



# A healthier population across all of Victoria

Annual Report 2015/2016

# 2015/16 highlights



The Royal Flying Doctor Service has been named Australia's most reputable charity for 2015.

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 fifth consecutive year that the RFDS has been first place.

## 26,157,502

kilometres flown by our  
67 aircraft across Australia



### National Mission >

To provide excellence in  
aeromedical and primary  
healthcare across Australia.

### Victorian Vision >

All Victorians to 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.

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# 89%

of rural Victoria  
reached with  
RFDS Services

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# 57,005

patient contacts

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# 355

patient transports  
by air

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# 53,230

patient transports  
by road



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# Chair and Chief Executive Report

Left: Denis Henry, Chair  
Right: Scott Chapman, Chief Executive



It is with the dedication of our 299 staff, over 70 volunteers and 30,000 supporters that RFDS Victoria has continued its expansion to “overcome barriers to accessing health care” across the state.

Over the past 12 months, RFDS Victoria delivered quality health care throughout the state. With services including Mobile Patient Care, Mobile Dental Care, Mobile Eye Care, Diabetes Telehealth and Rural Women’s GP Service, RFDS Victoria health services covered 89% of rural Victoria in 2015/16. This is evidence of our commitment to ensuring that those living in the country can enjoy the same health outcomes as those living in city areas.

We continued to extend our partnership program with rural health centres, state-wide health service providers and the Victorian Government to enable 57,005 patient contacts, including non-emergency patient transports.

We are proud to have reduced patient travel time by 8,208 hours. This is a significant achievement, as we worked toward supporting a healthier population across all of Victoria.

In January we implemented a successful pilot program to reach remote and rural communities through the Flying Doctor Dental Clinic. Remote and rural Australians have poorer oral health than those in major cities, with the disparity in oral health outcomes directly related to challenges in the accessibility of dental care in these areas. Poor oral health is linked to infections and chronic disease and can have a significant impact on both health and quality of life. Distance, education and time along with affordability are all factors the Mobile Dental Clinics strive to overcome. RFDS Victoria continued to visit areas to overcome this disparity.

The Mobile Patient Care service incorporating both air and road patient transport grew with the addition of new service contacts with Ramsey Health Care and Ambulance Victoria. We are very proud that in consolidating our position as one of the most extensive patient transport services in the state, RFDS Victoria is the largest contractor to Ambulance Victoria for non-emergency patient transport.

This year saw the awarding of our ‘Give Them Wings’ scholarships to four outstanding young students. This program is delivered in partnership with the Australian Rural Health Workforce agency and recognises the financial challenges for rural students.

In November, former Board member Murray Rogers stepped down as Chair, moving to the Emeritus Council. Murray’s tremendous contribution and leadership over many years has been acknowledged along with board member Peter Berry who also stepped down from the board. RFDS Victoria thanks Murray and Peter along with all board members who contributed to a very successful year of growth and expansion.

Finally, we wish to acknowledge the management and staff along with all the supporters of the RFDS who ensure we can continue to provide quality health care throughout Victoria. To combat barriers, RFDS Victoria will “Go the Distance” because we care, we are passionate, and we are proud of our work.

Thank you,

**Denis Henry**  
Chair  
Royal Flying Doctor  
Service Victoria

**Scott Chapman**  
Chief Executive  
Royal Flying Doctor  
Service Victoria

Services provided in regional and rural communities saved patients

**8,208**  
hours of travel time.

# Board of Directors

**Denis Henry** – Chairman

Grad. Dip. Acct, B Tech (Biotech), MCIPS, MAICD

Former Managing Director and Chairman of Grosvenor Management Consulting. Director of Doutta 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). Denis is currently serving his first term as Chair.

**Rasa Betrand** – Deputy Chair

Dip. Of Nursing, Grad Dip. Midwife, Dip. Writing and Editing

Trained Nurse, current student at Monash University, published author, former broadcaster and cofounder of a support group for businesswomen in fire ravaged Marysville. Rasa is serving her sixth term as Deputy Chair of RFDS Victoria.

**Murray Rogers**

FAICD, FAIM

Resigned 25 November 2015.

Murray held 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. Fellow of the AICD, the AIM, Murray is currently Chairman, McLachlan Consolidated Fishermen Ltd.

**Robyn Lardner**

BHSc (mgt) (NSW), MHA (NSW), GAICD

Robyn has a nursing background including midwifery, neonatal intensive care and a Masters of Health Administration. She 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.

**Bernie Delaney**

BA, Grad Dip Mgt, FAICD

With a background in the manufacturing, mining and oil and gas exploration and production sectors, Bernie is a specialist in business development, public policy, mergers and acquisitions, and trade and foreign investment facilitation. Bernie is a Fellow of the Australian institute of Company Directors, and a Director of DF Strategy & Advisory Pty Ltd. Bernie is currently Chair of RSPCA Victoria, a Director of RSPCA Australia and Chair of the RSPCA Australia's Governance Committee. He is currently Chair of RFDS Victoria's Finance Audit and Risk Committee.

**Damien Bruce**

MBA, BComm/LLB (Hons)

Damien is a Partner in McKinsey & Company's Australian office, and is a Leader of McKinsey's Australian Healthcare Practice. He has served 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. He has also advised private sector clients in the health insurance and pharmaceutical sectors.

**Peter Berry**

Dip. Law

Resigned 25 November 2015.

Peter was principal of Berry Family Law. President of RFDS Victoria in 2001–2002 (re-elected to the Board in 2013); former Board member of RFDS Western Operations; Guest lecturer Leo Cussen Institute; Member of Steering Committee of the Victorian Family Law Pathways Network.

Left to right: Denis Henry, Rasa Betrand, Murray Rogers, Robyn Lardner, Bernie Delaney, Damien Bruce, Peter Berry.



# Strategic Plan

## Vision 2020

### A HEALTHIER POPULATION ACROSS ALL OF VICTORIA

The Vision 2020 Strategic Plan sets our direction for the next four years. It was developed by the Board and is broad and deep with its goals and initiatives, extending our services across Victoria and serving as a blueprint for the future of the Royal Flying Doctor Service (RFDS) Victoria. It articulates a clear set of goals, strategic initiatives and metrics that will guide us toward a future that is commensurate with our distinguished history and our pursuit of a healthier population across all of Victoria.

Delivering quality services and programs	Enhancing reputation and brand	Strengthening communities and partnerships	Funding our ambition	Organisational excellence
<b>Objective</b> To establish targeted services and programs which impact on community needs and health gaps	<b>Objective</b> To advance our reputation and brand by improving health outcomes	<b>Objective</b> To attract strong and sustainable partners in service delivery	<b>Objective</b> To ensure financial growth to contribute to provision of cost effective services	<b>Objective</b> To continually improve people, performance and service delivery
<b>Strategy</b> We will: <ul style="list-style-type: none"> <li>Extend services to rural and isolated communities</li> <li>Deliver quality evidence-based care across all our services</li> <li>Help people take responsibility for their health</li> <li>Pursue technology and innovation to better meet needs</li> </ul>	<b>Strategy</b> We will: <ul style="list-style-type: none"> <li>Measure monitor and report on our performance against real world outcomes</li> <li>Communicate our impact through real stories</li> <li>Advocate for equal access to quality health services</li> <li>Manage risk</li> <li>Be known for our expertise and pursue industry leadership</li> </ul>	<b>Strategy</b> We will: <ul style="list-style-type: none"> <li>Work in close collaboration with health providers and the community</li> <li>Pursue inter-sectional collaborations</li> <li>Immerse donors and stakeholders in the RFDS family</li> <li>Establish new and appropriate partnerships</li> <li>Be responsive to stakeholder needs</li> </ul>	<b>Strategy</b> We will: <ul style="list-style-type: none"> <li>Invest in our growth</li> <li>Ensure financial sustainability and diversify our financial base</li> <li>Manage our investment responsibly</li> <li>Build our Foundation</li> <li>Grow our supporter base across Victoria</li> </ul>	<b>Strategy</b> We will: <ul style="list-style-type: none"> <li>Attract and retain highly skilled, motivated and passionate staff</li> <li>Be better every year at what we do</li> <li>Manage our resources to ensure sound and sustainable business processes</li> <li>Live our values and invest in our people</li> <li>Ensure customer focus culture</li> <li>Be responsive to stakeholder needs</li> </ul>
<b>Outcomes</b> 1. Increased access to services 2. Reduction in metro/rural health gaps 3. Improved patient satisfaction	<b>Outcomes</b> 1. Strong reputation and recognised brand 2. Recognised advocate for regional health	<b>Outcomes</b> 1. Strong performing partnerships 2. Services aligned to community needs 3. Committed local supporter networks	<b>Outcomes</b> 1. Active donor network 2. Cost effective service delivery 3. Build surplus generating social enterprise	<b>Outcomes</b> 1. High performing and efficient organisation 2. Flexible and nimble investment profile

# Improving Community Health

## CLINICAL GOVERNANCE

RFDS Victoria has a robust Clinical Governance Framework that ensures safe and high quality care across all RFDS Victoria services. The clinical governance team is headed by Medical Director Associate Professor Morton Rawlin, with support from the Clinical Governance Advisory Committee, whose members include health industry experts and senior RFDS Victoria health managers.

Over the last twelve months the work of the committee and the clinical governance team has included the implementation of the new Non-Emergency Patient Transport Clinical Practice Protocols and high acuity services, implementation of a new dental treatment program, development of a more clinically based outcome data set for primary health and the development of an adverse event review process.

RFDS Victoria is dedicated to the maintenance and management of a quality management system and is currently certified against the ISO 9001, 4801 and 18001 standards. RFDS Victoria is committed to quality monitoring and improvements, consistent with best practice in the industry.



Mildura telehealth video consultation via Melbourne.

## DIABETES TELEHEALTH SERVICE

RFDS Victoria delivers a Diabetes Telehealth service, in partnership with Baker IDI Heart and Diabetes Institute and local health services, which provides access to endocrinologists via video-conferencing facilities, for patients in the Sunraysia, Northern Districts, West Wimmera and Rural Northwest regions of Victoria.

The service allows for patients to have an appointment with their endocrinologist, without needing to travel to Melbourne or pay for transport and accommodation.

- > The Diabetes Telehealth Service provided 325 consultations in 2015/16.
- > There were 14 diabetes educators involved in the Diabetes Telehealth Service.

The Diabetes services provided in Mildura is exceptional. The Diabetes Educator is very informative, friendly and very encouraging. Having access to this service and being able to communicate with Daniel (Endocrinologist) is of great benefit, as it would be costly and inconvenient to travel to Melbourne.

Mildura patient



# 1,000

dental treatments  
provided



Flying Doctor Dental Clinic in Birchip.

## MOBILE DENTAL CARE

RFDS Victoria provides a service in partnership with Dental Health Services Victoria (DHSV) and Australian Dental Association Victorian Branch (ADAVB), called the Flying Doctor Dental Clinic. This service offers screening, oral health promotion and treatment services to rural locations throughout Victoria. These locations are determined in consultation with DHSV and local public dental providers.

A team of volunteer dentists and dental students travel to and conduct screening and oral health promotion for approximately one week per month into schools, kindergartens and residential aged care facilities in rural towns. This is then followed with a visit from the Flying Doctor Dental Clinic. Dental assistants and contracted dentists or oral health therapists undertake the treatment component four days per week.



Right: RFDS Dental Assistant Steffi Cowell and Dentist Dr John Carroll work inside the Flying Doctor Dental Clinic.

## CASE STUDY

### Maggie meets the Flying Doctor Dental Clinic

Six-year-old Maggie\* lives far from a dentist and is challenged by multiple disabilities. Her condition means she has to take many medications in the form of syrup. Unfortunately the syrup is high in sugar and has caused serious dental decay. In the past, Maggie had to have several procedures which caused her much distress, requiring her to go under general anaesthetic.

When the Flying Doctor Dental Clinic came to Maggie's town, it meant she didn't have to travel far for treatment. For someone with multiple disabilities, leaving home can be a challenge, particularly as panic sets in when contemplating dental treatment during the journey. Maggie and her parents were relieved to have the reliability and expertise of the Flying Doctor Dental Clinic in their own town.

RFDS Dentist Dr Sarijani knew it was important to guard against further decay which could require invasive procedures down the track. She advised Maggie and her parents that it was best to apply preventative seals to Maggie's teeth. Frightened by the thought, Maggie was put at ease by the RFDS Dental Team.

Dental Assistant Meg gently invited Maggie into the Flying Doctor Dental Clinic and used Maggie's fingernail to show how the seal would be applied to her tooth. When Maggie understood the procedure wouldn't hurt, she calmly laid back in the chair to complete the procedure on her teeth.

It wasn't long before Maggie was smiling, especially when she received a new toothbrush, a bonus for completing treatment.

\*The patient name has been changed to protect privacy.



## GIVE THEM WINGS SCHOLARSHIP PROGRAM

Four students from country Victoria were recipients of the Give Them Wings scholarship, awarded by the Royal Flying Doctor Service Victoria in partnership with Rural Health Workforce Australia. The scholarships, valued at \$2,500 each, are designed to encourage the next generation of nursing and allied health professionals from rural communities to return to the country to work once they graduate.

The scholarships are generously supported by fundraising activities of the RFDS Bayside Auxiliary.

The 2016 Give Them Wings scholars are Charlotte Lakey, from Kyneton, a nursing student at Australian Catholic University; Sammy-Jo Sly, from Cullulleraine, a nursing student at La Trobe University – Mildura; Claire Hammond, from Woodglen, a dentistry student at La Trobe University – Bendigo; and Elizabeth Kemper, from Boorool, an audiology student at La Trobe University – Bundoora.

## MOBILE EYE CARE

RFDS Victoria provides Mobile Eye Care, a monthly two-day optometry service in the Mallee, East Gippsland and West Wimmera. RFDS Victoria partners with Australian College of Optometry (ACO), Mallee Track Health & Community Service (MTH&CS) and OneSight to provide clinical optometry, and utilises local facilities in each of the target communities to provide this service.

Optometrists conduct screenings each month over two days, 10 times per year. This provides an invaluable opportunity for the community to access this service, saving time, inconvenience and cost, as the service is provided free of charge.

Through 52 Mobile Eye Care clinics,

# 591 patients reached

## CASE STUDY

### Fred thinks RFDS Eye Care Clinic is great for the community

Fred, from Cann River, Victoria, found out about the RFDS Mobile Eye Care service and booked an eye examination. At 84 years old, this was the first time Fred had seen an optometrist. Until the RFDS Mobile Eye Care reached Fred's community, he was buying glasses from his local chemist. As time went by he required higher magnification which wasn't available at the chemist.

Initially Fred thought that an eye examination consisted of an optometrist asking him a few questions. He was delighted to receive a full consultation with state-of-the-art tools to test his sight and eye health.

"The examination lasted for about half an hour and it was very comprehensive," said Fred.

While the generic glasses Fred used from the chemist were suitable to a point, the optometrist prescribed some glasses that were perfect for him and delivered directly to him. Fred was relieved to receive his personalised glasses and said they were perfect.

"I was very pleased to get them," said Fred.

Fred also said that he thinks the RFDS Mobile Eye Care is important for his community and should continue because there are a lot of retired and older people in the community that might never get eye care otherwise.



Anthony Waters tests Paul Sykes' eyes at the launch of Mobile Eye Care in Gelantipy.

## RURAL WOMEN'S GP SERVICE

RFDS Victoria delivers a Rural Women's GP Service in small communities in the North West and North East of Victoria, with the aim of providing a gender choice for patients in rural communities.

The Rural Women's GP Service has been delivered by RFDS across rural and remote Australia since 1999. Prior to the 2015/16 financial year the funding was provided to RFDS by the Commonwealth, and is now being provided by Rural Workforce Agency Victoria (RWAV). The service is 100% bulk billed and is highly valued by local women and men in rural communities. During 2015 each Rural Women's GP Service ran on a six to eight week rotation across five centres throughout Victoria (Charlton, Corryong, Hopetoun, Robinvale and Rainbow), providing eight clinics each financial year and seeing, on average, over 800 patients each year.

In May, Rainbow secured a permanent female GP at the medical centre, thus allowing RFDS Victoria to move the service to another location, extending the provision of service to another community in need.

In 2016–2017 the RWGPS is expanding to include additional communities with clinics expected to be completed in each of these in the financial year.

Courtney and Marley of Hopetoun.



Rural Women's GP, Dr Susan Lewis, in Hopetoun and winner of RFDS Victoria's Outstanding Achievement Award 2015.

Rural Women's GP Service  
reached 856 patients with

77 clinics

## CASE STUDY

### Giving patients a GP gender choice

Courtney Jones, a mother from Hopetoun, uses the RFDS Rural Women's GP Service.

"Without the RFDS Rural Women's GP Service I would have to travel for hours to see a female doctor," said Courtney.

If not for the RFDS Rural Women's GP Service many patients would not access medical treatment or would have to travel long distances, or would do so only once a situation has become acute.

In Hopetoun, Dr Susan Lewis provides services every six to eight weeks. She says "there are many reasons that may be quite obvious as to why a woman would like to see a female GP, but there are also times when a man may feel more comfortable talking to a woman, especially regarding mental health and social issues.

"There are also issues of privacy and confidentiality in a small town, as you can imagine, most people would know the local GP socially as well as going to the clinic. It helps to have a choice to have another person that goes into the town and goes back to the city and they don't run into them in the supermarket. I listen to the private concerns of the people and I take them with me," says Susan.



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# 53,230

road transports

## MOBILE PATIENT TRANSPORT

### Patient Transport by Road

RFDS Victoria's non-emergency patient transport service, Mobile Patient Care (MPC), operates in Victoria throughout seven regional and four metropolitan branches.

Our branches include Alphington, Ballarat, Horsham, Keilor East, Keysborough, Richmond, Sale, Traralgon, Wangaratta, Wonthaggi and Mildura.

Each of the 11 locations accommodates MPC non-emergency patient transport vehicles and staff, providing state wide service coverage, including specialised High Acuity and Bariatric services.

### Patient Transport by Air

As well as our fleet of 74 non-emergency patient transport road vehicles, RFDS Victoria operates a Beechcraft King Air out of Essendon Airport, offering patient transport needs throughout Australia.

In 2015/16 we averaged almost one patient transport by air per day with 355 non-emergency patient flights.

### Customer Focus

RFDS Victoria worked with Ambulance Victoria and Epworth Hospital during 2015/16 and with continual growth we attracted new contracts with hospitals across the state.

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

In 2015/16 we received 243 feedback forms from patients. In total 90% of these responses were complimentary and provided positive comments about the service.

In keeping with a focus on quality patient care, RFDS Victoria continues to improve its provision of services based on patient feedback.

### Mobile Event Care

During 2016, the Mobile Event Care team provided first aid and event care services to more than 60 events including the Caulfield Cup and Sandown 500. RFDS Victoria provides medical support for patrons attending events and event organisers throughout Victoria.

### Horsham Aeromedical Transfer Station

Supported by RFDS Victoria, the Horsham Aeromedical Transfer Station was opened in March by The Honourable Linda Dessau AM, Governor of Victoria.

The temperature controlled building with two bays provides an undercover and safe area for patients, paramedics and other medical personnel including members of the RFDS to stabilise & prepare patients for transfer whilst waiting for emergency & non-emergency aircraft to arrive.



All my worries dissolved when you picked me up. The staff were wonderful. They were thoughtful, professional and very friendly. Thank you so much.💡

Feedback from road transport patient



Above: Providing patient transport from Essendon with Beechcraft King Air.  
Below: Staff prepare to transport a patient.





## LOOK! UP IN THE SKY EDUCATION PROGRAM

RFDS Victoria's Look! Up in the Sky education program has been running since 2011. This year the program reached 56 schools. A total of 4,975 students were reached through 199 presentations.

The RFDS Victoria visits schools with an aeromedical simulator, which is a life-sized replica of a Flying Doctors Pilatus fuselage, fitted with communications and medical equipment. The simulator allows students and teachers to understand the work of the RFDS. The students can press buttons, try the breathing apparatus, and talk to each other with a headset. It encourages children to think about how people live, work and access health care throughout the nation. 88% schools rate the session as excellent, 12% schools rate session as above average.

The RFDS education program aims to motivate the next generation of nurses, doctors, pilots and dentists and encourage future supporters by sharing knowledge on the vastness of Australia, inspiring empathy and mateship.

# 4,975

students reached  
through the program

## FLYING DOCTOR KIDS CLUB

RFDS Victoria launched a Kids Club on Australia Day at Government House, attended by our patron, the Governor of Victoria the Honourable Linda Dessau AM.

The Kids Club is a significant step in helping children to develop an appreciation and understanding of the legacy of the RFDS and its place in Australian history. To date more than 900 children have joined the club.

The Kids Club is free to join, and focusses on children aged five to 12 years old. They receive a joining certificate, newsletters twice a year and a birthday card. Through sharing stories, the Kids Club connects young Australians across the country, building awareness of how people live in metro, regional and remote communities.

## COMMUNITY ENGAGEMENT

The RFDS Victoria community is made up with a range of kind supporters who are at the heart of everything we do. Without them, we couldn't help the millions of people we care for all across Australia. We extend our most sincere thanks to our supporters.

### Bayside Auxiliary

The RFDS Bayside Auxiliary is a committed group of fundraisers that raise funds in support of the Flying Doctor. In 2015/2016 the group raised over \$20,000 for the RFDS Victoria, supporting the Flying Doctor Dental Clinic and Give Them Wings Scholarship program.

### Outback Tour

The RFDS Outback Tour throughout Central West Queensland saw a group of 22 enthusiastic supporters of the Flying Doctor meet the men and woman of our service in some of Australia's most remote areas. This annual tour to various parts of Australia gives donors the opportunity to

Keira Jones at Mildura Christian College. Reproduced Courtesy of *Sunraysia Daily*





see first hand the work of the RFDS and to enjoy some of Australia's most iconic and beautiful areas along the way. The tour highlights the need for the service and how essential it is to those who live, work and travel across Australia.

#### **Rowathon**

The Flying Doctor Rowathon is an annual one day rowing marathon held on the Darling River near Mildura. The course is 82 km, the longest one day fundraising row in Australia. The event raised \$41,159 for the Flying Doctor Dental Clinic.

#### **Flying Doctor BBQ**

This year we invited sporting and recreational groups from across Victoria to hold a Flying Doctor BBQ as a fundraising activity. The inaugural campaign raised \$6,813 from groups across regional Victoria committed to supporting health care services in their areas.

#### **Going the Distance Dinner**

More than 400 supporters attended the 2015 Going the Distance Dinner. Held in August at the Myer Mural Hall in Melbourne, the gala event featured keynote speaker Sam Bailey who was rescued by the RFDS. The gala event raised more than \$50,000 to support the Flying Doctor.

#### **John Flynn Luncheon**

More than 250 of our loyal Flying Doctor supporters celebrated the birthday of our founder the Reverend John Flynn at the annual John Flynn Luncheon at the RACV City Club in November. Guests were entertained by stories from the host of ABC Landline, Pip Courtney.

At the event, the Bernice Jenkins Volunteer Award was proudly presented to Wendy Stone in recognition of longstanding service to the Flying Doctor.

Give them Wings 2016 recipients Elizabeth Kemper of Boorool, Sammy-Jo Sly of Cullulleraine, Claire Hammond of Woodglenn, and Charlotte Lakey of Kyneton with Bayside Auxiliary executive members Wendy Stone and Karen Russell.

#### **RFDS Victoria Annual General Meeting Forum**

Held on the same day, prior to our John Flynn Luncheon, 100 supporters attend the RFDS Victoria Annual General Meeting Forum. The event featured reports from the Board, Chief Executive, community fundraisers, corporate supporters and scholarship winners.

The 2015 RFDS Victoria Award for Outstanding Contribution was awarded to Dr Susan Lewis, at this event.

#### **Morning Melodies**

In March RFDS Victoria held the third Morning Melodies fundraising event at the Arts Centre and Hamer Hall with over 200 friends of the Flying Doctors attending. The event began with a light lunch at the ANZ Pavilion, before guests enjoyed a performance by the Australian Ballet School at Hamer Hall.

#### **Royal Melbourne Show**

RFDS featured at the Royal Melbourne Show on 24 and 25 November and more than 3,200 people visited the RFDS Victoria exhibit. Our aeromedical simulator proved popular once again, with attendees particularly interested in the services we provide and the fit-out of the plane.



# Our Partners

Thank you to the kind and generous community members that rally together to help keep the Flying Doctor flying.

- > All Souls' Opportunity Shop
- > Biccys Op Shop Supporters Inc
- > Boort Church of Christ
- > Chelsea Uniting Parish Opportunity Shop
- > Doug Mullett
- > Joan Gleed
- > Kimberley Karavan Owners Group
- > Marcus Oldham Students Society
- > Myer Albury
- > Outback Car Trek
- > RFDS Bayside Auxiliary
- > RFDS Rowathon
- > Shine Wing Australia
- > Sunraysia Support Group
- > Trakmaster Off-Road Caravan Club Inc.
- > Trek the Track
- > Wildfire Mildura Subcommittee of Monash University's Rural Health Club
- > Y Service Club of Bendigo Inc.

There were many more contributions to RFDS Victoria. We would also like to thank all the 4WD clubs, Opportunity Shops, Lions Clubs, Rotary clubs, Country Women's Association, the Eastern Auxiliary and the ten charity organisations who have sold RFDS Christmas cards on our behalf and have supported the Flying Doctors generously throughout the year.



Above: Outback Trek  
Left: Family Open Cockpit Day, Moorabbin  
Below: RFDS Bayside Auxiliary Fashion Parade  
Bottom Left: RFDS Rowathon





## CORPORATE PARTNERSHIPS

RFDS Victoria thanks and acknowledges the invaluable contributions of our partners who support the Flying Doctor in a number of ways.

Our partners provide financial support for health programs and in-kind support for our fundraising events. We are also assisted with volunteers for community engagement, fundraising and health activities.

### Corporate Partners



### Health Partners



# Our People



## THE RFDS VICTORIA WORKFORCE

Mobile Patient Care	253
Management and Administration	27
Medical Practitioners, Dentists, Nurses and Health Promotion Staff	19
<b>Total RFDS Victoria Staff</b>	<b>299</b>
Volunteers	70

## STAFF PROFILE

Robin Collins is a Patient Transport Officer based in Horsham. He has been a member of the RFDS team since gaining qualification for the role in 2013. His interest in undertaking training and applying for a role with the RFDS Mobile Patient Care was based on his experience as the primary carer for his aged mother.

“I love my job working with the Mobile Patient Care team for the RFDS as I enjoy meeting people and being able to assist them in their time of need. I enjoy driving and travelling to different towns and locations. My work with the RFDS also assists me in my knowledge and ability to care for my mother, says Robin”

Robin’s role sees him rostered daily with an Ambulance Transport Attendant or Registered Nurse.

“We never know where our transfers will take us each day. We have a wide area that Horsham branch covers servicing the Wimmera. We have the opportunity to travel as far as Melbourne, Geelong, Bendigo, Hopetoun, Kaniva, Mount Gambier and Portland to name a few. My role primarily involves driving but I also assist with patient care. We are all involved with cleaning, restocking and maintenance, tells Robin.”

“My average day at work with the Horsham crew involves logging on for shift at either 0700 when conducting Ambulance Victoria shifts, or 0900 when fulfilling the needs of Wimmera Health Care Group and North West Rural Health.”



Above: RFDS Mobile Patient Care crew member Robin Collins departs from the Horsham branch.

Left: Mobile Patient Care team member Belinda Hands.

“RFDS differs from other Non-Emergency Transport providers as our brand and reputation is respected. We are billboards for our organization and I do my utmost to ensure preservation of our good reputation.”

“Daily I have the privilege to meet and be able to assist people in their care at a significant time of their lives. I enjoy being able to provide this service and enjoy the opportunity to be able to talk to so many different people, patients, careers, staff etc.”

“I work with a small dedicated group of people at the RFDS Horsham branch. We all enjoy our job working for MPC. In rural Victoria the importance of Non-Emergency Patient Transport is very significant due to travel times, distances and availability of resources. The existence of the RFDS Mobile Patient Care within Horsham assists to ensure availability of much needed emergency resources.”

## VOLUNTEERS

The RFDS relies on the support of generous volunteers who give their time and skills to allow us to reach people in need of quality health care. RFDS Victoria is fortunate to have the help of 70 volunteers across the state, from health care professionals to administrative support.

In Richmond, 17 volunteers regularly provide help with a range of administration including packing and mailing the Flying Doctor Christmas items purchased by supporters of the service.

“Getting the orders right is important. We check and recheck the packs before mailing them,” says Beryl Neill.

She signed up as a volunteer in September 2015 after learning about the work of the RFDS through Dave, a family member who also volunteers at the Richmond office.

“When I retired I wanted to keep contributing to the community and this is how I do it now. When Dave told me about the Flying Doctor, I liked the sound of it.”

“I enjoy the variety of things we do here. It’s a good organisation to work for and I have been surprised by what I can do. I thought I was computer illiterate, but I am not.”

Beryl says she looks forward to her Wednesdays, volunteering. She enjoys her time with fellow volunteers Joan and Christine.

Christine Young started volunteering with the RFDS in 2011. With a nursing background she originally applied to support staff through volunteering to do health checks at the Royal Agricultural Show and later found herself in the office helping out.

“As a nurse, I had never worked in an office before. I like spending the day with staff and other volunteers. It’s a pleasure.”

“When I came to the Richmond Office, Joan showed me the ropes.”

Joan Bower has been a volunteer for twenty years, motivated to give back to the organisation that once saved her husband who was flown to Broken Hill following an emergency in the 1950s.

“I started mailing items for the Flying Doctor from St Kilda. We did everything, all of the letters and newsletters.”

With a smile she says “I enjoy it – it keeps me off the streets.”

RFDS Victoria offers heartfelt thanks to our volunteers who help us go the distance.

As a nurse, I had never worked in an office before. I like spending the day with staff and other volunteers. It’s a pleasure.

Christine Young



Christine Young, Joan Bower and Beryl Neill process Flying Doctor merchandise for Christmas orders.



# Thank you to our supporters

It's because of generous donations that we can reach people across Victoria and Australia to provide quality health care. Thank you for helping to keep the Flying Doctor flying in 2015/2016.

## FLYING DOCTOR FOUNDATION

Aston and Pearson  
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Marsh Pty Ltd  
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## RFDS STAFF

Many RFDS Victoria  
staff generously  
donated through  
payroll giving.

We would like to honour and recognise people who have included the Royal Flying Doctor Service Victoria in their Will. In doing so, we will be able to continue to provide our services into the future. Every gift in every Will makes a difference.

## ESTATES

Elizabeth and Andrew Turner Legacy, managed by Equity Trustees	Estate of Lilian Mavis Ramsay
Estate of Pamela K Barclay	Estate of Gerald Riley
Estate of James Armstrong Black	Estate of Charles Henri Roussac
Estate of G E Bradshaw	Estate of Barbara and Peter Shearer
Estate of Mary Bernadette Carey	Estate of Beryl Hazel Sparks
Estate of Robertson Chick	Estate of Katrina Steinberg
Estate of Margaret May Copley	Estate of Harold Thomas Swanton
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Estate of Ruth Kobelt	Estate of Andrew John Wilson
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Estate of Olywn Ethel Little	<i>Anonymous (14)</i>
Estate of Lorraine Lister	
Estate of Augusta Patricia Lyons	
Estate of Geraldine Nicoll	
Estate of Ronald Earl Page	

## JOHN FLYNN SOCIETY CONFIRMED BEQUESTORS

P Alsop	W Elliott	N Lowth	G Proudfoot
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W Dutschke	V Lange	L Pierotti	M Wilson
RA & EM Eagles	G Little	B Pow	<i>Anonymous (180)</i>
A Ehrnhofer	V Lowry	M Powell	

## Directors' report

The concise financial statements are an extract from the full financial statements of Royal Flying Doctor Service of Australia (RFDS) (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 (RFDS) (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 the Royal Flying Doctor Service of Australia (RFDS) (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 Denis Henry

Chair (Appointed 25 November 2015)  
Chair – People and Remuneration Committee  
Appointed 10 June 2014

### Mr W Murray Rogers AM

Former Chair  
Appointed: 13 October 2009  
Resigned: 25 November 2015

### Mrs Rasa Bertrand

Deputy Chair  
Appointed: 14 December 2009

### Mr W Bernard Delaney

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

### Mrs Robyn Lardner

Chair – Risk Audit and Finance Committee  
Appointed: 22 March 2011  
Appointed: 1 March 2011

### Mr Damien Bruce

Deputy Chair – Clinical Governance Committee  
Appointed: 14 October 2014

### Mr Peter Berry

Appointed: 1 May 2013  
Resigned: 25 November 2015

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

## COMPANY SECRETARY

### Scott Chapman

Chief Executive – Royal Flying Doctors Services of Australia (Victorian Section)  
Appointed Company Secretary:  
31 August 2016

### Ms Heather Pritchard

General Manager – Corporate Services  
Appointed: 8 February 2011  
Resigned: 31 August 2016

## MAJOR DEVELOPMENTS

This year was a year of transition – to new premises in Melbourne and Sale, to upgraded systems and reporting methods, to the commencement of expanded non-emergency transportation, to a new donor management platform through to a new 4 year strategic plan and a change in leadership of the Board.

The expansion of income platforms in commercial contracts, donations and bequests and investment income mirrored the growth targets for the 2015/16 year whilst also building strong foundations for future sustainability of RFDS Victoria.

- > Commenced provision of \$10m service agreement with Ambulance Victoria, accounting for around 50% of AV's outsourced NEPT service provision in Victoria
- > Commenced a new \$1m NEPT contract with Ramsay Health Care for all its Victoria locations
- > Implemented an integrated online patient booking and transport management system for running the operations of the patient transport business
- > Undertook a strategic review of the patient transport business to identify business performance improvements and identify new market opportunities
- > Entered into a new dental program partnership to provide public dental treatment services to rural communities in 18 rural Victorian communities, on a full-time basis, using a mobile dental vehicle
- > Expanded all existing primary health services into new communities including East Gippsland, Northern Districts, East Wimmera and the north western region, increasing the occasions of service by one third
- > Continued strengthening the clinical governance program with a revised Clinical Governance Framework developed
- > Achieved accreditation for the whole organisation
- > Continued dialogue with the Health Minister and senior health officials to advocate for RFDS and for Non-emergency Patient Transport and primary health services
- > Presented at a variety of forums including the National Primary Health Care Research Conference, the Public Oral Health Innovations Conference and the Dental Health Services Victoria forums metropolitan and regional forums
- > Launched new RFDS website creating an interactive unification of services and community activities across Australia
- > Launched a Kids Club on Australia Day recruiting over 800 children aged 5-12years old
- > Awarded four study scholarships for rural health students as part of the 'Give Them Wings' scholarship program
- > Conducted 199 school incursions, engaging over 4,900 students
- > Completed engagement activities at community events including regional field days, the Royal Melbourne Show, Ballarat Show, Australia Day celebrations at Government House and F1 Air Race at Sandown.
- > Launched a community fundraising 'Flying Doctor BBQ' campaign linking with regional service clubs and creating media interest across Victoria

The Victorian Section fully participated and contributed to the national agenda and attended meeting 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 Standards 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.



### Denis Henry

Chairman  
Melbourne, 5 October 2016



## 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 2016, 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 2016. 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 2016. We expressed an unmodified audit opinion on that financial report in our report dated 5 October 2016. 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 2016 complies with Accounting Standard AASB 1039 *Concise Financial Reports*.



DELOITTE TOUCHE TOHMATSU



**Robert D D Collie**

Partner

Chartered Accountants

Melbourne, 5 October 2016

## Statement of profit or loss and other comprehensive income

for the year ended 30 June 2016

	2016 \$	2015 \$
Revenue	24,460,396	19,897,722
Other income	419,478	185,067
Employee benefits expense	(16,533,194)	(10,834,325)
Depreciation expense	(1,029,239)	(565,000)
Direct fundraising activities	(928,001)	(997,102)
Merchandise costs	(51,762)	(100,753)
Patient care expenses	(2,952,477)	(2,982,205)
Program expenses	(566,921)	(864,971)
Rent and premises expenses	(878,147)	(650,882)
Office operating expenses	(1,134,124)	(672,223)
Provision for onerous contracts	(500,000)	-
Finance expense	(115,230)	-
<b>Net surplus before income tax expense</b>	<b>190,779</b>	<b>2,415,328</b>
Income tax expense	-	-
<b>SURPLUS FOR THE YEAR</b>	<b>190,779</b>	<b>2,415,328</b>
<b>Other comprehensive income for the year, net of income tax</b>		
<b>Items that may be reclassified subsequently to profit or loss:</b>		
Net fair value loss on available-for-sale financial assets	(659,901)	(32,588)
<b>TOTAL COMPREHENSIVE (LOSS) / INCOME FOR THE YEAR</b>	<b>(469,122)</b>	<b>2,382,740</b>

## Statement of financial position

at 30 June 2016

	2016 \$	2015 \$
<b>Current assets</b>		
Cash and cash equivalents	3,375,472	2,552,480
Trade and other receivables	2,297,033	1,536,553
Inventories	44,257	7,378
Other financial assets	5,412,335	6,220,890
<b>Total current assets</b>	<b>11,129,097</b>	<b>10,317,301</b>
<b>Non-current assets</b>		
Other financial assets	7,569,504	7,373,837
Property, plant and equipment	5,143,036	2,571,838
Held for sale assets	200,000	-
<b>Total non-current assets</b>	<b>12,912,540</b>	<b>9,945,675</b>
<b>Total assets</b>	<b>24,041,637</b>	<b>20,262,976</b>
<b>Current liabilities</b>		
Trade and other payables	2,940,980	1,005,545
Borrowings	439,176	-
Provisions	950,821	775,535
Other liabilities	542,286	760,606
<b>Total current liabilities</b>	<b>4,873,263</b>	<b>2,541,686</b>
<b>Non-current liabilities</b>		
Borrowings	1,874,176	-
Provisions	244,019	201,989
<b>Total non-current liabilities</b>	<b>2,118,195</b>	<b>201,989</b>
<b>Total liabilities</b>	<b>6,991,458</b>	<b>2,743,675</b>
<b>Net assets</b>	<b>17,050,179</b>	<b>17,519,301</b>
<b>Equity</b>		
Accumulated funds	16,172,927	15,982,148
Asset revaluation reserve	877,252	1,537,153
<b>Total equity</b>	<b>17,050,179</b>	<b>17,519,301</b>

# Statement of changes in equity

for the year ended 30 June 2016

	Accumulated funds \$	Asset revaluation reserve \$	Total \$
Balance at 1 July 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
<b>Balance at 30 June 2015</b>	<b>15,982,148</b>	<b>1,537,153</b>	<b>17,519,301</b>
Surplus for the year	190,779	-	190,779
Other comprehensive loss for the year	-	(659,901)	(659,901)
Total comprehensive income / (loss) for the year	190,779	(659,901)	(469,122)
<b>Balance at 30 June 2016</b>	<b>16,172,927</b>	<b>877,252</b>	<b>17,050,179</b>

# Statement of cash flows

for the year ended 30 June 2016

	2016 \$	2015 \$
<b>Cash flows from operating activities</b>		
Receipts from appeals and merchandise sales	8,832,018	9,367,666
Receipts from commercial sales	14,207,537	9,722,087
Payments to suppliers and employees	(21,623,879)	(16,188,154)
Interest received	303,227	263,752
Interest paid	(115,230)	-
Dividends received	357,134	434,699
Net cash provided by operating activities	1,960,807	3,600,050
<b>Cash flows from investing activities</b>		
Payment for investments	(433,190)	(749,360)
Payments for term deposits	795,242	(666,385)
Payments for plant and equipment	(1,933,895)	(1,376,036)
Proceeds from sale of plant and equipment	900,243	-
Net cash used in investing activities	(681,600)	(2,791,781)
<b>Cash flows from financing activity</b>		
Repayment of borrowings	(456,215)	-
Net cash used in financing activities	(456,215)	-
<b>Net increase in cash and cash equivalents</b>	<b>822,992</b>	<b>808,269</b>
<b>Cash and cash equivalents at the beginning of the year</b>	<b>2,552,480</b>	<b>1,744,211</b>
<b>Cash and cash equivalents at the end of the year</b>	<b>3,375,472</b>	<b>2,552,480</b>




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# 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 88 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 **flyingdoctor.org.au** to make an online donation

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## 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](mailto:info@rfdsvic.com.au)

**W** [www.flyingdoctor.org.au](http://www.flyingdoctor.org.au)

## Mobile Patient Care

**T** 1300 887 678

**F** 1300 887 694

**E** [mobilepatientcare@rfdsvic.com.au](mailto:mobilepatientcare@rfdsvic.com.au)



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