IS THE COMMUNICATION AND TASKING HUB FOR AERO MEDICAL TRANSFERS ACROSS THE STATE.

The state Coordination Centre operates 24 hours a day, 365 days a year. A dedicated team of people work around the clock to keep the RFDS in WA operating, and ensure that every patient receives the best possible outcome.

In a standard day, the Coordination Centre receives emergency calls, prioritises patients, tasks aircraft and staff, and liaises with St John Ambulance and hospitals all around the state.

As an insight into a day in the Coordination Centre, the action logs of one of the busiest days at the RFDS was recorded – June 9, 2015 – where 1,078 calls were made and received within 24 hours. On average, 113 patients are responded to every day.

**AS MIDNIGHT TICKS
OVER, TWO NIGHT SHIFT
COORDINATORS ARE
HALF WAY INTO THEIR
SHIFT, AND TWO AIRCRAFT
ARE IN FLIGHT-
ONE FROM JANDAKOT
TO ALBANY, THE OTHER
FROM DERBY TO BROOME**

A DAY IN THE STATE-WIDE COORDINATION CENTRE



Phone consults are calls that involve the advice of an RFDS doctor to a patient, witness, nurse or doctor involved in an incident.

Not all calls result in the tasking of an RFDS aircraft and crew.



38

PATIENTS FLOWN THAT DAY

28K

KILOMETRES FLOWN THAT DAY

Tasking refers to the process of scheduling a flight, and allocating staff to those flights

16

DOCTORS ON SHIFT THAT DAY



19

NURSES ON SHIFT THAT DAY



17

PILOTS ON SHIFT THAT DAY

06:00

Handover from two night crew coordinators to two day crew coordinators

Phone consult from Cone Bay - 90km north of Derby

07:00

Port Hedland crew tasked to Broome > Newman > Jigalong > Port Hedland

Jandakot crew tasked to Kalgoorlie > Southern Cross > Jandakot

09:00

Coordination Centre Support Officer starts shift

Phone consult from Mount Magnet

10:00

Derby crew tasked to Mitchell Plateau > Wyndham > Darwin > Derby

Meekatharra crew tasked to Newman > Jandakot. This crew was heading back for Meekatharra but was diverted to Margaret River and back to Jandakot, then to Busselton and back to Jandakot. They return to Meekatharra the following day.

11:00

Two phone consults from Mt Magnet and Leeman

Port Hedland crew tasked to Karratha > Jandakot > Port Hedland

12:00

Phone consults from Cockatoo Island and Warburton

Derby crew tasked to Broome > Port Hedland > Leeman > La Grange Bay > Broome > Derby

Meekatharra crew tasked to Carnarvon > Leeman > Meekatharra

Jandakot crew tasked to Meekatharra > Jandakot

13:00

Phone consult from Yulajinna Station

Jandakot crew tasked to Carnarvon > Jandakot

14:00

Phone consult from Yimmetharra

Kalgoorlie crew tasked to Murrin Murrin > Jandakot > Kalgoorlie

15:00

Phone consult from Mt Phillip Station

Jandakot crew tasked to Geraldton > Jandakot

16:00

Phone consult from Lancelin

17:00

Coordination Centre Support Officer ends shift

18:00

Handover from two day crew coordinators to two night crew coordinators

19:00

Meekatharra crew tasked Jandakot > Meekatharra

Kalgoorlie crew tasked to Esperance > Jandakot > Leinster > Kalgoorlie

Jandakot crew tasked to Geraldton > Jandakot

21:00

Jandakot crew tasked to Albany > Jandakot

22:00

Second Jandakot crew tasked to Geraldton > Dongara > Jandakot

23:00

Port Hedland crew tasked to Shark Bay > Jandakot > Port Hedland

Meekatharra crew tasked from Jandakot > Bunbury > Jandakot

64

TAKE OFF AND LANDINGS THAT DAY

1078

PHONE CALLS TO AND FROM THE COORDINATION CENTRE THAT DAY



FLIGHT NURSE ALWAYS UP FOR A CHALLENGE

FLIGHT NURSE KATHLEEN ROSS LIKES CHALLENGES; FROM RUNNING A MARATHON ALONG THE GREAT WALL OF CHINA TO CLIMBING MT KILIMANJARO, THIS ENERGETIC YOUNG WOMAN ENJOYS NOT QUITE KNOWING WHAT IS AROUND THE CORNER.

Kathleen said her bucket list has also included working with the Royal Flying Doctor Service.

"I have been based in Jandakot for the past 18 months after working at the hospital emergency department in Townsville," she said.

I JUST LOVE THE VIEW FROM MY 'OFFICE WINDOW' IN THE AIRCRAFT EVERY DAY

Kathleen said that from her immediate team to the St John Ambulance volunteers to people in small communities who put lights out to help the aircraft land; she is constantly amazed by the number of incredible people she meets on the job.

KATHLEEN'S STORY

"It was nice to come 'home' to WA as all of my family are here."

Kathleen had her first taste of the Flying Doctor as a young girl when she broke her arm in about half a dozen places.

"I was doing gymnastics and managed to sever a nerve and very badly broke my arm, requiring a flight to hospital by the RFDS for treatment. The flight staff were so professional and reassuring throughout the flight.

"That was a long time ago and now I just love the view from my "office window" in the aircraft every day.

"Sometimes we get up at crazy hours but we never know where we will be flying to and I work as part of the most awesome team of people."

"I have fond memories of a man from Exmouth who had been gold prospecting for most of his life. He looked like an ordinary 'aussie bloke', wearing a singlet and thongs however he had the most philosophical outlook on life and was fascinating to talk to.

"He was in the last stages of his life and planned to walk out to the middle of nowhere and keep prospecting until he couldn't anymore."

"There are also some very sad cases and it is partly for this reason that you absolutely need a sense of humour. There are times when you laugh with the team when you actually want to cry, but a positive outlook gets you through."

Kathleen said one of the most rewarding elements of working with the RFDS was the feedback.

"Many of the patients, especially the elderly, are so grateful to see us. Children love it and despite being sometimes very ill, they are so excited to be on the plane. It's also great to be part of the 'story' for the many ambulance and community volunteers who often help, especially in small towns."

Kathleen said long hours are part of the job and early in her time as a flight nurse she did more than 18 hours, travelling from Bruce Rock to Christmas Island and finally back to Jandakot.

"I had really wanted to see Christmas Island but we landed just before sunrise and took off right on sunrise, it was so busy I didn't see much but there is likely to be a next time!"



**9,132
PATIENTS
FLOWN**



**27,715
PATIENT
CONTACTS**

GRAEME'S STORY

**BEING A DOCTOR
FOR THE RFDS IS
BOTH CHALLENGING
AND EXTREMELY
REWARDING**

DR GRAEME JOHNSON SAYS HIS JOB AT THE ROYAL FLYING DOCTOR SERVICE IS THE HARDEST JOB HE'S EVER HAD – BUT THE MOST REWARDING.

In his final stages of training as an Anaesthetist, Graeme has been working as a GP in the remote north of Western Australia for the past four years.

"I've been based in Derby and then Kununurra, which was fantastic, and the bush blood runs in my veins," said Graeme.

"My background working in the country, added with always learning has seen me in good stead for my work with the RFDS."

RFDS doctors work as part of specialised teams in the technically challenging confines of aircraft, and deal with critically unwell patients with any number of difficulties.

"We need to be prepared for complications and ensure that patients arrive at their destination in the best possible shape. It is challenging but incredibly interesting. Our aircraft are fitted out just like an intensive care unit you'd find in a hospital, which increases our capability and makes our job a lot easier – it allows us to treat patients with a range of injuries, illnesses and severities while in flight.

"It is the intensive care capability the aircraft delivers that can mean the difference between life and death for some patients."

Graeme said working in the remote north can mean being involved in cases such as multiple patients in serious car crashes, where there are no immediate medical facilities or trained medical staff.

"We are often working in a time critical manner and deliver the very best care before transferring a person to hospital."

Graeme said there were many rewarding cases to recall as well.

"One night we were on our third job with a thick fog rolling in when our crew was called to retrieve a man who had a leaking aorta. We managed to treat him as expeditiously as possible using the advanced medical equipment we

have on board before handing him over to hospital staff for surgery, and that man has made a full recovery.

"There is another case I remember where the flight nurse and I together provided advanced life support to a patient with a cardiac arrest in-flight.

"He recovered and this also demonstrates what training, anticipating change, being prepared and effective teamwork can achieve."

"The RFDS really is essential and our teams need to be able to work in very challenging situations, have a high level of vigilance, work well in teams, be very resourceful and have a good sense of humour!"

Graeme has been involved in the treatment of patients aged from four weeks right through to people close to the very late years of their lives. For him it is a privilege to be part of a team that helps people with a critical illness to have improved health and even more days of a better quality of life.

Graeme said it had been a longstanding professional ambition to work for the RFDS.

"Achieving that ambition has been amazing, in itself," he said.



**IT HAD BEEN A
LONGSTANDING
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AMBITION
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THE RFDS**

AERO MEDICAL FUND

RAISING CRITICAL CAPITAL FUNDS FOR FUTURE SUSTAINABILITY OF THE RFDS

THE ROYAL FLYING DOCTOR SERVICE IS RECOGNISED AS THE MOST INNOVATIVE, CAPABLE AND EFFECTIVE AERO MEDICAL SERVICE PROVIDER IN THE WORLD.

To enable the long term future of the Royal Flying Doctor Service, the Aero Medical Fund was launched in May 2015 to raise critical capital funds to support the critical role of the RFDS in supporting the continued growth and development of Western Australia, and the health and prosperity of all Western Australians.

Looking ahead over the next five years to 2020, the RFDS forecast that the need for aero medical and remote health services in WA will continue to change and increase.

Consequently, it is critical that the necessary RFDS technology, geographical footprint, infrastructure and resources are developed and implemented.

The Aero Medical Fund focuses on a number of key strategic initiatives:

- > Aero Medical Health
- > Building WA
- > Innovation and Leadership

Within these pillars, critical capital requirements have been identified that are essential to our future success in delivering the best possible aero medical services to patients across WA.

In order to support the ongoing growth and development of WA, the RFDS facilities will be developed, improved and expanded to provide the most effective service to people and

communities throughout the state.

The ongoing evolution of the RFDS will see the introduction of new and innovative aircraft and technology that will revolutionise the capability to deliver timely patient transfers, evacuations and health services.

As a recognised leader in emergency aero medicine, the RFDS' future focus is on continuing to develop training, infrastructure and services across the organisation to remain the most advanced and effective aero medical service provider in the world.

The Aero Medical Fund offers a unique opportunity for like-minded businesses and individuals to align their values with the RFDS and invest critically needed funds.

AS A RECOGNISED LEADER, THE RFDS IS CONTINUING TO DEVELOP TO REMAIN THE MOST ADVANCED AND EFFECTIVE AERO MEDICAL SERVICE PROVIDER IN THE WORLD

HOW YOU CAN SUPPORT US

THE RFDS RELIES ON FUNDING FROM PRIVATE DONATIONS, PHILANTHROPIC GRANTS, PRIVATE TRUSTS, EVENTS AND COMMUNITY FUNDRAISING TO ENSURE ITS LIFE-SAVING SERVICES ARE MAINTAINED.

Funds raised go directly toward delivering essential health care services, purchasing specialist equipment and maintaining aircraft, to assist thousands of people every year that live, work and travel in rural and regional Australia.

Make a donation or become a regular giver

Supporters can easily make a commitment to support the RFDS, with donations and regular monthly gifts giving us the stability to support long term projects and programs.

Community fundraising events

There are plenty of community fundraising events around WA each month to get involved with. We also welcome new events from our supporters.

FUNDS RAISED GO DIRECTLY TOWARD DELIVERING LIFE SAVING AERO MEDICAL CARE

Give in memory or celebration

Making a donation to the RFDS in lieu of a gift or flowers can be a touching way to honour a special occasion or commemorate a loved one and will help others in need.

Leave a gift in your Will

A gift to the RFDS in your Will has the power to impact countless lives. We have information and resources available to help you plan your gift so you can leave a legacy of care for generations to come.

Become a Corporate Partner

There are many ways in which your business can support and benefit from a partnership with the RFDS. These include cause-related marketing initiatives, program sponsorship, workplace giving, matched giving, staff engagement, cash and pro-bono sponsorship.

Aero Medical Fund

The Aero Medical Fund offers the opportunity for individuals and corporate organisations that share similar values to those of the RFDS to align their brand with our organisation.



OUR
SUPPORTERS

The RFDS would like to thank all of our amazing volunteers, committees and community fundraisers who generously donate their time and effort to fundraising for the RFDS.

With special thanks to:

- Broome Ambassador – Melva Stone, OAM
- Busselton RFDS Volunteer Committee
- Dongara RFDS Volunteer Committee
- Flying 1000
- Friends of the Flying Doctor
- Geraldton RFDS Volunteer Committee
- Jurien RFDS Volunteer Committee
- Katanning RFDS Volunteer Committee
- Mount Barker RFDS Volunteer Committee
- Narrogin RFDS Volunteer Committee
- Pannawonica RFDS Volunteer Committee
- Paraburdoo RFDS Volunteer Committee
- RFDS Eastern Goldfields Auxiliary
- RFDS Esperance Auxiliary

CORPORATE
PARTNERS

Altitude Partners



Founding partner – Aero Medical Fund
Partner of the Rio Tinto Life Flight jet fleet



Partner of
Pilatus PC-12 Aircraft

Major Partners



Community Partners



Altitude Ball Sponsors



Corporate Supporters



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Australian Government
Department of Health



JANDAKOT
CORPORATE
OFFICE

Address: 3 Eagle Drive,
Jandakot Airport,
Jandakot WA 6164

Phone: 08 9417 6300

Fax: 08 9417 6309

Email: westops@rfdswa.com.au

DERBY

Address: Derby Airport
PO Box 52
Derby WA 6728

Phone: 08 9191 0200

Fax: 08 9191 0209

KALGOORLIE

Address: Kalgoorlie Boulder Airport
PO Box 444
Kalgoorlie WA 6430

Phone: 08 9093 7500

Fax: 08 9093 7509

MEEKATHARRA

Address: Meekatharra Airport
PO Box 103
Meekatharra WA 6642

Phone: 08 9980 0550

Fax: 08 9981 1601

PORT HEDLAND

Address: Waldron Road
PO Box 2144
Port Hedland WA 6721

Phone: 08 9172 0700

Fax: 08 9172 0709



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