

The furthest corner.
The finest care.



CONTENTS >

THIS YEAR'S NATIONAL HIGHLIGHTS 1

BOARD AND EXECUTIVE 2

Chair and Chief Executive's Report	2
Board of Directors	3

IMPROVING COMMUNITY HEALTH 4

The Flying Doctors across Australia	4
Diabetes Telehealth Service	5
Mobile Dental Care	6
Mobile Eye Care	7
Rural Women's GP Service	7
<i>Give Them Wings</i> Scholarships	8

STRONG PARTNERSHIPS 9

Corporate partnerships	9
Health partnerships	9
Community partners	10
Trek the Trak Outback	11

QUALITY PATIENT SERVICES 12

Mobile Patient Care	12
Our people	14
Our volunteers	15

RFDS COMMUNITY 16

Outback Tour	16
RFDS Donor Survey	16
Fundraising events	17
Look! Up in the Sky education program	18
Royal Flying Doctor Service	
Victoria Awards	19
Thank you to our Ground Crew	
monthly givers	19
Flying Doctor Foundation	20
Supporters and lasting legacies	21

FINANCIAL STATEMENTS 22





Kilometres flown

26.8m

Number of aircraft

66

Patients attended

292,179

NATIONAL MISSION >

The Royal Flying Doctor Service provides excellence in aeromedical and primary healthcare across Australia.

VICTORIAN VISION >

All Victorians will have access to affordable, quality health care services and healthy lifestyle information to enable wider choice and greater responsibility for their own wellbeing.

VICTORIAN PURPOSE >

To strengthen the health of Victorian communities and provide greater access to health care throughout Australia.

Health clinics

15,232

Patient transports

(includes primary evacuation and inter-hospital transfers by air and road)

64,673

2014/15

Chair and Chief Executive's Report >

The Royal Flying Doctor Service (RFDS) continues to provide emergency retrieval and primary health care services across Australia. In Victoria we are proud to be providing more non-emergency patient transports and primary health care services to people living in Victoria.



W. Murray Rogers AM
Chairman

Scott Chapman
Chief Executive

The Royal Flying Doctor Service (RFDS) continues its valuable emergency retrieval and primary health care services across Australia.

In Victoria we are proud to continue the provision of services to people living in Victoria. We have continued our partnerships with peak health bodies, the Victorian Government, and communities where there are areas of health needs. RFDS Victoria has worked to make a real difference to Victoria's health outcomes.

It has been very pleasing to witness the expansion and success of our primary health care programs through the provision of dental checks and oral education sessions to over 1,000 patients in 132 locations including schools, bush nursing centres, aged care facilities and regional field days.

During the year the expansion of the non-emergency patient transport service has seen RFDS Victoria become the largest provider of these services to Ambulance Victoria. New services to many rural public and private hospitals as well as a strong partnership with a number of metropolitan hospitals has positioned Mobile Patient Care as one of the largest services in Victoria – revered for its quality and clinical care.

In November we were delighted to host the RFDS Federation Chair Amanda Vanstone and Board in Melbourne. During their visit, we had the opportunity to outline our growth in service delivery in Victoria – which includes programs such as Mobile Eye Care, Mobile Dental Care, Diabetes Telehealth Services and Rural Women's GP services, and our expansion of patient transports and event first aid.

RFDS Victoria said farewell to two Board members, Denise Reynolds and Kim Webber. Denise was a long-term Board member having served on the RFDS Victoria Board for 14 years. Denise has set a great example of dedicated

volunteering across the organisation and played important roles within the Board providing leadership and direction for the RFDS. Kim brought a high level of expertise in rural healthcare policy, including advice on rural and remote health during her two years on the Board. Kim also co-chaired our Clinical Governance Advisory Committee. We thank them sincerely for their guidance and leadership.

As we said goodbye to Denise and Kim, we welcomed Damien Bruce to the RFDS Victoria Board. Damien has brought significant corporate knowledge and extensive skills in health information and technology and has a raft of skills, experience and networks.

We would like to thank the RFDS staff and our many volunteers who continue on the legacy of our founder, the Reverend John Flynn. It wouldn't be possible to provide our services across Victoria and outback Australia without support from the community, our valued donors and supporters.

It is through the dedication of our staff, donors, supporters and Board members that we are able to keep the Flying Doctor flying in what has been a remarkable year.

A stylized handwritten signature in black ink.

W. Murray Rogers AM
Chairman

A stylized handwritten signature in black ink.

Scott Chapman
Chief Executive

Board of Directors >



Left to right: Mrs Denise Reynolds, Mr Peter B. Berry, Dr Kim Webber, Mr W. Murray Rogers AM, Mr W. Bernard Delaney, Mrs Rasa Bertrand, Mr Damien Bruce, Mr Denis Henry and Mrs Robyn Lardner.

Mr W. Murray Rogers AM

CHAIR

FAICD; FAIM

Murray has enjoyed a successful career in international management in food and agribusiness industries, holding positions of Executive Chairman, Kellogg (Aust) Pty Ltd; Chairman, Australian Food Council; Chief Executive Officer, AWB Ltd; Chairman, Single Vision Grains Australia and Chairman, Australian Grain Technologies. Murray is currently serving his second term as Chair of RFDS Victoria and represents Victoria on the RFDS Federation Board.

Mrs Rasa Bertrand

DEPUTY CHAIR

Dip. of Nursing, Grad. Dip. Midwife; Dip. Writing and Editing

Trained as a Nurse, Rasa excelled in midwifery where she worked mainly in the USA in senior positions. Rasa is a published author of both feature articles and a non-fiction book. She was a broadcaster with 3AW and a partner in a media business. Rasa and a colleague set up a support group for businesswomen in fire ravaged Marysville. Rasa is serving her second term as Deputy Chair of RFDS Victoria.

Mrs Denise Reynolds

Resigned 25/11/2014.

Denise has contributed to the Flying Doctors at various levels over many years – from serving on the Board to volunteering at fundraising events.

Mrs Robyn Lardner

BHSc(mgt)(NSW); MHA (NSW); GAICD

Based in the Wimmera, Robyn's expertise covers rural health issues, social justice and retail. With a nursing background including midwifery, neonatal intensive care and a Masters of Health Administration, she has worked as the Administrator/ Director of Nursing for an acute, aged care and community health facility as well as Manager Corporate Support for GWM Water. Business involvements include pharmacy and a natural health practice.

Mr W. Bernard Delaney

TREASURER

BA, Grad Dip Mgt.; FAICD

An experienced company director and corporate advisor, Bernie has extensive international experience in the public and private sectors with an emphasis on business development, public policy, mergers and acquisitions, and trade and foreign investment facilitation. Bernie is the Chair of RFDS Victoria's Finance Audit and Risk Committee.

Dr Kim Webber

BSc (PhD)

Resigned 25/11/2014.

Dr Kim Webber is an independent consultant who specialises in public policy and its impact on rural and remote health. Formerly CEO of Rural Health Workforce Australia; technical advisor to the World Health Organisation.

Mr Peter B. Berry

Dip. Law

Took a leave of absence 01/01/2015.

Peter is principal of Berry Family Law – one of Victoria's largest family law firms. President of RFDS Victoria in 2001-2002 (re-elected to the Board in 2013); former Board member RFDS Western Ops; Guest lecturer Leo Cussen Institute; Member of Steering Committee of the Victorian Family Law Pathways Network.

Mr Denis Henry

Grad. Dip. Acct.; B Tech (Biotech); MCIPS; AICD

Denis is the former Managing Director and currently Chairman of Grosvenor Management Consulting, one of Australia's leading program evaluation and procurement advisories.

Director of Dousta Galla Aged Services Ltd; Advisor to the Board of Leemark Fire Protection Group; Non-executive director Contracts Online Pty Ltd and Contracts Online Ltd (NZ).

Mr Damien Bruce

MBA; BComm/LLB (Hons)

Damien is a Partner in McKinsey & Company's Australian office, and is a co-leader of McKinsey's Australian Healthcare Practice. He has extensive experience in serving healthcare entities, both public and private, in the UK, USA and Australia. In Australia, his public sector experience includes advising the Federal Government on the topics of eHealth and integrated care, and State Governments on hospital productivity and health IT.

OUR PATRONS

We are proud to have the Honourable Alex Chernov, AC, QC Governor of Victoria and his wife Elizabeth as Patrons of the Royal Flying Doctor Service Victoria.



RFDS VICTORIA SENIOR MANAGEMENT

- > **Scott Chapman**
Chief Executive
- > **Heather Pritchard**
General Manager
Corporate Services
- > **Margaret Kuhne**
Acting General Manager
Primary Health Care
- > **Tim Scott**
General Manager
Patient Transport
- > **Jacqui deKievit**
General Manager
Marketing and Fundraising



The Flying Doctors across Australia >

The Royal Flying Doctor Service is one of the largest and most comprehensive aeromedical organisations in the world, providing extensive primary health care and 24-hour emergency service to people over an area of 7.3 million square kilometres.

Delivered by a dedicated team of professionals, using the latest in aviation, medical and communications technology, and supported by a vast number of volunteers and supporters, the Royal Flying Doctor Service is vital for those who live, work and travel in rural and remote Australia.

The RFDS mission is to provide excellence in aeromedical and primary health care across Australia.

Established in 1928 by the Reverend John Flynn, the Royal Flying Doctor Service today delivers a range of 24 hour emergency retrieval, patient transport and primary health care to people all over Australia.

Royal Flying Doctor Service of Australia
28 September 2014 · 🌐

We are feeling very honoured right now ... his Excellency General the Honourable Sir Peter Cosgrove AK MC (Retd) Governor-General of the Commonwealth Of Australia is the new National Patron of the Royal Flying Doctor Service. Find out more about our Governor-General here - <http://rlds.co/1p2Zonh>



👍 Like 💬 Comment ➦ Share

Royal Flying Doctor Service of Australia
22 December 2014 · 🌐

Proud to be once again named Australia's most reputable charity. Thank you to all the Flying Doctor teams located at 25 bases around Australia, who work tirelessly to ensure we bring the finest care to 290,000 patients every year. <http://rlds.co/1zTmYvm>



👍 Like 💬 Comment ➦ Share

RFDS Victoria contributes to improving the health and wellbeing of Victorians and those living, travelling and working throughout Australia. RFDS Victoria identifies areas where there is the greatest health need and works in partnership with other organisations to deliver primary health care and non-emergency patient transport services.



Mildura Diabetes Telehealth video consultation via Melbourne.

Diabetes Telehealth Service >

Royal Flying Doctor Diabetes Telehealth Service

RFDS Victoria's Diabetes Telehealth Service has been connecting patients in Mildura, Robinvale, Dareton and Balranald with specialists in Melbourne through teleconferencing. The service has been running successfully since 2013.

Diabetes Telehealth is hosted by multiple sites in and around Mildura, and connects patients with endocrinologists from Baker IDI Heart and Diabetes Institute in Melbourne.

"The service provides immediate specialist care for our diabetes clients, often within one month of referral, which is something that has never been available in this area before. Our clients now receive the specialist care they deserve and ongoing support to manage their diabetes in a rural setting," said Dr Luigi Luca, Robinvale District Medical Centre.

RFDS Victoria is very appreciative of the funding support for the Diabetes Telehealth Service from the International Society of Transport Aircraft Trading (ISTAT) Foundation.

206

consultations conducted in 2014/15 through the Diabetes Telehealth Service

10

diabetes educators involved in the Diabetes Telehealth Service

Mobile Dental Care >

RFDS Victoria's Mobile Dental Care brings the dentist to regional Victorian communities. There are multiple parts to the service that includes outreach dental check-ups, education sessions and fixed clinic treatments.

Our Mobile Dental Care program has visited primary and secondary schools, pre-schools, residential aged care facilities, bush nursing centres and field days throughout the year. This service is made possible by our volunteer dentists who are supported by either volunteer

dental assistants or dentistry and oral health students from La Trobe University, University of Melbourne and RMIT. The dental program also provides regular clinics at the Murray Valley Aboriginal Cooperative, Robinvale and West Wimmera Health Services and in Goroke.

RFDS Victoria is very appreciative of the support for the Mobile Dental Care program from the International Society of Transport Aircraft Trading (ISTAT) Foundation and The Kimberley Foundation.

1,076

patients

Provided dental treatment in

132

locations across Victoria



Using our expertise in mobile health care and in partnership with Victorian dental organisations, the RFDS is making a real difference in dental care for Victorian rural communities. 



Students at Hopetoun P-12 getting a dental check.

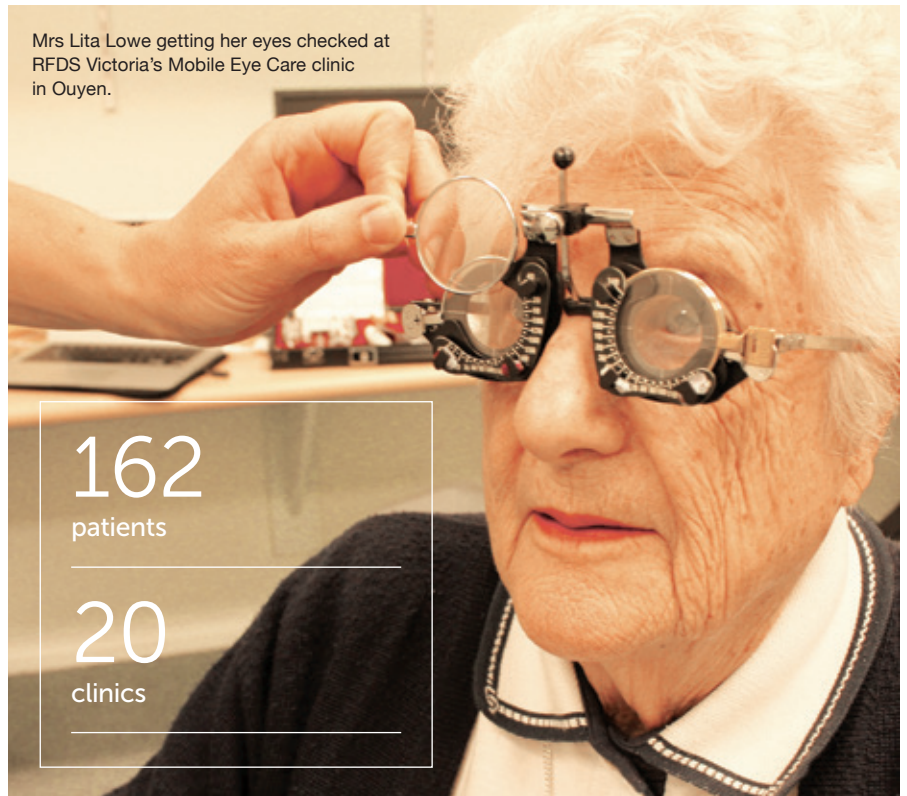
Mobile Eye Care >

For people living in rural Victoria, a visit to an eye specialist can mean a lengthy journey, or may not be possible due to age or the inability to drive long distances.

RFDS Victoria works in partnership with the Australian College of Optometry and Mallee Track Health and Community Service to run this free service for people living in Ouyen, Murrayville, Sea Lake and Underbool.

The program also provides outreach education to community groups, schools and aged care facilities.

Mrs Lita Lowe getting her eyes checked at RFDS Victoria's Mobile Eye Care clinic in Ouyen.



162
patients

20
clinics

Rural Women's GP Service >

RFDS Victoria's Rural Women's GP Service provides five clinics throughout regional Victoria for women who prefer to consult with a female doctor for a range of health reasons. RFDS Victoria works with four female doctors who provide clinics in Charlton, Corryong, Gorokey, Hopetoun and Robinvale.

This service is 100% bulk billed and is highly valued by local women in these rural communities as it allows the community to have a choice when visiting a doctor.

The Rural Women's GP Service (RWGPS) aims to give people in rural and remote areas a gender choice of doctor by providing a female GP in areas to where there is very limited or no access to female GPs.

873

patients

63

clinics



DOCTOR SUSAN LEWIS

As a female General Practitioner working with RFDS Victoria's Rural Women's GP Service (RWGPS), Dr Susan Lewis grew up in rural South Australia and knows first hand how important health services are in country towns.

After 23 years working as a GP, Dr Lewis has spent the past nine years working with the Royal Flying Doctor Service as part of the RWGPS, working in Hopetoun.

Susan originally got involved with the RFDS when she read an article about GP Dr Meg Higgins who is one of the longest serving RWGPs in NSW, working in Lightning Ridge.

"I thought that it was something I could do, having spent a significant part of my childhood in rural South Australia, and always wanting to work in rural communities."

"I kept contacting the RFDS for more than two years, until they found me a job!"

"I do it because I feel connected with the people in the area and feel that the service helps to provide a bigger variety of women's health and general practice options for country women."

"Men sometimes want to talk to a woman GP too, for a range of reasons. The fact that we regularly visit the same country towns and get very attached to our communities, the RWGPS also provides good continuity and links to other services," Susan says.

Give Them Wings Scholarships >

Supporting the next generation of country nursing and allied health students

Each year RFDS Victoria awards four students with a *Give Them Wings* Scholarship. These scholarships are provided by RFDS Victoria in partnership with Rural Health Workforce Australia. The scholarships are generously supported by the volunteer fundraising activities of the Bayside Auxiliary of the Royal Flying Doctor Service Victoria.

Casey Livingston is one of the four winners from the 2015 *Give Them Wings* Scholarships.

Casey loves achieving her goals, both on and off the netball courts in Kyabram. A former sports captain at St Augustine's College and premiership player with the Stanhope 'Lions', it seemed only natural that Casey would gravitate to a career like physiotherapy.

Now in the first year of her course at La Trobe University, she sees the critical role that physiotherapy can play in improving quality of life for people of any age. "It's a gift to help people with chronic pain," she says.

Casey's career choice was confirmed through work experience at the Richmond Football Club and with physios in Gisborne and Kyabram.

The scholarships, valued at \$2,500 are designed to encourage the next generation of nursing and allied health professionals from rural communities.

The funds helped cover the costs of Casey's first year university studies. The scholarship includes a Royal Flying Doctor experience with patient transport either on the road or in an aircraft.

The 2015 *Give Them Wings* scholars are:

- > **Casey Livingston**, from Kyabram, a physiotherapy student at LaTrobe University in Shepparton
- > **Erin Vallance**, from Tyntynder, a medical imaging student at RMIT University in Bundoora
- > **Grace Thompson**, from Benalla, a nursing and midwifery student at Deakin University in Geelong
- > **Nikita Bell**, from Horsham, a nursing and midwifery student at Deakin University in Warrnambool.



Winners of *Give Them Wings* Scholarship with RFDS CEO Scott Chapman and Bayside Auxiliary President Jan Jenkins.

Corporate partnerships >

RFDS Victoria thanks and acknowledges the invaluable contribution of our corporate partners who support the Flying Doctors in a number of ways.

This includes providing volunteers for community engagement, fundraising and health activities. Our partners also provide financial support for health programs and in-kind support for our fundraising events.



Health partnerships >

RFDS Victoria thanks and acknowledges the invaluable contribution of our health partners in delivering our programs, which include Mobile Dental Care, Mobile Eye Care, Rural Women's GP services and Diabetes Telehealth, and the *Give Them Wings* Scholarship.



Community partners >

During the year, RFDS has been fortunate enough to benefit from the support of a wide range of community partners who devote their time and fundraising efforts to keep the Flying Doctor flying.

Community fundraising highlights

RFDS Victoria Bayside Auxiliary has raised over \$250,000 in the past 17 years, including \$21,000 in 2014/15 for the Flying Doctors. The Auxiliary works tirelessly to fundraise for the RFDS and holds a number of fundraising events including craft market stalls, fashion parades and lunches to show their support for the RFDS. The Auxiliary also funds the *Give Them Wings* Scholarships program for young rural health students from country Victoria.

Delaware North raised over \$85,000 nationwide for the Royal Flying Doctor Service, with \$40,000 donated to RFDS Victoria from collection tins and staff fundraising.

Victorian teams in the **Outback Car Trek** raised \$124,000 for the Flying Doctors. The Trek worked extremely hard to

generate as much fundraising in the lead up to and during their drive through outback Australia.

The **Royal Victorian Aero Club (RVAC)** celebrated its 100th birthday in October and donated \$14,000 from their Centenary Dinner fundraising event to the RFDS. The RVAC was founded by four members in 1914 – including Captain Thomas White who later became President of RFDS Victoria.

Staff from **BAE Systems** raised \$12,000 at their golf day.

Pentarch Group raised \$11,000 in the 2014 Run Melbourne for RFDS in memory of James Green. This donation went to The Spirit of James Clacy Green, Flying Doctor Foundation named account.

Over \$6,000 raised by the **Werribee District 4WD club** through their club's fundraising activities over the course of 12 months.

Long Ride for Life raised \$5,000 during a three month horse ride over 3,000 kilometers from Longreach, Queensland to Ulverstone, Tasmania.

Ahrens supported RFDS with \$5,000 raised through staff engagement fundraising activities.

Tour de Cure raised \$5000 from a fundraising bike ride through central Victoria for the RFDS.

The **Marcus Oldham Students Society** successfully raised \$5,000 at their annual race day for the RFDS. The society represents agricultural students from all over Australia who study at Marcus Oldham College in Geelong.

Myer Albury staff raised \$5,000 from a range of activities during the year to support RFDS Victoria's services in the north east of Victoria.

There were many more contributions to RFDS Victoria, including Trek the Trak and the Wildfire Mildura Subcommittee of Monash University's Rural Health Club. We would also like to thank all the 4WD clubs, Opp Shops, community clubs, Country Women's Association and the 11 charity organisations who have sold RFDS Christmas cards on our behalf and have supported the Flying Doctors generously throughout the year.



RVAC's Centenary Dinner.

FLYING DOCTOR ROWATHON

The day dawned sunny and still in Wentworth for the 2014 Flying Doctor Rowathon.

Anticipation was high among the 100 rowers facing a gruelling 82 kilometre row along the Darling River. The scenery was beautiful but the day became hotter, reaching the low to mid 30s and it was a tough row for all the competitors.

Some teams rowed the whole 82 kilometres, others changed crews at the designated break points along the river.

One female rower, Fiona Woodward, became the first woman to row the whole course solo in the 23 year history of the event.

Whether solo or in teams, the rowers all had two things in common – a desire to finish the course and raise funds for the Royal Flying Doctor Service. In total \$51,053 was raised for RFDS Victoria's Diabetes Telehealth Service. Thank you to the fantastic rowers and organisers who make the Rowathon such a great event!



Team of rowers on the Wentworth River for the Flying Doctor Rowathon.



Trek the Trak at Port Augusta base.

Trek the Trak Outback >

The Trek the Trak fundraising group always joked that they supported the Flying Doctors because, 'You never know when you might need them.'

It was during a recent Outback fundraising trip for the Flying Doctors that the Trek the Trak crew found out exactly when they would need to make that call.

And the irony doesn't end there, with Trek the Trak member Justin O'Connor sustaining serious injuries in a motorbike crash just days after visiting the RFDS base at Port Augusta.

Justin hit a tree branch on the remote Ann Beadall Highway – a sandy track between Coober Pedy in South Australia and Irluka in Western Australia.

He was thrown from his bike and fell with full force on the UHF radio in his chest pocket.

"Being a MICA paramedic, I soon realised I had sustained significant injuries. I self-diagnosed broken ribs

and a punctured lung. I also suspected I had internal bleeding as I was coughing up blood," Justin said.

The Trek the Trak crew were well prepared with Justin's medical qualifications, medication and medical equipment, eperbs, support vehicle and satellite phone.

But they were two days travel – 400 kms from the nearest settlement – the Oak Valley Aboriginal Community.

On the second day, I was in agony. I couldn't breathe or get out of my swag.

"I had shown my colleague Brad what to do in case I became unconscious – which including using a scalpel to insert a rubber tube into my chest."

With Justin bravely bearing the significant pain from his serious

injuries, the crew pressed on to Oak Valley – where the community nurse administered pain relief and the Flying Doctors were called.

"I felt a huge sense of relief when I saw the RFDS plane and knew they could deal with the issue. I would like to thank the RFDS – my prognosis may have been significantly worse if hadn't been for the Flying Doctors."

Justin spent eight days in Adelaide Hospital. He had seven broken ribs, a punctured lung, internal and severe bruising in his chest area.

Trek the Trak have raised over \$5,000 in the last three years for the Flying Doctors, screening full length movies featuring their adventures and magnificent outback scenery.



RFDS Victoria's non-emergency patient transport vehicle and plane at Essendon Airport.

Mobile Patient Care >

RFDS Victoria's non-emergency patient transport service, Mobile Patient Care (MPC) operates across 13 bases in regional Victoria and metropolitan Melbourne.

Each of the 13 bases accommodates MPC road crews and vehicles, travelling across large parts of Victoria from Mildura and Wodonga in the north, Horsham in the west and Sale in the east.

RFDS Victoria is the only provider of non-emergency patient transport for all non-emergency patient care requirements in Victoria. Vehicles are equipped with the highest quality equipment to ensure a positive experience for our patients.

The service also provides Complex Patient Ambulance Vehicle (CPAV) services across Victoria, meeting the needs of both Complex and Bariatric patients. RFDS Victoria's MPC service continues to grow as it expands its non-emergency patient transport services to new contracts and hospitals across the State.

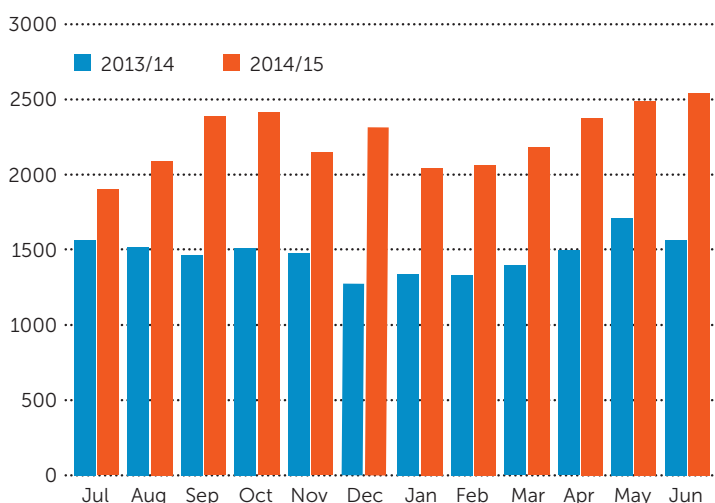
RFDS Victoria's aircraft at Essendon Airport works alongside our fleet of over 40 non-emergency patient transport road vehicles.

26,952
road patient transports

53%
increase in road transports

391
patient transports made by air

MOBILE PATIENT CARE ROAD TRANSPORTS 2013/14 – 2014/15



RFDS bases in Victoria



Mobile Event Care

RFDS Victoria's Mobile Event Care employs 50 dedicated and highly qualified staff to work at events, including first aid responders, paramedics, nurses and doctors specifically for our event medical support teams. RFDS Victoria also supports these events with Patient Transport Officers and Ambulance Transport Attendants.

Our Mobile Event Care provides medical support for patrons attending events and event organisers throughout Victoria.

Some of the events that RFDS Victoria has provided services at include AFL players at all AFL matches, all Melbourne Racing Club events and the V8 Supercars at Sandown.

Clinical Governance

RFDS Victoria has a robust Clinical Governance Framework that covers all RFDS Victoria services. Our Clinical Governance team is headed by our Medical Director and our Clinical and Quality Manager, both of whom have many years of experience in the clinical and quality fields. Support is provided by an advisory group consisting of health industry experts and senior RFDS Victoria health managers.

Quality Patient Care

RFDS Victoria is committed to providing excellence in patient care. Patients are given the opportunity to provide feedback on our care. All feedback is responded to by our Clinical and Quality Manager within seven days of receipt.

In 2014/15 we received 228 feedback forms from patients who took the opportunity to tell us about the service. In total 219 of these responses were complimentary and provided positive comments about the service.

Consistent with our commitment to quality patient care, RFDS Victoria continues to make improvements to the services based on patient feedback.

Mobile Event Care has provided services for

201

events in 2014/15

135

patients treated

We provided event care for football players at

114

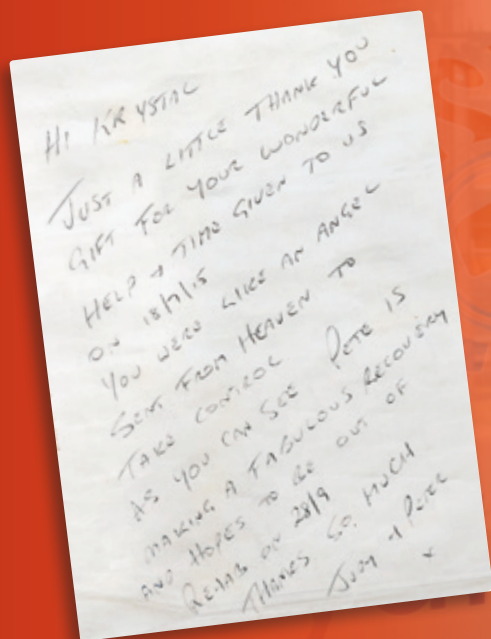
AFL matches



Les Down at Mallee Track Field Day having a health check.

🗣 The two MPC staff were simply superb in their wonderful assistance in transporting me from the Epworth Richmond to Brunswick Private Hospital. Not only did they alleviate my anxiety and pain through their human care, but also in being ever so careful over the road bumps. They are both a credit to your organisation.🗣

🗣 My husband required radiotherapy treatment at Peter MacCallum Hospital. We needed the RFDS MPC transport to ease the burden of travelling in and out of the city as the trip (including the return) is most taxing on his health. Having the two MPC staff from Seymour transporting us both in and out of the city was such a relief. Their care in ensuring the most comfortable route possible was taken. These two staff were amazing in their care and respect.🗣



Krystal Stewart-North outside the Sale Headquarters.
Handwritten note Krystal received from Judy and Peter Kingshott

Our people >

Krystal Stewart-North works in the RFDS Victoria's Control Room and has seen first hand how the general public react to RFDS staff in uniform, but she hadn't counted on the reaction she received when confronted with an emergency late one night driving home from work.

As Krystal explains, she was driving home from a shift in Wonthaggi on a Saturday night when she came across a group of people on the side of the Strezlecki Highway just outside of Mirboo North near Darlimurla Road. It was late at night about 10.15pm and pitch black on the country road.

"I pulled over to see what was wrong and if I could assist. I was in my RFDS uniform and the fact that I worked for the Flying Doctors was instantly recognised amongst the bystanders and came as a relief to many.

"I was the first person on scene with first aid qualifications and therefore took control."

The emergency involved 65 year old Peter Kingshott, who had fallen down a large and steep embankment.

Krystal's first aid training kicked in immediately and she performed DRSABCDH – Danger, Response, Send for help, Airway, Breathing, CPR, and Defibrillation. Emergency services had already been called.

Krystal asked one of the bystanders to grab a blanket and sleeping bag from her car to keep Peter warm and prevent hypothermia.

Krystal discovered that Peter had been yelling for help for over two hours before someone heard his screams. The ground was wet, muddy and cold as it was only 3 degrees, which meant Peter was exceptionally cold to touch.

As Krystal explains, she was grateful to be there at the time and was glad that wearing the Flying Doctors uniform brought so much instant relief to everyone at the scene of the accident.

A few months later Krystal received a card in the mail from Peter, thanking her for the care she gave on that night.

"I was delighted to receive Peter's card, he certainly went to a lot of effort to track me down. It was great to find out that Peter will make a full recovery and I was just thankful that I happened to be driving past the scene of the accident when I did," Krystal said.

Krystal used to work as a graduate paramedic for Ambulance Victoria and now works for the RFDS in our control room rostering and scheduling all of our 24 hour patient transports.

THE RFDS VICTORIA WORKFORCE

Mobile Patient Care	184
---------------------	-----

Management and administration	34
-------------------------------	----

RFDS Victoria had 218 staff in 2014/15

Volunteers – health students	49
------------------------------	----

Volunteers – admin	12
--------------------	----

Health volunteers – dentist, oral health students and dental assistants	44
---	----



Ray and Rose Conway.

Long-time volunteers Ray and Rose Conway

Ray and his wife Rose have been volunteering with the Flying Doctors for 25 years, during which they have encouraged other volunteers to get involved.

Over the years both of them have assisted in packing thousands of Christmas cards, hundreds of gifts and other items. Ray and Rose also assisted for many years at our annual John Flynn Luncheon.

In more recent years Ray and Rose have become crucial to the running of the RFDS Schools program, part of which requires the constant use of an eight metre life sized replica of an aircraft fuselage on a trailer – our Aero Medical Simulator. Ray has provided all the maintenance and repairs on the simulator since the program first began in 2011. While Rose has managed the annual RFDS education program mail out and supports the RFDS further by attending corporate days and fundraising events.

We have calculated that Ray averages over 300 volunteer hours each year –

painting, repairing and cleaning the flight simulator. Ray provides essential support to our Education Manager Tom Ryan preparing the flight simulator for events and often accompanying Tom on the road helping with school presentations. On top of this, Ray has built numerous accessories for our displays, a pedal radio and an electronic map that highlights all the RFDS bases located across Australia.

RFDS Victoria would like to thank two of our long-time volunteers Ray and Rose Conway.



Left to right: Richmond Volunteers Beryl McFarlane, Jim Pollard, Helene Lewitt and Margaret Tomlinson.

RICHMOND OFFICE VOLUNTEERS

Our dedicated team of 12 office volunteers have worked a huge 1,378 hours over the 2014-15 year. As well as the normal wide range of tasks they perform from booking schools for our education program, packing Christmas merchandise, to delivering equipment to our regional bases, they have also packed and sent out 44,029 receipts from donations over the course of the year.

RFDS Victoria would like to sincerely thank this dedicated group of volunteers. The work and company of our volunteers is invaluable. Their volunteered time makes a huge difference to RFDS Victoria.

On behalf of RFDS Victoria, thank you to our volunteers, whether you work in the office, at events, on the road or for our health programs – it's a tremendous contribution!



RFDS Victoria's Outback Tour group photo at RFDS Derby Base.

2015 Outback Tour >

The RFDS Victoria Outback Tour experienced a diamond jubilee affair this year as they celebrated the RFDS Derby base's 50th anniversary on their tour in the Kimberley region of Western Australia.

The Derby radio base was first opened by Lady Slim on 22 July 1955, wife of Sir William Slim, the Governor General and Patron of the RFDS. To celebrate this 50 year milestone the tour group visited Derby for a unique and memorable stock camp dinner, a once in a life time experience.

The event also gave the group the chance to meet the men and women of this far remote and very busy RFDS base.

This year's Outback Tour was the tenth tour in a row and featured a remarkable journey spanning 14 days travelling from Melbourne to Darwin and then across Australia's vast and remote countryside.



RFDS Donor Survey >

In March RFDS Victoria sent out a survey to all of our donors. This was the first survey in four years and we received an overwhelming response. The purpose was to find out more about our supporters, understand what matters to them, what they think of the RFDS and what they know and understand about the services that we provide in Victoria.

We received an overwhelming 3,600 completed surveys.

Some interesting key findings found that 57% of respondents said that the main reason they supported the Flying Doctors was because they believed it was an essential service. We were also pleased to hear that 41% said they are aware of our Victorian Mobile Patient Care service and 23% said they had

children or grandchildren who would be interested in the Look! Up in the Sky (LUITS) education program visiting their school.

We would like to thank all our donors who took the time to respond to the survey. We really do appreciate the time and effort.

Fundraising events with our loyal supporters >

Going the Distance Dinner

The Royal Australian Air Force Brass Band opened with a rousing rendition of the national anthem that set the tone for the 2014 Going the Distance Dinner at Myer Mural Hall in August.

Over 200 guests, all supporting the Flying Doctors on the night, heard from the National Chair of the Royal Flying Doctor Service Amanda Vanstone, who was the keynote speaker for the dinner.

John Flynn Luncheon

Two hundred of our loyal Flying Doctor donors and supporters celebrated the birthday of our founder the Reverend John Flynn at the annual John Flynn Luncheon at the Melbourne Town Hall in November. Guests were entertained by Denise Drysdale as she engaged the audience with her unique blend of comedy and story-telling.

RFDS Victoria Annual General Meeting Forum

RFDS Victoria's Annual General Meeting Forum was held at Melbourne Town Hall in November – on the same day as the John Flynn Luncheon.

More than 100 stakeholders and supporters attended the event to hear reports on the activities of RFDS Victoria in 2013/14.

We took this opportunity to acknowledge and thank some of our major donors, community fundraisers, volunteers, corporate and health partners, and the thousands of loyal Victorian supporters and donors who generously support the Flying Doctors.

Morning Melodies

In March RFDS Victoria held a Morning Melodies fundraising event at the Arts Centre Melbourne with over 200 friends of the Flying Doctors attending. The event started off with a High Tea at the Arts Centre's ANZ Pavilion, before guests made their way over to Hamer Hall to enjoy a performance by opera singer and composer David Hobson.

Royal Melbourne Show

The RFDS Victoria was once again a feature at the Royal Melbourne Show on 26 and 27 November. Over 1,500 people visited the Flying Doctor exhibit complete with the RFDS Victoria's flight simulator on display for families to climb on board and try out the medical and communication equipment.

BRASS NOTES TAKE FLIGHT FOR DOCTORS

AMANDA BENNETT

THE sounds of the Royal Australian Air Force Brass Quintet will soar when they play at an annual Royal Flying Doctor Service fundraiser on Thursday.

At the sold-out Going the Distance dinner at the Myer Mural Hall, guests will be entertained by the brass quintet and keynote speaker Amanda Vanstone, national chairwoman of the Royal Flying Doctor Service.

RFDS Victorian communications manager Geoff Fraser said events such as the dinner were essential to the work the Flying Doctors did in remote and rural Australia.

"We rely on funding from fundraising events, donations and partnerships to deliver services across Australia and in Victoria," he said.



Ready to blow for a good cause are (clockwise from left) Sergeant Andrew Heading, Corporal Brenton Burley, Corporal Ben Mansted, Leading Aircraftman Robert Hamza and Sergeant Stuart McGregor. Picture: TONY GOUGH

Denise Drysdale entertaining guests at John Flynn Luncheon.



Pearl and Trevor White with Annette Alison.

Look! Up in the Sky education program >

RFDS Victoria's Look! Up in the Sky education program visited 76 schools across Victoria and Tasmania in 2014/15.

As well as visiting schools, the education program features an online teaching resource that is linked to the national curriculum. Teachers register through the online resource and use the education tools in their classrooms.

The education program features an aero-medical simulator which is a life-sized replica of a Flying Doctor's plane fuselage that is fitted with communications and medical equipment.

240
presentations

6,000
students

300
teachers

Q The stories highlighted to the students the importance of people working together to help others. They really got an understanding of the importance of the RFDS. ♡

Teacher commenting on the online resource

Q Thought it all was excellent. Good to learn about the history, and give kids an idea of scale and with real life examples of other kids using the service. Tom's talk was pitched perfectly at the kids. They were engaged with what he had to say, loved the idea that they could role play in the simulator and hands on experience. ♡

Teacher commenting on RFDS's classroom talk and simulator

Q What a fantastic service to provide the community and to educate our children. Thank you. ♡

Teacher commenting on the education program



Baby Zoe.

BABY ZOE NICHOLSON

Tiny Zoe Nicholson was oblivious to all the fuss, but there aren't many new born babies who are flown by the Royal Flying Doctor Service.

Rebecca and her husband Matt decided to take a two week holiday prior to the birth of their second child.

A few days into their holiday, Rebecca stated to feel some pressure around her lower back region, which reminded her of how she felt in the early stages of labour with her first child. "Being 31 weeks pregnant, I wasn't too concerned but decided to go to Gold Coast University Hospital for a check-up," Rebecca said.

"They soon worked out I was in labour and the baby was in a breech position. An emergency caesarean was performed and little Zoe was born".

Baby Zoe spent three nights in the neo-natal intensive care unit. Once she could breathe unassisted she was moved to the Special Care Nursery before the Royal Flying Doctor Service flew them back home to Melbourne.

"Matt and my son took a commercial flight, and I flew with little Zoe, who was in a humidicrib, in the back of the Flying Doctors plane. The crew were lovely and I was made to feel very comfortable despite some pretty extreme turbulence.

RFDS Vic flight nurse Jenine Harmer and Pilot Peter Baker flew Rebecca and baby Zoe home to Melbourne.

Aircraft capability from Essendon Airport complements RFDS Victoria's Mobile Patient Care service which also has road transport vehicles based in regional centres around the State. RFDS Victoria's Bayside Auxiliary raised funds to buy a new humidicrib for RFDS Victoria in 2014.



Hopetoun Primary School students.

Royal Flying Doctor Service Victoria Volunteer Awards >

Congratulations to Denise Reynolds and Kate Sanderson who won the Royal Flying Doctor Service Victoria Volunteer Awards.

Denise Reynolds won the Bernice Jenkins Volunteer Award and Kate Sanderson won the 2014 Outstanding Contribution Award for their dedication and ongoing support to the Flying Doctors.

Denise served on the Royal Flying Doctor Service Victoria Board for 14 years, resigning in 2014 and setting a great example for volunteers across the organisation. On top of her many hours of Board service – providing leadership and direction for the organisation – Denise also played an active role in marketing and fundraising activities for RFDS Victoria.

Kate Sanderson was named the winner of the Outstanding Contribution Award, following her tremendous athletic and fundraising achievements in 2014,



Denise Reynolds accepting the Bernice Jenkins Award with her husband Doug.



Scott Chapman, Kate Sanderson and Murray Rogers.

culminating in the completion of the 2014 Gibb River Challenge in the Kimberley region of Western Australia.

Kate was very seriously burned during a bushfire in the Kimberley in 2011 that overtook runners competing in

an ultramarathon. Grave fears were held for Kate as the Royal Flying Doctor Service flew her to Darwin for emergency treatment.

Thank you to our 'Ground Crew' monthly givers >

RFDS Victoria would like to say thank you to our 805 active regular givers who are part our Ground Crew program. In total they have donated \$215,000 to help keep the Flying Doctor flying.



Jim Pollard and Dave Collins who are both volunteers with RFDS.

Over the 2014-15 year, RFDS Victoria welcomed almost 300 new monthly givers to the Ground Crew program. These valuable members to the Flying Doctors are a dedicated crew of supporters who provide a steady and predictable source of monthly income for the Flying Doctor, which allows us to plan our projects and services.

RFDS Victoria volunteer Dave Collins is a part of the Ground Crew and gives monthly to the RFDS.

"It's very convenient and you don't have to worry about your giving once you've set it up," he said.

"If you are a committed donor, like me, it takes all the pressure off in relation to all the requests that come in from different charities.



I'm now comfortable with what I'm donating – it's within my budget – and I don't need to be continually thinking about how much I'm going to give and to whom I'm going to give it to.💡

Dave Collins



Flying Doctor Foundation >

The value of the Flying Doctor Foundation increased to \$7.94 million in 2014/15.

Funds deposited – which included contributions to named accounts – totalled \$3.17 million over the financial year.

The Foundation was established in 2012 to allow people to leave a lasting legacy to the Flying Doctors, with their contribution to RFDS Victoria continuing in perpetuity.

People can donate directly into the Foundation, or for initial amounts of

\$10,000 they can establish their own named account in the Foundation. Bequests are another way in which people can contribute to the Foundation and leave a lasting legacy to the Flying Doctors.

Contributions through payroll giving by RFDS staff into the RFDS Victoria Staff Gift named account totalled \$11,000.

In collaboration with the RFDS Victoria Board, JBWere manages the assets in the Flying Doctor Foundation, which aims for a competitive rate of return on investment.

Two thirds of total net earnings from the Foundation each year are distributed to support communities in greatest need, with the remaining third reinvested in the Foundation.

The Foundation funds Flying Doctor projects across Australia with investments in aeromedical equipment, telehealth, medical and primary healthcare services and education. Funds totalling \$167,803 from the Foundation's earnings in the financial year will be distributed to RFDS operations in Tasmania, New South Wales, South Australia, Victoria, Queensland and Western Australia.

ROYCE ANN SCOTT LIVED A FULL AND INTERESTING LIFE

Ann had a love of learning, science, the great outdoors and travel. Being naturally adventurous, Ann and her husband George, lived and worked in England, Wales, New Zealand and finally Australia.

Ann and George lived passionately and exuberantly and made the most of every moment. Life, for them, was precious and not to be wasted!

Because of their experiences travelling throughout Australia and the Kimberley region, they understood the essential role the Royal Flying Doctor Service plays in the lives of people who work, live and travel throughout Australia. After Ann died, the RFDS received a generous bequest of \$50,000 from the Estate of Royce Ann Scott.

In honour of Ann and her children's wish to leave a lasting legacy, a named account was established in the Flying Doctor Foundation.



Left to right: Iain, George, Dougal, Royce Ann Scott and Hamish (seated), with Rose the Labrador.

Supporters and lasting legacies >

Thanks to our supporters

The Royal Flying Doctor Service Victoria greatly appreciates the wonderful contributions made by individuals, families, trusts, foundations, staff and bequestors to the Flying Doctors.

The Royal Flying Doctor Service relies on the generosity of our supporters to deliver our services and RFDS Victoria sincerely thanks all those who have helped 'keep the Flying Doctor flying' in 2014/15. **Thank you.**

Major Donors:

W Askew
J Borchers
M Burston
M Drummond
R Evans
M Fletcher-Savage & T Lear
P & I Franklin
F Hogg
N Kearney
P King
E Metcalfe
R Norman
J & S North
W Peart
R Prowd
Dr S M Richards AM
Mrs M R Richards
C & V Robb
M Tsuji
L Tyack
D & B Weir
Anonymous (25)

Trusts and Foundations:

Beck Family Foundation
Dennis Osborne Clarke Charitable Trust
E C Curwen-Walker Charitable Trust
Helen & Peter Devereux Fund
The Flew Foundation
The Isabel & John Gilbertson Charitable Trust
Giving Hope Pty Ltd
Gras Foundation Trust
Joyce Adelaide Healey Charitable Trust Fund
The Amelia Eliza Holland Trust
The ISTAT Foundation
The Kimberley Foundation
The Stuart Leslie Foundation
Lazarovits Foundation
Perpetual Foundation – Amanda Joy Dickson Endowment
Perpetual Foundation – The Russell & Yvonne Mee Endowment
Axel Petersen Trust
The Shulu Foundation
State Trustees Australia Foundation – Brian Mangan Memorial Fund
State Trustees Australia Foundation – Mary Nicholls
State Trustees Australia Foundation – Edith Helen Sedlar
State Trustees Australia Foundation – Shields Family Charitable Endowments
Anonymous (28)

Flying Doctor Foundation:

Aston and Pearson Endowment
J Bickford Endowment
John MM Corbet Bequest
The Goding Foundation
The Spirit of James Clacy Green
J & B Medwin Family Gift
Rogers Family Gift
JW Swinnerton
Thomas Family Gift
Anonymous (5)
RFDS Victoria Staff Gift*

** Many RFDS Victoria employees generously donate through payroll giving.*

Estates:

Estate of Joyce Lillian Anderson
Estate of Ronald Miles Anthony
Estate of Stuart E Barker
Estate of Pamela J Barclay
Estate of Rex Windy Bickerton
Estate of the Late G E Bradshaw
Estate of John Meyrick Miller Corbet
Estate of Maurice George Isaacs
Estate of John Lawrence De Jong
Estate of John James Joyce
Estate of Reginald Joseph Lewis
Estate of Victoria May Lienhop
Estate of Louis Arnold Lothian
Estate of Jack MacDonald Reid
Estate of Dorothy Saunders
Estates of Barbara and Peter Shearer
Estate of Dorothy Wood
Anonymous (4)

Lasting legacies

RFDS Victoria recognises and thanks all those who have made a lasting gift to the Flying Doctors through their Will.

These bequests can be made either directly to the Royal Flying Doctor Service or through RFDS Victoria's Flying Doctor Foundation. **Thank you.**

John Flynn Society / Bequestors:

R & D Andrew	J McDonald
W Askew	D McIlvena
D Atkins	M McKenzie
S Barrand	Dr B Main
G C Bawden &	P Manger
L de Kievit	H Martin
J Brown	E Maskell
J Buckle	A Matheson
M Cairnduff	B & J Medwin
D Cameron	I Morton
F Cameron-Granville	K Negus
Dr RA Campbell	Dr R Nicholls
D & E Carthew	M Nobbs
J Champion	M O'Brien
P Cliff	R Partyka
J Collins	G Paton
N Cook	M Pendavingh
B Crichton	B Pepper
J Curtis	B Perry
M Deverson	M Powell
B Dittmann	G Proudfoot
RA & EM Eagles	D & A Retchford
AM Ehrnhofer	V Rice
W Elliott	M Rix
S Evans	A Robson
B Garde	M & R Rogers
C Geier	S Rostkier
K Gilbert	E Rowe
M Hallett	D & E Rupp
T & J Harding	D St Clair
H Hartrey	J Sculthorpe
R Hastings	RE Seferth
D Hauser	M Spence
S Holman	A Sprague
N Horsburgh	J Thornton
Dr A Jabara	G Walker
D Jacka	J Walker
M Kear	S Walker
JR & JW Kemp	E Watkins
Dr D Kenner	C Webster
G Knight	D & B Weir
H Kruse	R Whitchurch
V Lange	G & G White
G Little	C Williams
N Lowth	M Wilson
LF Lyons	Anonymous (175)
D McCormack	

CONCISE FINANCIAL REPORT FOR THE FINANCIAL YEAR ENDED 30 JUNE 2015

Directors' Report

The concise financial statements are an extract from the full financial statements of Royal Flying Doctor Service of Australia (Victorian Section). The financial statements and specific disclosures included in the concise financial statements have been derived from the full financial statements of Royal Flying

Doctor Service of Australia (Victorian Section), and cannot be expected to provide as full an understanding of the financial performance, financial position and financing and investing activities of the entity as the full financial statements.

Further financial information can be obtained from Royal Flying Doctors

Service of Australia (Victorian Section) full financial statements, a copy of which, together with a copy of the independent audit report, is available, and will be sent without charge on request. The names and particulars of the directors of the company during or since the end of the financial year are:

Mr W. Murray Rogers AM

Chair
Chair – Remuneration and
Nominations Committee
Appointed: 13 October 2009

Mrs Rasa Bertrand

Deputy Chair
Appointed: 14 December 2009

Mrs Denise Reynolds

Appointed: 16 August 2000
Resigned: 25 November 2014

Mr W. Bernard Delaney

Chair – Finance, Audit and Risk
Committee and Treasurer
Appointed: 22 March 2011

Mrs Robyn Lardner

Appointed: 1 March 2011

Dr Kim Webber

Appointed: 2 May 2012
Resigned: 25 November 2014

Mr Peter Berry

Appointed: 1 May 2013
Leave of absence: 1 January 2015

Mr Denis Henry

Appointed 10 June 2014

Mr Damien Bruce

Clinical Governance Committee
Appointed: 14 October 2014

The above named directors held office during and since the end of the financial year unless otherwise noted.

Company Secretary

Ms Heather Pritchard

General Manager – Corporate Services
BEC, MBA, ACA
Appointed: 8 February 2011

Major developments

Royal Flying Doctor Service Victoria has continued its steady growth of provision of Primary Health Care services, non-emergency patient transport services, event first aid care and advocacy to contribute to improved health outcomes in Victoria through the delivery of its strategic Business Plan. The Board also increased the organisations capacity and staffing resources to build a stronger platform for growth in five areas:

1. Improving community health: our Primary Health Care model promotes partnerships with health providers and local services to deliver health care in areas throughout Victoria that are identified as having the greatest need. Services including the provision of female doctors to small communities as part of the Rural Women's GP Program. The dental and eye care services visit communities throughout Victoria who do not have access to these services. The Diabetes Telehealth Service connects patients with specialists through videoconferencing and diabetes specialist visits.

2. Providing community education programs: to schools, community groups and the general community. This includes supporting the next generation of country students studying nursing and allied health with the Give Them Wings Scholarship program.

3. Working with regional and rural communities and servicing metropolitan areas by transporting over 26,900 patients across Victoria. Increasing our contract with Ambulance Victoria (AV) to provide more non-emergency patient transport services in Victoria and provide high-quality care to people who need it the most. RFDS Victoria is now the largest provider of AV's non-emergency patient transfers in Victoria. The first aid event team continued to deliver services at events including AFL, Melbourne Racing Club, and V8 Supercars.

4. Building a strong, capable agile organisation with new reporting, data collection and patient records systems.

5. Collaborating with strong, long lasting and valued partnerships across government, universities, health partners and corporate organisations.

The Victorian Section fully participated and contributed to the national agenda and attended meetings of relevance. It continued to take leadership on a number of projects of national interest.

Basis of preparation

The concise financial statements have been prepared in accordance with Accounting Standard AASB 1039 'Concise Financial Reports'. The concise financial statements are an extract from the full financial statements and the specific disclosures included in the concise financial statements have been derived from the full financial statements of Royal Flying Doctor Service of Australia (Victorian Section). All amounts are presented in Australian dollars.



W. Murray Rogers AM

Chair
Melbourne, 30 September 2015

Independent Auditor's Report to the Members of Royal Flying Doctor Service of Australia (Victorian Section)

We have audited the accompanying concise financial report of Royal Flying Doctor Service of Australia (Victorian Section) which comprises the statement of financial position as at 30 June 2015, the statement of profit or loss and other comprehensive income, statement of changes in equity, statement of cash flows for the year then ended, and related notes, derived from the audited financial report of Royal Flying Doctor Service of Australia (Victorian Section) for the year ended 30 June 2015. The concise financial report does not contain all the disclosures required by the Australian Accounting Standards and accordingly, reading the concise financial report is not a substitute for reading the audited financial report.

Directors' Responsibility for the Concise Financial Report

The Directors are responsible for the preparation of the concise financial report in accordance with Accounting Standard AASB 1039 *Concise Financial Reports*, and for such internal control as the directors determine are necessary to enable the preparation of the concise financial report.

Auditor's Responsibility

Our responsibility is to express an opinion on the concise financial report based on our procedures which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*. We have conducted an independent audit, in accordance with Australian Auditing Standards, of the financial report of Royal Flying Doctor Service of Australia (Victorian Section) for the year ended 30 June 2015. We expressed an unmodified audit opinion on that financial report in our report dated 30 September 2015. 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 from material misstatement.

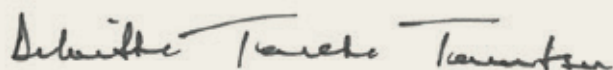
An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the concise financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the concise financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the concise financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.

Our procedures included 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 audit evidence supporting the amounts 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 Accounting Standard AASB 1039 *Concise Financial Reports*.

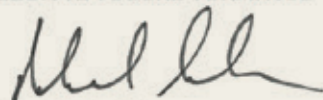
We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the concise financial report of Royal Flying Doctor Service of Australia (Victorian Section) for the year ended 30 June 2015 complies with Accounting Standard AASB 1039 *Concise Financial Reports*.



DELOITTE TOUCHE TOHMATSU



Robert DD Collie
Partner
Chartered Accountants
Melbourne, 30 September 2015

CONCISE FINANCIAL REPORT FOR THE FINANCIAL YEAR ENDED 30 JUNE 2015

Statement of profit or loss and other comprehensive income for the year ended 30 June 2015

	2015 \$	2014 \$
Revenue	19,897,722	14,688,100
Other income	185,067	181,163
Employee benefits expense	(10,834,325)	(8,478,524)
Depreciation expense	(565,000)	(415,628)
Direct fundraising activities	(997,102)	(701,408)
Merchandise costs	(100,753)	(64,237)
Patient care expenses	(2,982,205)	(2,793,985)
Program expenses	(864,971)	(288,547)
Rent and premises expenses	(521,137)	(494,942)
Office operating expenses	(801,968)	(519,154)
Net surplus before income tax expense	2,415,328	1,112,838
Income tax expense	—	—
SURPLUS FOR THE YEAR	2,415,328	1,112,838
Other comprehensive income for the year, net of income tax		
Items that may be reclassified subsequently to profit or loss:		
Net value (loss) / gain on available-for-sale financial assets	(32,588)	567,481
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	2,382,740	1,680,319

Statement of financial position at 30 June 2015

	2015 \$	2014 \$
Current assets		
Cash and cash equivalents	2,552,480	1,744,211
Trade and other receivables	1,536,553	1,303,562
Inventories	7,378	17,603
Other financial assets	6,220,890	5,536,804
Total current assets	10,317,301	8,602,180
Non-current assets		
Other financial assets	7,373,837	6,477,898
Property, plant and equipment	2,571,838	1,754,902
Total non-current assets	9,945,675	8,232,800
Total assets	20,262,976	16,834,980
Current liabilities		
Trade and other payables	1,005,545	803,673
Provisions	775,535	662,446
Other liabilities	760,606	91,698
Total current liabilities	2,541,686	1,557,817
Non-current liabilities		
Provisions	201,989	140,602
Total non-current liabilities	201,989	140,602
Total liabilities	2,743,675	1,698,419
Net assets	17,519,301	15,136,561
Equity		
Accumulated funds	15,982,148	13,566,820
Asset revaluation reserve	1,537,153	1,569,741
Total equity	17,519,301	15,136,561

CONCISE FINANCIAL REPORT FOR THE FINANCIAL YEAR ENDED 30 JUNE 2015

Statement of changes in equity for the year ended 30 June 2015

	ACCUMULATED FUNDS \$	ASSET REVALUATION RESERVE \$	TOTAL \$
Balance at 1 July 2013	12,453,982	1,002,260	13,456,242
Surplus for the year	1,112,838	–	1,112,838
Other comprehensive income for the year	–	567,481	567,481
Total comprehensive income for the year	1,112,838	567,481	1,680,319
Balance at 30 June 2014	13,566,820	1,569,741	15,136,561
Surplus for the year	2,415,328	–	2,415,328
Other comprehensive loss for the year	–	(32,588)	(32,588)
Total comprehensive income / (loss) for the year	2,415,328	(32,588)	2,382,740
Balance at 30 June 2015	15,982,148	1,537,153	17,519,301

Statement of cash flows for the year ended 30 June 2015

	2015 \$	2014 \$
Cash flows from operating activities		
Receipts from appeals and merchandise sales	9,367,666	5,754,462
Receipts from commercial sales	9,722,087	7,925,834
Payments to suppliers and employees	(16,188,154)	(13,436,854)
Interest received	263,752	248,593
Dividends received	434,699	316,947
Net cash generated by operating activities	3,600,050	808,982
Cash flows from investing activities		
(Payment for) / proceeds from sale of investments	(749,360)	239,520
Payments for term deposits	(666,385)	(542,330)
Payments for plant and equipment	(1,376,036)	(1,168,897)
Proceeds from sale of plant and equipment	–	146,532
Net cash used in investing activities	(2,791,781)	(1,325,175)
Net increase/(decrease) in cash and cash equivalents	808,269	(516,193)
Cash and cash equivalents at the beginning of the year	1,744,211	2,260,404
Cash and cash equivalents at the end of the year	2,552,480	1,744,211

How you can help >

Thanks to the kind support of individuals, families, corporations, governments and the community, the Royal Flying Doctor Service has proudly served Australia for 87 years. Help us continue to be there in the future.

To help us deliver the finest care to the furthest corners of Australia you can:

- > Send your donation to
Royal Flying Doctor Service Victoria
PO Box 7027, Richmond VIC 3121
- > Phone us on 1300 669 569
- > Visit www.flyingdoctor.org.au to make an online donation

 flyingdoctor.org.au

 facebook.com/royalflyingdoctorservice

 [@RoyalFlyingDoc](https://twitter.com/RoyalFlyingDoc)

Royal Flying Doctor Service Victoria

Level 1, 345 Bridge Road (entry via Gleadell Street)
Richmond VIC 3121

T 03 8412 0400

F 03 9429 8311

E info@rfdsvic.com.au

> www.flyingdoctor.org.au

Mobile Patient Care

T 1300 887 678

F 1300 887 694

E mobilepatientcare@rfdsvic.com.au

Flying Doctors named Australia's most reputable charity

The Royal Flying Doctor Service has been named Australia's most reputable charity in 2014.

The AMR Charity Reputation Index measures the overall reputation of Australia's top 40 charities. The Index found the Flying Doctors was still ranked number one. This is the fourth consecutive year that the RFDS has been in first place.



Royal Flying Doctor Service
VICTORIA