

Celebrating 90 years



# Annual Report

2017  
>2018

**90**  
YEARS



Royal Flying  
Doctor Service

## Across Australia >

In 2017/18 the Flying Doctor helped someone **every 2 minutes** of every day.

Our fleet of **71** aircraft flew **26,863,558** kilometres.

**75,147** patients were transported by road.

**38,052** patients were transported by air.

**335,125** patient contacts were made through RFDS clinics, aeromedical transports and telehealth consultations.

**14,591** nurse, GP and Dental clinics were conducted across Australia.

## Victoria >

**74,805** patients were transported by road.

**342** patients were transported by air.

**80,485** patient contacts were undertaken.

**1,283** dental screenings and treatments were completed.

**537** telehealth appointments were completed.

**89%** of rural Victoria was reached with RFDS services.



*RFDS has been named the most reputable charity 7 years in a row.*





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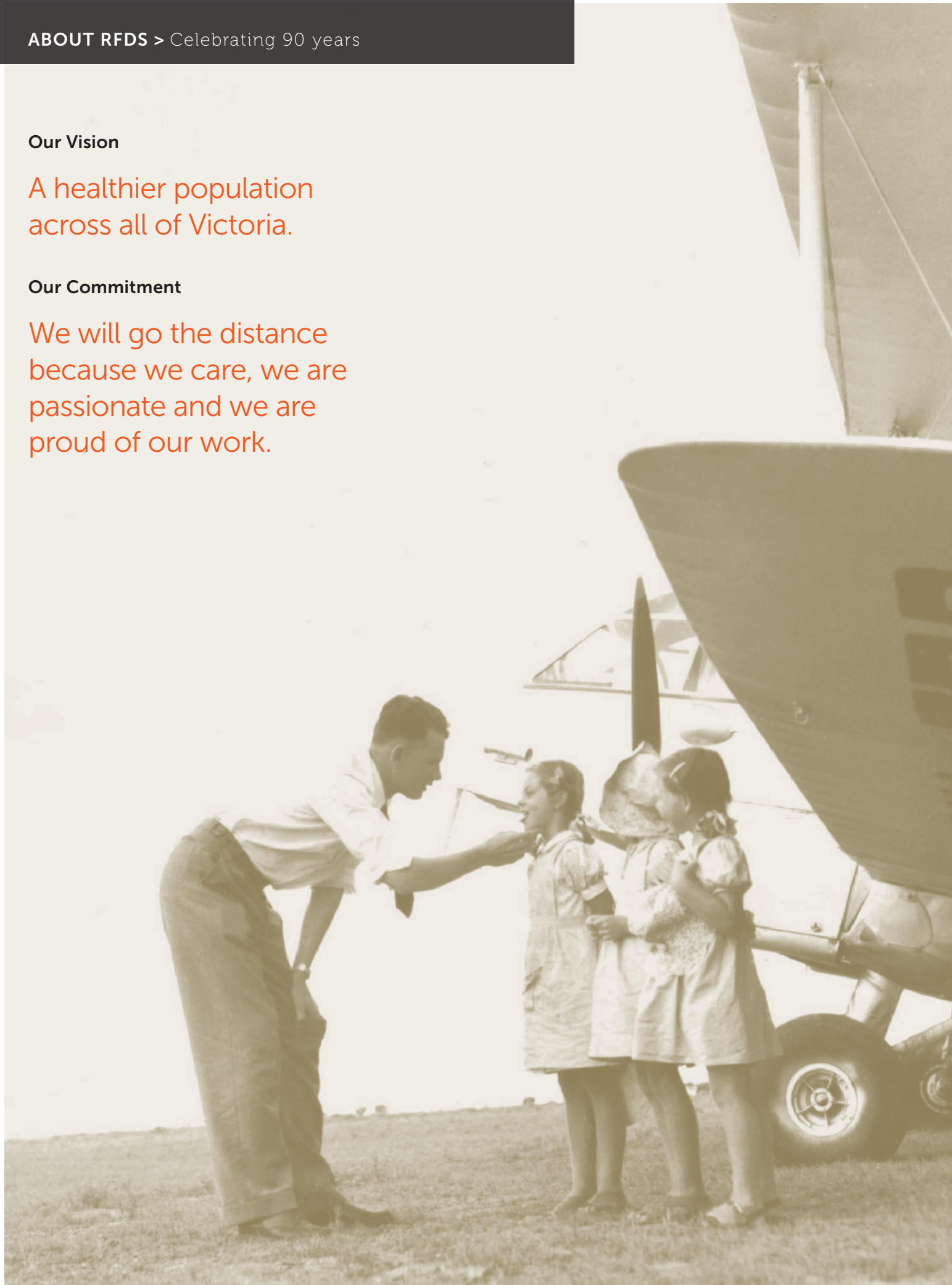


## Our Vision

A healthier population  
across all of Victoria.

## Our Commitment

We will go the distance  
because we care, we are  
passionate and we are  
proud of our work.



# Chair and Chief Executive message



**Denis Henry**  
Chair



**Scott Chapman**  
Chief Executive

## Celebrating 90 years

A significant milestone in the story of the RFDS, 2018 marked 90 years since the first medical flight occurred back in 1928. In this year of celebration and reflection, RFDS Victoria, continued to meet the needs of rural communities and provide innovative health services in response.

We now have nearly 600 staff delivering much needed patient transport and health programs, raising vital funds and providing corporate and administrative services. None of which could be achieved without the endless effort and support of partners, volunteers, donors and members of our community.

We are proud to be part of a thriving national organisation. The Royal Flying Doctor Service was again voted as Australia's most reputable charity – for the seventh year in a row. Our nationwide network, working alongside government, community and donors, is making a real difference. Within our own backyard, we have bases, clinics and services situated in nearly fifty communities across Victoria, building capacity through connections and employment, supporting communities to build more resilience and providing critical health initiatives to the furthest corners of our state, securing our place as a key part of the Victorian health system.

In an era of rapid technological advancement we are excited to embrace new technology. We look to innovations like drones, telehealth, home monitoring, wearable technologies and significant medical advancements, as opportunities to extend our service even further. In 2018, we will welcome two new jets to our national fleet with the ability to almost halve travel times and transport more patients and medical practitioners than ever before. Victoria's second mobile dental clinic is now on the road in East Gippsland, doubling our capacity and frequency in visiting rural towns. These are examples of the nimbleness needed to meet the growing and varying needs of the communities we serve.

We continue to expand and respond to worrying gaps in health care provision. This year we have commenced speech pathology in the Mallee district and launched a community transport initiative in Heathcote with a network of volunteer drivers.

A full calendar of events throughout 2017/18 allowing us to thank supporters for their dedication and support – helping us to reach our 90 year milestone. However, we also recognise the challenges ahead of us and look forward to the future with much excitement. We realise that the most important aspect of our organisation is our people. Highly qualified staff, dedicated volunteers, keen health partners, generous donors, corporate supporters and individuals who inspire us to do even better are all part of our Flying Doctor family. We thank you for your overwhelming support and look forward to continuing and growing our Victorian story together.

As Flynn himself declared:

**"If you start something worthwhile  
– nothing can stop it."**

**Denis Henry**  
Chair

**Scott Chapman**  
Chief Executive

## Board of Directors



Left to right > Denis Henry, Robyn Lardner, Bernie Delaney, Damien Bruce, Susan Taylor and Dr Victoria Atkinson.

### DENIS HENRY – CHAIR

#### Chair – People and Culture Committee

B.Tech (Biotech), Grad Dip Acc., CPA, MCIPS, FAICD  
Appointed 10 June 2014

Denis has enjoyed a successful career, which included 18 years as the Managing Director and then Chairman of Grosvenor Management Consulting. Denis was involved in the public and private sectors in sourcing and contracting, organisational transformation, operational centres of excellence and capability development. Between 2005 and 2013, Denis was a Director of the Outdoor Education Group.

#### Committee positions

Member of Federation Board of Royal Flying Doctor Service Australia

Member of the Board of Doutta Galla Aged Care Services Ltd and Chair of the Finance Audit and Risk Committee

### ROBYN LARDNER – DEPUTY CHAIR

BHSc(Mgt)(NSW), MHA (NSW), GAICD  
Appointed: 1 March 2011

Deputy Chair Western Victoria Primary Health Network Regional Integrated Council. Based in the Wimmera, Robyn's expertise covers retail, social justice and rural health; she has a nursing background and has worked as a Director of Nursing and a Manager of Corporate Support. She has a long history of community service.

### BERNIE DELANEY – TREASURER

#### Chair – Finance Audit and Risk Committee

BA; Grad Dip Mgt.; FAICD  
Appointed: 22 March 2011

Bernie is an experienced company director and corporate advisor mainly in the manufacturing, mining and oil and gas industries.

#### Committee positions

RSPCA Victoria: Chair

RSPCA National Board: Member

### DAMIEN BRUCE – DIRECTOR

#### Member – Finance Audit and Risk Committee

BComm/LLB (Hons), MBA  
Appointed: 14 October 2014

Damien is a Partner in McKinsey & Company's Australian office, and is leader of health and social service practice for Australia. He has extensive experience in serving healthcare entities, both public and private, in the UK, USA and Australia.

### SUSAN TAYLOR – DIRECTOR

#### Member – Finance Audit and Risk Committee

LLB, B Com (Economics), Grad Dip Corporations and Securities Law, GAICD  
Appointed: 31 May 2017

Susan has established the consulting firm Enertique which specialises in providing legal and regulatory advice to the electricity and gas sectors. Susan was previously a Partner with Freehills and is a member of the New York Bar. Susan is also a Director of East Gippsland Water Corporation and has previously held directorships on the Boards of a number of organisations, including the subsidiary companies of AusNet Services, the St Kilda Football Club and the City of Yarra Energy Foundation.

### DR VICTORIA ATKINSON – DIRECTOR

#### Chair – Clinical Governance Committee

MBBS (Hons), FRACS, AFRACMA, Masters of Health Management, GAICD

Dr Victoria Atkinson is a cardiothoracic surgeon and the incoming Chief Medical Officer for Healthscope.

Building on a strong clinical background, Dr Atkinson works to integrate the clinical, operational and governance aspects of healthcare to enhance patient care. She believes that executive, clinical and Board must come together to achieve patient focussed and harm-free care.

Dr Atkinson is the Deputy Chair of the Board for Better Care Victoria, and is a Board Director at Alfred Health.

#### Committee positions

Alfred Health: Chair – Quality Committee, Member – Finance Committee, Member – Remuneration Committee  
ACSQHC: Private Sector Committee



*Kirstin Fox and Tony Cantwell.*

## Directors First Program

In May 2017, RFDS Victoria embarked on an initiative to introduce leadership growth opportunities to the RFDS Victoria Board, encouraging both Board diversity and a learning environment for aspiring Board Directors – particularly from regional areas. The RFDS Directors First Program offers a 12 month position as a non-voting, observer Board Director. Offering first hand exposure to the role of a Board and its decision making process, this volunteer opportunity equips the next generation of leaders with the confidence and skills needed to lead Boards in the future.

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### KIRSTIN FOX

Registered Nurse (BN)

RFDS Directors First Program 2017/18

As a Registered Nurse, Kirstin has worked across the health continuum in regional NSW and Victoria in clinical and management roles for the past nine years. With a career in aged care, Kristin has led the commissioning of a 120 bed aged care facility and has been responsible for financial outcomes, clinical best practice and regulatory compliance.

She has a particular passion for innovation and thinking outside usual paradigms to achieve improvements in service delivery. In 2017/18 Kirstin participated in the inaugural RFDS Directors First program and has previously held the position of Chair Person at Annette's Place Childcare. She is currently on the Board of Doutta Galla Aged Care Services.

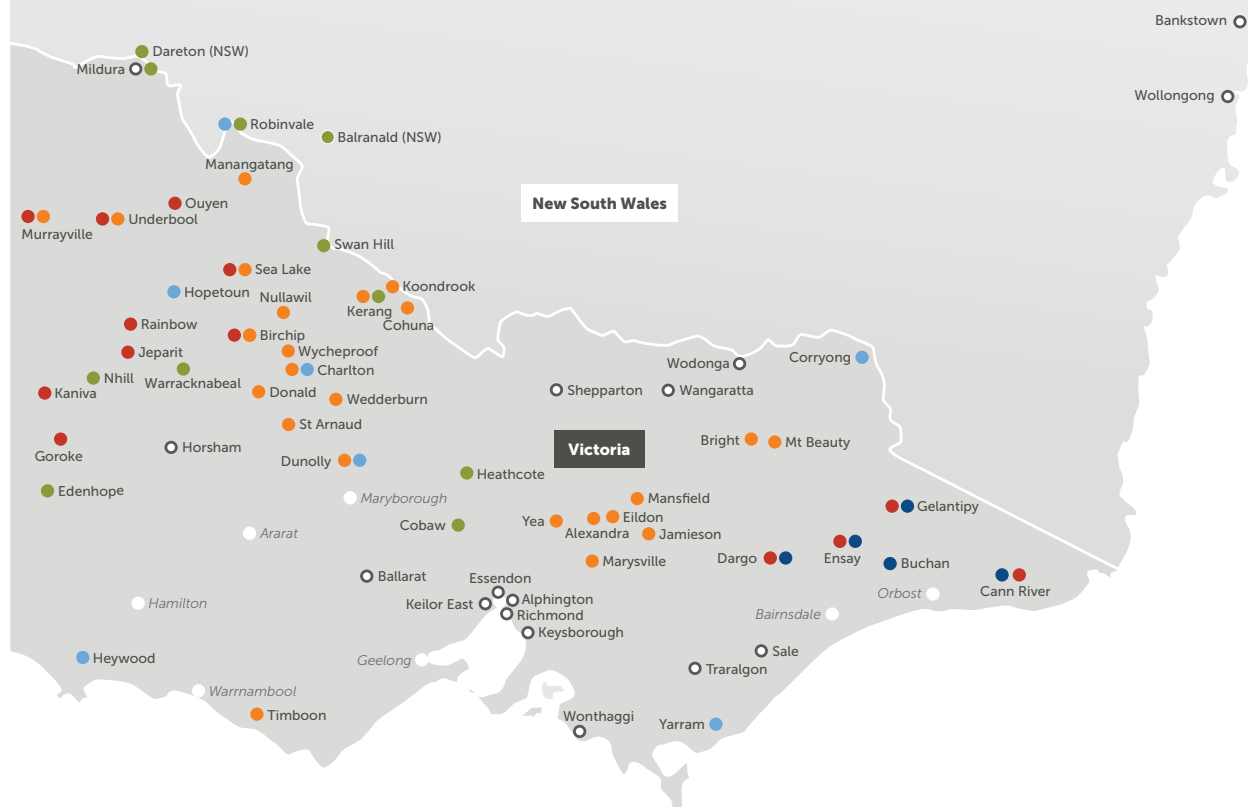
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### TONY CANTWELL

BA (Journalism) / LLB

RFDS Directors First Program 2017/18

With experience across the private, government and not-for-profit sectors Tony began his career as a rural journalist in Gippsland, before commencing his legal career at a full service commercial firm in Melbourne practising in commercial litigation. More recently Tony has worked in the not-for-profit sector and within government as an advisor at a state and federal level. In 2017/18 Tony participated in the inaugural RFDS Directors First program.



RFDS SERVICES	
<span style="color: blue;">●</span>	Rural Womens GP Service
<span style="color: orange;">●</span>	Flying Doctor Dental Clinic
<span style="color: red;">●</span>	Mobile Eye Care
<span style="color: green;">●</span>	Flying Doctor Telehealth
<span style="color: darkblue;">●</span>	Psychological Services
<span style="color: white;">○</span>	Mobile Patient Care



## Vision 2020 >

Established in 2016, the Vision 2020 four year plan was developed as a blueprint for the future of our organisation, articulating clear goals, initiatives and measures to guide RFDS Victoria in the pursuit of a healthier population across all of Victoria.

	Objective	Progress
<b>Delivering quality services and programs</b>	To establish targeted services and programs which impact on community needs and health gaps	<p>Expansion of programs included:</p> <ul style="list-style-type: none"> <li>• A second fully equipped dental vehicle to access more regional communities.</li> <li>• Rural Women's GP service increased in number of visits and expanded to new locations Heywood, Ouyen and Murray Valley Aboriginal Coop with an additional site at Robinvale offering Gynaecology.</li> </ul>
<b>Strengthening communities and partnerships</b>	To attract strong and sustainable partners in service delivery	<ul style="list-style-type: none"> <li>• Provided mental health support to 16 rural and regional communities through Look Over the Farm Gate.</li> <li>• Delivered a range of specialist services via Telehealth to 51 new sites with inclusion of Endocrinology, Psychology, Psychiatry, Respiratory and Cardiology.</li> </ul>
<b>Organisational excellence</b>	To continually improve people, performance and service delivery	<ul style="list-style-type: none"> <li>• Implemented a new level of management to support and provide professional development.</li> <li>• Supported Nationwide Clinical Governance review.</li> <li>• Upgraded systems for purchasing, HR and payroll, including a new online learning management tool.</li> </ul>
<b>Funding our ambition</b>	To ensure financial growth to contribute to provision of cost effective services	<ul style="list-style-type: none"> <li>• Launched 'Support Crew' – acquiring monthly donors to extend RFDS services for rural and regional communities.</li> <li>• Acquired over 7,000 new supporters, including more than 1,500 regular monthly givers.</li> </ul>
<b>Enhancing reputation and brand</b>	To advance our reputation and brand by improving health outcomes	<ul style="list-style-type: none"> <li>• Celebrated 90 years since the first flight with a range of donor thank you events and activities across Victoria.</li> <li>• RFDS again named most reputable charity for the seventh year in a row.</li> <li>• Flick us a Flynn campaign held for its second year, reaching more than 2 million people online and via social media.</li> </ul>

## Our programs > Clinical and Quality

In Victoria, the RFDS is committed to ensuring that those living in the country can enjoy the same health outcomes as those living in city areas. Remote and rural Australians have up to three times the prevalence of avoidable illness than those in cities. They see doctors at half the rate, and face an average two years shorter life expectancy than people in cities. To overcome this gap, the RFDS delivers services to rural communities, which many in the city may take for granted.

### Clinical Governance

RFDS Victoria has a robust Clinical Governance Framework that ensures safe and high quality care across all RFDS Victoria services. Our Medical Director, Associate Professor Morton Rawlin AM, heads the clinical governance team with support from the new role of Clinical and Quality Assurance Manager, filled by Dr Melanie Trivett in 2017. The Clinical Governance Committee (CGC) oversees the clinical governance framework under the guidance of new chair Dr Victoria Atkinson and includes health industry experts as well as senior RFDS Victoria health managers.

Over the last twelve months, the work of the committee and the clinical governance team resulted in improvements to clinical governance reporting, refinement of the Clinical Safety and Quality committees roles and purpose, enhancement of clinician credentialing, and expansion of the internal clinical audit program.

### Quality services

RFDS Victoria is dedicated to the continuous improvement of our services through its quality management system and achieving certification against the updated ISO 9001:2016 in 2017 is evidence of this commitment. Clinical governance reviews such as an internal audit by KPMG and the RFDS national review provided focus for work towards accreditation against National Safety and Quality in Health Service Standards. RFDS Victoria formed a research committee to provide guidance and advice on the evaluation of our services and to ensure that outcomes from our rural primary health services contribute to evidence-based care.

### Customer focus

Prioritising the safe delivery of quality services ensures our care is always person-centred.

In 2017/18 feedback was received from 585 patients and/or health services via feedback forms, telephone calls, emails and letters. In total, 93% of responses were complimentary, and with this year being the first to include feedback from health services, RFDS Victoria is now incorporating improvement suggestions for person-centred care from other providers as well as patients.

The annual patient satisfaction survey across all primary health services sought information on patient experience, not just satisfaction with the service. Patients were able to share how they felt about the service, if they were listened to and provide feedback on the personnel providing the service. As a response to this survey, RFDS established a Health Literacy Committee to focus on improving awareness of health literacy and empowering patients in their health provider interactions.



What a great ride and trip and what a pleasant pair of operatives. ☺



We wish to congratulate and commend you on your excellent service. The team were exceptional. Both excelled in empathy and professionalism. ☺



The visiting doctor from Melbourne to our region has been of great benefit to me personally and to many other women in the area... She is not only a joy to visit but is keenly interested in fixing problems no matter how small or large. ☺



Great service, kind, knowledgeable professionals and really convenient. ☺



> 1,283  
patient  
contacts

## Rural Women's GP Service >

The Rural Women's GP Service has been provided in rural and remote communities since 1999 throughout Victoria. The program offers a female GP in towns where there is no female GP within the area.

This service is accessible to both local men and women, giving them a valued gender choice when visiting the doctor.

The Rural Women's GP service is supported through funding from the Rural Workforce Agency Victoria (RWAV) and RFDS donors, and is 100% bulk billed, leaving the patients with no out-of-pocket expenses.

The clinics are run every six to eight weeks and are hosted in partnership with a local GP clinic or health service in the area.

This year saw the program expand into two new towns – Ouyen and Heywood, and additional clinics in Robinvale at Murray Valley Aboriginal Cooperative and Robinvale District Health Service. The service continues in Robinvale, Yarram, Hopetoun, Corryong, and Charlton. A total of 1,283 patients were seen by the RWGPS this year, saving over 2,800 hours of travel for patients.

### STAFF PROFILE > DR VIVIENNE WHITECHURCH

An honorary member of many rural communities across Victoria, Dr. Vivienne Whitechurch is just one of six GPs who visit patients as part of Victoria's RWGPS.

A well-respected GP who works for the Jean Hailes Medical Centre for Women in Clayton, Vivienne travels to rural communities to offer residents gender choice when visiting their doctor. Working in some towns for a decade, Vivienne has become a part of the communities she serves. This includes choosing to support local business when eating out and developing close friendships with local health staff. After working for many years as a GP in the city, Vivienne now enjoys the many different elements that come with travelling to and working in rural areas. From witnessing the changing landscapes, to being welcomed by friendly and supportive rural communities, and seeing several generations of one family, Vivienne enjoys serving rural women and takes great pride in working for RFDS Victoria.



Dr. Vivienne Whitechurch in Yarram.



I always leave a clinic having learnt something new and helped someone with an issue. I am fortunate to have such a rewarding job. 



Aiden gives his check-up a thumbs up in Mansfield.

## CASE STUDY > AIDEN'S STORY

After tripping over while on a camping trip and receiving a knock to the teeth, primary school student Aiden needed to see a dentist.

Unfortunately, with Melbourne being a three hour drive away from the small town of Mansfield, significant travel is usually required to access dental treatment. Luckily, the Flying Doctor Dental Clinic happened to be in town the day of his accident. Aiden's mother spotted the van and secured an appointment for a dentist to assess Aiden's injuries. Appreciative of RFDS Victoria's Flying Doctor Dental Clinic, Aiden's mother commented...

 The Royal Flying Doctor Service gave us peace of mind. 

## Flying Doctor Dental Clinic >

The Flying Doctor Dental Clinic provides screening, oral health promotion and treatment services to rural locations throughout Victoria, in partnership with Dental Health Services Victoria (DHSV) and the Australian Dental Association Victorian Branch (ADAVB).

In 2017/18, the program ran two dental clinics using a mobile dental truck and a portable clinic. These clinics provided service for 47 weeks of the year resulting in 3,092 occasions of service. The program operated in 22 towns across regional and rural Victoria, and continued to extend its reach into the most isolated parts of the state. During 2017/18 a second mobile dental truck has been built in partnership with DHSV.

This truck, which is fully self-contained, allows the service to reach those communities that do not have suitable power access. Later in the year the Flying Doctor Dental Clinic also commenced providing services on a regular basis in a fixed clinic in Omeo, in partnership with Omeo District Health.

> 3,092  
screenings and  
treatment



# Flying Doctor Mental Health Service >

In partnership with Gippsland Primary Health Network, RFDS launched a mental health service, a pilot program that improves access to mental health services for isolated communities across Far East Gippsland.

> 40  
consultations



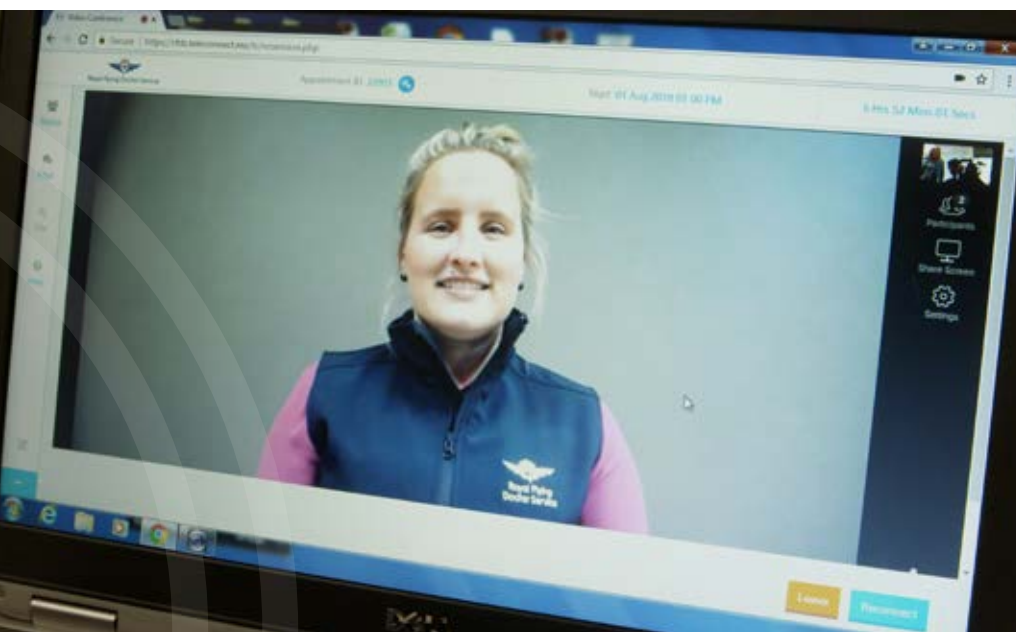
*Mental Health Clinician  
Peter Quin meets with  
patients in Far East  
Gippsland.*

People living in Dargo, Ensay, Buchan, Gelantipy and Cann River are now able to access free and confidential support from a mental health clinician at their local Bush Nursing Centre, without the need for a GP referral. Across the year, 40 consultations were provided to clients with low-level mental health needs; either face-to-face or via the secure Flying Doctor Telehealth

service. Nurses in these communities have been provided with training in order to more confidently assess and refer clients who are experiencing mental health issues. Community education and engagement opportunities have also been offered across Far East Gippsland in an effort to raise awareness of mental health and to reduce the stigma associated with

seeking help. Responding to feedback from local communities, the program has been rebranded the Flying Doctor Wellbeing service. In 2018/19, RFDS will continue to offer mental health services in Far East Gippsland and will expand to other sites, operating as Flying Doctor Wellbeing.





*Flying Doctor Telehealth is a secure platform allowing country patients to connect with city based specialists.*

## CASE STUDY > ALAN'S STORY

For Hopetoun-based patient Alan Lucas, RFDS is a lifesaver. But he wasn't rescued by a plane, or transported by our specialised vehicles on the road; he was linked to a specialist via the Flying Doctor Telehealth service.

"At first I wasn't sure how an appointment with a computer screen would really help me. But the appointment was so easy, we could both hear and see each other and my specialist even had time to talk to me about other concerns. I didn't have all that worry about travelling," Alan says.

"Since I am on oxygen, I really can't go anywhere, I am so grateful to the Royal Flying Doctor Service that they can come to me. They saved my life, that much I can tell you. All of this is keeping me alive."

Partnering with local services such as Rural Northwest Health (RNH) allows the RFDS to reach patients with a variety of specialist care.

"For some patients they'd be faced with a 10 hour round trip from Hopetoun to see their specialist and that adds a lot of stress to their lives. We've seen patients come away from a telehealth consultation feeling so relieved, they didn't have waiting room time and they could easily talk to their specialist. The telehealth service has made all the difference to many as they are saved the long and expensive drive home from appointments, and many find a familiar environment more reassuring," says Kathy Poulton, Wellbeing Coordinator at RNH.

"Telehealth appointments mean they can access face-to-face time with specialists from a computer screen, fast-track decisions and get answers and support while being surrounded by people in their own community. Patients who have used the telehealth program are coming away from consultation saying they couldn't believe how easy it all was, and how much peace of mind the appointment gave them."

# Flying Doctor Telehealth >

The Flying Doctor Telehealth service has connected patients with specialist care across Victoria for over four years. The service is delivered via a secure platform that allows patients to access an online appointment with a specialist, without needing to leave their community.

The telehealth platform allows for online bookings, easy clinician scheduling, secure file and document sharing and secure online appointments.

RFDS Victoria partners with over 65 GP practices, health services and community services to provide patients with access to Flying Doctor Telehealth appointments in their familiar, local healthcare facility. Access to online telehealth appointments reduces barriers and removes the burden of travel for patients needing specialist care.

The Flying Doctor Telehealth service expanded throughout the 2017/18 financial year from endocrinologist appointments for patients with diabetes, to provide appointments with a cardiologist, psychiatrists and a respiratory physician. In 2017/18, Flying Doctor Telehealth provided 537 specialist consultations and saved patients an estimated 3,375 hours or 307,399km of travel; saving money and time for patients and improving their health outcomes.

> 537  
consultations

## Mobile Eye Care >

The Mobile Eye Care program allows rural communities in Victoria to receive a free visit from an optometrist. The eye care clinics provide eye examinations, referrals and glasses to communities who would otherwise have very limited access to optometry services. This service is provided in the Mallee, West Wimmera and East Gippsland regions, reaching 278 patients in 2017/18 and dispensing 162 pairs of glasses.

In the Mallee region, RFDS partners with Mallee Track Health and Community Service and the Australian College of Optometry (ACO). In 2017/18 the Mallee service included school based clinics to allow easy access for students. In West Wimmera and East Gippsland, RFDS previously partnered with OneSight to provide this service, but are pleased to announce that, from August 2018, the partnership with ACO will be extended to include these regions. In these regions the service is provided via local health services and Bush Nursing Centres.

> 162  
glasses  
dispensed

*RFDS Victoria delivers eye care in partnership with the Australian College of Optometry (ACO) (pictured), and Mallee Track Health and Community Service.*

## Technological innovation >

RFDS Victoria has continued to innovate and invest in its technology platform by developing improved tracking technology to provide our customers with accurate patient arrival and travel times while also streamlining the accurate transfer of information by removing paper based and manual data entry processes.

RFDS partnered with Opturion to implement an optimisation algorithm into its patient transport management system to achieve more timely and complex decision making around job allocation and crew utilisation to reduce costs and improve customer service levels. This technology is understood to be the first of its kind in the patient transport industry.



*Technology has helped achieve more timely and efficient transports.*





Jenine Harmer and Area Leader Christian De Haas.

## Mobile Patient Care >

Mobile Patient Care operate a fleet of 97 patient transport vehicles and a Beechcraft King Air based at Essendon servicing patient transport needs throughout Victoria and Australia.

RFDS Victoria is contracted to Ambulance Victoria and New South Wales Health to provide non-emergency patient transport services across metropolitan and regional areas, including responding to non-urgent 000 calls to enable paramedics to focus their resources on responding to urgent cases.

RFDS Victoria has contracts with many public and private hospitals throughout VIC and NSW, with strong regional networks across Northern Victoria, Gippsland and the Wimmera and Mallee regions.

The implementation of an online Learning Management System has enabled RFDS patient transport staff to obtain improved and timelier access to training packages to enable them to perform their roles with confidence.

Investment in clinical quality and training resources and systems will ensure Mobile Patient Care continues to improve the way it measures performance and identify improvement opportunities. This will be a key focus moving forward to ensure the service maintains the highest standards of clinical care for its patients on the road and in the air.

The appointment of a Customer Relationship Manager will deliver enhanced professionalism in managing our important customer relationships and ensure RFDS patient transport operations are constantly responding to feedback and improving our services to meet the evolving needs of existing and future customers.

ROAD TRANSPORTS				
Month	2015/16	2016/17	2017/18	Change
Total YTD	53,230	70,208	74,805	7%

AIR TRANSPORTS				
Month	2015/16	2016/17	2017/18	Change
Total YTD	355	346	342	-1%

> 342  
non-emergency  
patient  
flights





RFDS team members on standby to respond to incidents at Splashland held at Caulfield.

## Mobile Event Care >

RFDS is very pleased that Melbourne Racing Club (MRC) renewed its Event First Aid contract with RFDS for a further three years.

During 2017/18, RFDS provided event first aid services at 107 MRC events, including the Caulfield Guineas and Caulfield Cup.

Mobile Event Care performed 107 event days during the last financial year.

> 107  
events

### CASE STUDY > KEV'S STORY

After suffering a severe and debilitating stroke, the Flying Doctor was able to assist veteran Kevin Taylor to return home from Melbourne to Perth.

Seven months after Kevin Taylor retired he decided to travel from his home in Perth to spend time with his daughter Jo in Melbourne. The sprightly 69 year old loved his annual Melbourne trips to share a laugh with Jo, drink wine along the Yarra River, catch a footy match or even the Cup.

Unfortunately on his latest trip Kevin's and his family's lives changed forever when he suffered a severe stroke that left him with diminished mental capacity and the need for constant care.

The former RAAF Warrant Officer, Mandarin translator and dedicated father put all his effort into recovering as best he could following the stroke. With his family by his side in person and in spirit, he focussed on getting well enough to return to Perth to be where he could see his grandchildren grow-up.

It was quite apparent to Kevin's family that he wouldn't be able to travel home on a commercial airline, requiring constant care including feeding during the flight.

So when Jo learned the Flying Doctor could take Kev home she was "over the moon."

I know he will be safe and well taken care of, said Jo.



Left > Jo with her father as he receives care from the Flying Doctor.

Right > Flight nurse Jenine Harmer and pilot Frank Giovannetti prepare Kevin for the flight.



# Road to Respite >

Launched in February 2017, Road to Respite is a joint initiative between the Royal Flying Doctor Service and Very Special Kids providing transport for regional children with life-threatening conditions to the Very Special Kids Hospice in Malvern.

With many regional families unable to access the hospice due to transport costs and time constraints, this service helps to reduce fatigue in carers and increase the health and wellbeing of children living with serious illnesses, chronic disease and genetic disorders.

The two-year pilot program aims to transport up to 80 children to Victoria's only children's hospice using a vehicle provided through Ambulance Victoria and funding from the William Buckland Foundation. Once transported to the Malvern facility, the children receive specialised 24-hour nursing care, giving their parents a much needed break.



*The Chignell family from Bendigo have benefitted from the Road to Respite.*



## Education >

In a commitment to reaching the next generation, more than 6,000 primary school children shared stories of the Flying Doctor through the education program 'Look! Up in the Sky'.

With both online and interactive learning, school children gained awareness of the approaches to health throughout our vast country. They also gained understanding of good health practices.



## Kids Club >

The Flying Doctor Kids Club focusses on children five to 12 years old, providing a way to interact with the service, gain positive health practices and understand the history and context of the Flying Doctor.

The Flying Doctor Kids Club was launched in 2015. To date more than 1,500 children have joined the club from across Australia. The Kids Club is free to join, and children receive a membership certificate, bi-annual newsletters, and a birthday card. In 2017/18 Kids Club members were invited to meet the Flying Doctor team at the Government House Open Day.



> 1,500  
members





John Hastings, Michala Banas and Tiffany Cherry proudly shared their support for the Flying Doctor on social media.



> 2 million+  
reached

## Flick us a Flynn >

Coinciding with the anniversary of 90 years since the first RFDS flight, 'Flick us a Flynn' shared the story of the man on the \$20 note, Founder John Flynn.

From 4-18 May, reaching more than 2 million people through online and traditional media, RFDS ambassadors shared messages of support for the Flying Doctor. The support of the following ambassadors is greatly appreciated: Annette Allison, Michala Banas, Steve Bastoni, Emma Blomfield, Jane Bunn, Tiffany Cherry, Stefan Dennis, Samantha Gash, John Hastings, Cam Knight, Annie Maynard, Catriona Rowntree, Catherine Skinner, Dani Venn, Mark Wales.

## Herald Sun magazine >

Reaching more than 2.3 million people throughout Victoria, a 24 page souvenir magazine commemorated 90 years since the first flight.

Showcasing the history and innovation of the Flying Doctor, the publication featured staff and patient stories and tracked the evolution of the organisation.



## Give Them Wings >

Four students from rural and regional Victoria were awarded the Give Them Wings scholarship, supported by fundraising of the Royal Flying Doctor Service Bayside Auxiliary. Valued at \$2,500 each, the scholarships encourage the next generation of nursing and allied health professionals from rural communities to complete their studies and provide services in country areas once they graduate.

After being presented with their cheque and certificate by members of the Bayside Auxiliary, scholarship awardees shared their motivations for studying nursing and allied health, why they aspire to return to regional Victoria to practice after graduation, and how the scholarship will allow them to focus on their studies in a way not otherwise possible.



*Give Them Wings recipients at the award ceremony in Richmond.*

*The scholarship awardees were:*

**Chelsea Mussett**  
of Hidden Valley who is studying Occupational Therapy at Monash University.

**Ebony Mailes**  
of Hamilton who is studying Nursing at ACU University.

**Megan Peverill**  
of Charlton who is studying Occupational Therapy at La Trobe University.

**Nicole Gleeson**  
of Mildura who is studying a Bachelor of Social Work at La Trobe University.

## Victorian Young Achiever Awards >

Steffi Patience of Stawell won the inaugural Royal Flying Doctor Service Victoria Regional and Rural Health Award. Part of the Victoria Young Achievers Awards, Steffi was nominated for her volunteer efforts. The award encourages young people considering a career in rural health. As a community volunteer, Steffi contributed to her community and is studying mental health with the aim of becoming a youth worker.



*Steffi Patience is congratulated by RFDS Victoria Deputy Chair Robyn Lardner at the Young Achiever Awards ceremony.*

# Thank you >

The generosity and goodwill extended to the Flying Doctor provides a solid foundation for the organisation to continue its work within the community. Whether volunteering time and/or talent, donating gifts of money or giving in-kind support, all contributions are greatly appreciated by the team at RFDS Victoria. Thank you to the following organisations and individuals:

Alan Mitchell Club	Marcus Oldham Students Association
All Souls' Opportunity Shop	Mia Mia-Kyneton Uniting Church Opportunity Shop
Ameropa Staff	Nexus Service Club – Red Cliff
Australian Wool Network	OGR Offshore
Ballarat Combined Charities Card Shop	Paynesville Uniting Church Friendship Shed
Op Shop Supporters Inc	RFDS Bayside Auxiliary
BMW Motorcycle Club Inc	Robinvale Community Aid
Broadford Uniting Church Fellowship	Rotary Clubs across Victoria
Charles Stewart Nash McVilly	St Andrews Opportunity Shop
Chelsea Uniting Parish Opportunity Shop	St Andrews Uniting Church Berwick
CommBank Staff Social & Charity Club (Vic) Inc	St Hilda's College
Country Women's Association branches across Victoria	St Peter's Op Shop Leongatha
Croydon Can Collectors	Sunraysia Support Group
Drive 4X4 the Doc participants	Tecoma Uniting Church Treasure Shop
Firefighters Charity Fund	Uniting Church in Australia
Flying Doctor Rowathon Committee	Vintage Caravans Forum
Gippsland Grammar	Wildfire Rural Health Club
Gippsland Lakes Community Health	Y Service Club of Bendigo Inc.
Lions Clubs across Victoria	Yiramalay/Wesley Studio School

## Crown Community Grants

Crown Community Grants provided \$4,000 to the Flying Doctor Dental Clinic. These funds enabled 123 children living in rural and regional areas of Victoria to receive their annual check-ups and oral health education within their school. The funding provided accommodation and transportation for two volunteer dentists and two volunteer dental students, exam kits, tooth brushes and education resources.

# 90 years thank you events >

Throughout the year RFDS Victoria Board and staff were delighted by the welcome offered by local communities in response to a series of thank you events.

Offering gratitude for enabling 90 years of service, events were held at Ballarat and Mildura. Supporters also celebrating a 90 year milestone were invited to take part.



*Clockwise from above right:*

> Supporters came together in Ballarat.

> William Walker shared his story.

> L-R, RFDS Chief Executive Scott Chapman, Jill Anderson and Ballarat Mayor Cr Samantha McIntosh.

> Mildura L-R, Those also celebrating a 90 years milestone were invited to cut the cake.





### Drive 4x4 The Doc > 35 participants

From the creators of Outback Car Trek, Drive 4x4 The Doc is a four day experience for supporters of the Flying Doctor. Participants toured the Gippsland region of Victoria, raising funds and creating new friendships.

> \$49,909  
raised



### Ground Crew > 120 team members

Flying Doctor Ground Crew team members took part in the Melbourne Marathon, City2Sea and Run Melbourne raising \$22,127.

> \$22,127  
raised



### Marcus Oldham College Students Association

Students conducted a number of activities throughout the year, raising \$10,000 for the Royal Flying Doctor Service.

> \$10,000  
raised



### Rowathon > 80 rowers

On 7 October 2017, the oars went in the water once again for the 26th annual Rowathon. Covering more than 80kms on the Murray and Darling Rivers, the Rowathon community raised an amazing \$44,300 for the Flying Doctor Mental Health program.

> \$44,300  
raised



### RFDS Bayside Auxiliary

Each year the RFDS Bayside Auxiliary raise more than \$25,000 through a range of activities including street stalls, a fashion parade and their luncheon. In 2017 attendees heard from guest speaker Mal Walden, at their annual luncheon and included an 'antique road show' in an array of fundraising activities.

> \$25,000  
raised



### Sunraysia Support Group

Based in Mildura, the Sunraysia Support Group undertake many fundraising activities in support of the Royal Flying Doctor Service for both Central Operations and RFDS Victoria.

> \$20,000  
raised

> \$1.2M  
raised

### Outback Car Trek

In 2017 the Outback Car Trek travelled from Griffiths to Port Macquarie in NSW, raising \$1.2m for RFDS. With 82 cars, the Trek is an event for older 2WD vehicles. Cars are specially prepared to cope with the outback and remote conditions of dirt road driving.



> 200  
guests

### Morning Melodies

In March the fourth annual Morning Melodies event was attended by 200 guests. Supporters joined us at the Arts Centre for a light lunch at the ANZ Pavilion, followed by a performance at Hamer Hall. Attendees enjoyed 'Great Women of Jazz' starring Nina Ferro. This year celebrations included guests reaching their 90 year milestone along with the Flying Doctor.



> \$80,000  
raised

### Going the Distance Dinner

More than 420 supporters attended the 2017 Going the Distance Dinner. Held in August at the Plaza Ballroom in Melbourne, the gala event was hosted by John Deeks and featured keynote speaker RFDS Flight Nurse Marianne Testi from Derby, WA. The gala event raised more than \$80,000 to support the Flying Doctor.



> 14  
travellers

### Outback Tour

A group of 14 Flying Doctor supporters travelled from Melbourne to Central Australia and Uluru, Darwin, Mt Isa and to the site of the first RFDS flight, Cloncurry Queensland, gaining closer insight into the work of the RFDS. Members of the RFDS Outback Tour saw first-hand how their donations assist in the provision of healthcare services across Australia.



> 250  
guests

### John Flynn Luncheon

Dedicated supporters celebrated the birthday of our founder the Reverend John Flynn at the annual John Flynn Luncheon at the RACV City Club in November. More than 250 guests were entertained by Everaldo Compton, author of 'The Man on the Twenty Dollar Notes'.



> 155  
supporters

### RFDS Victoria Annual General Meeting Forum

Held on the same day as our John Flynn Luncheon, 155 supporters attended the RFDS Victoria Annual General Meeting Forum. The event featured reports from the Board, Chief Executive, health partners, community fundraisers, corporate supporters and Give Them Wings scholarship winners.





## Flying Doctor Support Crew >

RFDS Victoria was proud to launch our new regular giving program in 2018 – Flying Doctor Support Crew. Supporters who pledge ongoing donations enable the Flying Doctor to continue providing much-needed services to people living, working or travelling in rural and remote areas of Victoria.

Every donation ensures more regional communities have access to essential healthcare, so all contributions are received with gratitude and put towards the delivery of services that change lives.

**Support Crew regular giving growth**

> 105% growth

During the year, we saw a 105% growth in our Support Crew regular giving program from 1,500 donors to 3,520 in 17/18. Regular giving growth is a part of a long term strategy to provide a reliable source of income on which to build new patient services into the future.

**Support Crew donations**

> \$400,000

Thank you to our Support Crew donors.

**SUPPORT  
CREW**



Royal Flying  
Doctor Service  
VICTORIA







## Workplace giving >

Many organisations enable employees to support the Flying Doctor with pre-tax payroll deductions. We appreciate the contributions that come from staff at the following organisations:

### **RFDS Victoria**

RFDS Victoria staff contributed to the Flying Doctor through workplace giving. Highlighting that working for the Flying Doctor is more than 'just a job', many of our people are so passionate about the services they deliver that they support it through workplace giving.

### **Gippsland Lakes Community Health**

RFDS Victoria has collaborated with Gippsland Lake Community Health to develop a Psychological Service to meet the growing mental health needs of rurally isolated communities in Far East Gippsland. This collaboration extends to staff who support the Royal Flying Doctor Service through workplace giving donations.

Thank you to the following organisations who encourage their employees to donate to the Flying Doctor via pre-tax payroll deductions.

OneSteel  
Rabobank  
Coca Cola  
MSS Security  
Salmat



## Our supporters >

### Major donors

Thank you to the following donors for the support they have given us during the past year. It is this generosity, and the cumulative impact of all our donors, that enables the Flying Doctor to provide quality health care to people across Victoria and Australia.

B Baird	J & S North
Bank of America Merrill Lynch	G R Organ
M Burston	B & S Peake
A Campbell	W Peart
M Collins & C Schilling-Collins	D & D Reynolds
R Evans	M R Richards
P & I Franklin	S M Richards AM
F Hogg	C & V Robb
K Johnston AM	M & D Tobias
N Kearney	M Tsuji
J Kerr	L Tyack
B Laidlaw	I Tyler
Martanna Pty Ltd	D & B Weir
E McGain	Anonymous (22)
Y Mee	
E Metcalfe	
N Moore	
J Murphy	
V Newman	





Mr and Mrs King, and daughters Janet and Mary, at Port Davey, Tasmania with Dr AD Ross – Tasmanian Department of Health, explaining RFDS medical chest. Circa 1960.



## Flying Doctor Foundation

The Foundation exists as an investment in the future of the Flying Doctor and the services it provides. As a legacy across generations, assets in the Foundation are invested in perpetuity. Thank you to our Foundation donors. We acknowledge your generosity.

Aileen Fitzpatrick Gift  
Annette Allison OAM  
Arthur & Cis Jane Brown Gift  
Aston and Pearson Endowment  
RA & A Curry  
Douglas Family Gift  
Peter & Ila Franklin Gift  
Gras Foundation Trust  
J & B Medwin Family Gift  
J Bickford Endowment  
Janet & Mervyn Brumley  
JW Swinnerton  
R & B Mountain  
Rogers Family Gift  
Ted Payne Gift  
The Goding Foundation  
The Spirit of James Clacy Green  
Thomas Family Gift  
UCA Brighleigh Gift  
Verhagen Family Gift  
Anonymous (2)







## Trusts and Foundations

Thank you to the trustees who manage and direct funds to the Flying Doctor. This continuous funding is vital to ensure that we can deliver healthcare to people all over the country.

Annie Rose & Andrew Lazar Foundation  
Australian Communities Foundation  
Bell Charitable Fund  
Dennis Osborne Clarke Charitable Trust  
E C Curwen-Walker Charitable Trust  
Gaunt Family Foundation  
Giving Hope Pty Ltd  
Guthrie Family Charitable Trust  
H & K Johnston Family Foundation  
ISTAT Foundation  
Joyce Adelaide Healey Charitable Trust  
M Attwood Testamentary Trust  
Olive Woods Trust  
Perpetual Foundation  
Perpetual Foundation – Amanda Joy Dickson Endowment  
Perpetual Foundation – Axel Peterson Trust  
Perpetual Foundation – Marles & Manning Charitable Endowment  
Perpetual Foundation – The Russell & Yvonne Mee Endowment  
Rae & Peter Gunn Family Foundation  
Robert C. Bulley Charitable Fund  
State Trustees Australia Foundation – Edith Helen Sedlar  
State Trustees Australia Foundation – Mary Nicholls  
Sueda Foundation  
The Amelia Eliza Holland Trust  
The Bob & Emma House Foundation  
The Flew Foundation  
The Isabel & John Gilbertson Charitable Trust  
The Kimberley Foundation  
The Marion Popplewell Charitable Trust  
The Shulu Foundation  
The Will & Dorothy Bailey Charitable Fund  
V N Sanders Charity Trust  
Anonymous (6)



## Estates

Many people remembered the Royal Flying Doctor Service in their Will. In their memory, we acknowledge their extraordinary generosity and the lives they will impact.

Dudley Barton Adams  
Florence Jean Barber  
Georgena Elizabeth Bradshaw  
Margaret Joan Brown  
Laurence Chadwick  
Laurence Albert George  
Crouch  
Nelson Leslie Albert Dellar  
Flaviano Di Blasio  
Lilian Maud Favaloro  
Aileen Gertrude Fitzpatrick  
Muriel Irene Harvey  
Leslie Thomas Hayes  
Mary Eileen Hedgemont

June Allison Henderson  
Nancy Jury  
Laura Ann Lang  
Mavis Jean Lay  
Rosa Margaret Maclehose  
Janet Margaret Marshall  
Murray Stanley Peter McLaren  
Daphne Winnifred McLennan  
Moir Marion McDonald  
Ivan Alexander McMaster  
Geraldine Nicoll  
Clifford Prowse  
Lilian Mavis Ramsay

Anne E Raymond  
Margaret Reynolds  
Ronda Kaye Rigg  
Gerald Riley  
Margery Stewart Rix  
Marie Schroder  
Tadeusz Urbanowicz-Urbanski  
Gerald Riley  
Margery Stewart Rix  
Marie Schroder  
Tadeusz Urbanowicz-Urbanski  
Anonymous (2)



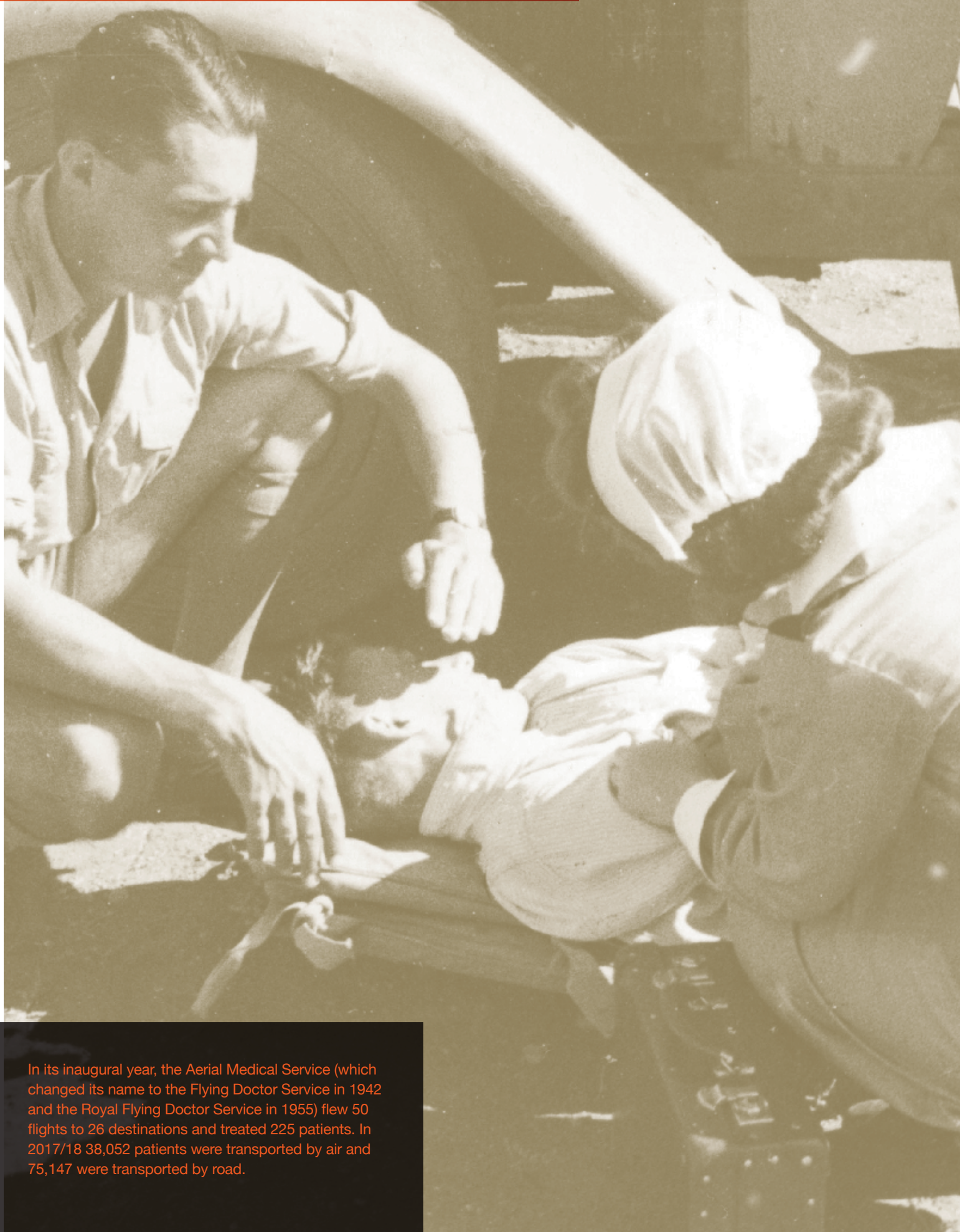
## John Flynn Society confirmed bequestors

Thank you to the people who have advised us they have included a gift in their Will. We are most grateful. We recognise you during your lifetime for the legacy you have planned.

S Anderson	L Fletcher	D McIlvena	S Rostkier
D Andrew	B Garde	M McKenzie	E Rowe
W Askew	C Geier	B Main	D & E Rupp
D Atkins	M Hallett	H Martin	A M Ryan
E Barclay	T & J Harding	E Maskell	D St Clair
S Barrand	H Hartrey	A Matheson	J Sculthorpe
G C Bawden & L de Kievit	R Hastings	B & J Medwin	RE Seferth
J Beaton	D Hauser	I Morton	L & R Sheppard
J Brown	J Hay	K Negus	M Spence
S & K Brunton	R Hewes	M Nobbs	A Sprague
D Cameron	P Hobby	M O'Brien	J Thornton
R Campbell	S Holman	R Partyka	I Wake
D & E Carthew	N Horsburgh	G Paton	G Walker
A Chalkley	S Hosken	S & B Peake	S Walker
J Champion	A Jabara	D Pearce	E Watkins
P Cliff	K James	M Pendavingh	C Webster
M Cockburn	B Johnston	B Pepper	D & B Weir
J Collins	R Jones	B Perry	J Wellings
N Cook	M Kear	B Phillis	S West
B Crichton	JR & JW Kemp	L Pierotti	A Whelan
V Cummins	D Kenner	B Pow	G & G White
J Curtis	G Knight	M Powell	C Williams
M Deverson	P Kronborg	G Proudfoot	J Williams
P Dickinson	H Kruse	D & A Retchford	M Wilson
B Dittmann	V Lange	V Rice	D Young
S Dugan	V Lowry	A Robson	Anonymous (242)
J Dukes	N Lowth	M Rogers AM & R Rogers	
W Dutschke	M Lusink		
RA & EM Eagles	D McCormack		
AM Ehrnhofer	J McDonald		
W Elliott	A McElroy		
S Evans			

The first Flying Doctor pilot, Arthur Affleck, had no navigational aids, no radio and only a compass. He navigated by landmarks such as fences, rivers, dirt roads and telegraph lines.





In its inaugural year, the Aerial Medical Service (which changed its name to the Flying Doctor Service in 1942 and the Royal Flying Doctor Service in 1955) flew 50 flights to 26 destinations and treated 225 patients. In 2017/18 38,052 patients were transported by air and 75,147 were transported by road.

## Corporate partners



## Health partners





## Our people >



- 7 Executive leadership team members
- 15 Operational management team members
- 21 Mobile Event Care staff
- 36 Administration officers
- 157 Ambulance transport officers
- 227 Patient transport officers
- 5 Dentist & oral health practitioners
- 4 Health promotion officers
- 1 Medical practitioner
- 52 Registered nurses
- 14 Operational coordinators
- 70 Volunteers

*\*as at 30 June*

During 2017/2018 an Operational Management Team (OMT) was formed to strengthen our leaders and further expand their individual and collective capabilities.

The OMT come together monthly to share information and assist the organisation delivering process improvements, change agendas and initiatives to enhance the organisations culture and overall employment experience for our people.

In 2017/18 we saw the formation of our Diversity Working Group comprising of a team of employees who are passionate about creating a workplace where diversity is both embraced and celebrated within an inclusive environment.

 We will go the distance because we care, we are passionate and we are proud of our work. 



### STAFF PROFILE > DR ALICE GUBBINS

Having grown up in a rural area, Alice has always wanted to give back to people living in regional areas. Joining the Flying Doctor Dental Clinic unit of the RFDS last year, the young dentist from a private practice background was drawn to the Flying Doctor's strong commitment to providing Victorians with access to quality healthcare, no matter where they live. The organisation's philosophy of ensuring those in rural and remote areas have the same access to health services as those in the city impressed Alice, who now typically spends one week away in a rural area, followed by a week back in Melbourne.

"It's really nice to be able to contribute, because a new smile and oral health knowledge combined really can empower patients and give them a different perspective."

## Volunteers

The support of generous volunteers truly enables RFDS to 'go the distance' so their ongoing contributions are highly valued by the organisation.

Volunteers who tirelessly give their time and skills allow us to reach people through our education and health programs. 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 administrative tasks including packing and mailing the Flying Doctor Christmas items purchased by supporters of the service.

### VOLUNTEER PROFILE >

#### RFDS BAYSIDE AUXILIARY CELEBRATES 20 YEARS

As the Flying Doctor commemorated 90 years since its first flight, the RFDS Bayside Auxiliary celebrated their 20th year fundraising for the RFDS. Over the past twenty years the RFDS Bayside Auxiliary members have volunteered their time and skills making an outstanding contribution to the Flying Doctor. Through their commitment and dedication raising funds through art and craft stalls, the annual fashion parade and Luncheon, the auxiliary has provided more than \$300,000 to purchase vital equipment including a defibrillator and dental trolley.

Through the Give Them Wings Scholarship, the RFDS Bayside Auxiliary has assisted sixteen future regional and rural health workers.

*Bayside Auxiliary members celebrate 20 years of supporting RFDS.*





## Awards >



### **Bernice Jenkins Volunteer Award – Fay Jones**

Named after the late Bernice Jenkins, who received an Order of Australia medal for her services to charity, this award recognises and honours an individual for their inspirational and longstanding dedication to Royal Flying Doctor Service Victoria. This year the Bernice Jenkins Volunteer Award was proudly presented to Fay Jones in recognition of her longstanding volunteer service to the Flying Doctor.



### **Order of Australia – Morton Rawlin**

RFDS Medical Director Associate Professor Morton Rawlin was made a Member of the Order of Australia (AM), for "significant service to the medical profession particularly through governance in the areas of general practice and medical education". The honour is an acknowledgement of the significant contribution that Dr Rawlin has made to his patients and the wider health sector.



### **Most Outstanding Contribution Award – Bernard Hooley**

This award recognises and honours an individual who has made an outstanding contribution to the future of the Flying Doctor, playing a major role benefiting the service through effort, fundraising or product development, or showing innovation and initiative in support of the RFDS. In 2017 the award was presented to Bernard Hooley, of Oakdene Wines.

## Memberships >

- > Australian Human Resource Institute
- > Australian Industry Group
- > Committee for Melbourne
- > Fundraising Institute of Australia
- > Melbourne Chamber of Commerce
- > Rural Health Alliance
- > Victorian Chamber of Commerce
- > Victorian Farmers Federation

*Fred Ryle, Wyndham base director/  
radio operator (1939-1962) and Pat Ryle  
conducting a radio session at the base  
circa 1955.*



### **A radio beats two river crossings**

From 1935, Victorians raised funds to support two bases in Western Australia. In Wyndham, WA, base operations began a year before wireless had been installed. Before radio, a runner often delivered messages for help in person: One such runner, from the Forrest River Mission, travelled for 23 hours on foot to reach the RFDS. He covered over 90kms overland through bush and swam two rivers. Once alerted by the runner, the Flying Doctor was flown to the Mission within the hour.



## Director's report

The directors of Royal Flying Doctor Service of Australia (RFDS) (Victorian Section) submit herewith the annual financial report of the company for the financial year ended 30 June 2018. In order to comply with the provisions of the Australian Charities and Not-for-profits Commission Act 2012, the directors report as follows:

The names and particulars of the directors of the company during or since the end of the financial year are:

### DENIS HENRY

Chair  
Chair – People and Culture Committee

Denis has enjoyed a successful career which included 18 years as the Managing Director and then Chairman of Grosvenor Management Consulting. Denis was involved in the public and private sectors in sourcing and contracting, organisational transformation, operational centres of excellence and capability development. Between 2005 and 2013, Denis was a Director of the Outdoor Education Group.

Member of Federation Board of Royal Flying Doctor Australia

Member of the Board of Doutta Galla Aged Services Ltd and Chair of the Finance Audit and Risk Committee

B.Tech (Biotech), Grad Dip Acc., CPA, MCIPS, FAICD

Appointed 10 June 2014

### ROBYN LARDNER

Deputy Chair  
(Appointed 23 November 2016)

Member – People and Remuneration Committee

Business Owner Regional Victoria

Deputy Chair Western Victoria Primary Health Network Regional Integrated Council

Based in the Wimmera, Robyn's expertise covers retail, social justice and rural health; she has a nursing background and has worked as a Director of Nursing and a Manager of Corporate Support. She has a long history of community service.

BHSc(Mgt)(NSW), MHA (NSW), GAICD

Appointed: 1 March 2011

### W BERNARD DELANEY

Chair – Finance Audit and Risk Committee

Bernie is an experienced company director and corporate advisor mainly in the manufacturing, mining and oil and gas industries.

Chair – RSPCA Victoria

Member – RSPCA National Board

BA, Grad Dip Mgt. FAICD

Appointed: 22 March 2011

### SUSAN TAYLOR

Member – Finance Audit and Risk Committee

Susan has established the consulting firm Enertique which specialises in providing legal and regulatory advice to the electricity and gas sectors. Susan was previously a Partner with Freehills and is a member of the New York Bar. Susan is also a Director of East Gippsland Water Corporation and has previously held directorships on the Boards of a number of organisations, including the subsidiary companies of AusNet Services, the St Kilda Football Club and the City of Yarra Energy Foundation.

LLB, B Com (Economics), Grad Dip Corporations and Securities Law, GAICD

Appointed: 31 May 2017

### DAMIEN BRUCE

Member – Finance Audit and Risk Committee

Damien is a Partner in McKinsey & Company's Australian office. He is the leader of its health and social service practice for Australia. He has extensive experience in serving healthcare entities, both public and private, in the UK, USA and Australia.

BComm/LLB (Hons), MBA, GAICD

Appointed: 14 October 2014

### TALEI DEACON

Talei has worked in operations management in the primacy health care industry for over twelve years in both private and not-for-profit sectors. Talei has experience in managing general practices, allied health practices, nursing services, complimentary health care and most recently pharmacy and retail services.

Appointed: 23 November 2016

Resigned: 18 August 2017

### VICTORIA ATKINSON

Dr Victoria Atkinson is a cardiothoracic surgeon and the incoming Chief Medical Officer for Healthscope. Building on a strong clinical background, Dr Atkinson works to integrate the clinical, operational and governance aspects of healthcare to enhance patient care. She believes that executive, clinical and Board must come together to achieve patient focussed and harm-free care.

Dr Atkinson is the Deputy Chair of the Board for Better Care Victoria and is a Board Director at Alfred Health.

MBBS, FRACS, AFRACMA, Masters of Health Management, GAICD EDAC - Center for Healthcare Design in the USA.

Appointed: 28 March 2018

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

## Company Secretary

### ROBERT ARMOUR

General Manager – Corporate Services

BComm (Accounting), CPA, GAICD

Appointed: 1 February 2017

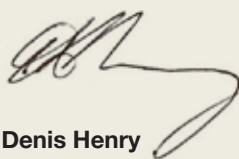
## Major developments

Throughout the 2017/18 financial year RFDS Victoria continued to innovate and respond to the needs of communities across Victoria. This is reflected in the expansion of our primary health care services, partnerships and supporters, and our growth as an employer in regional Victoria.

- RFDS named the top performing, most reputable charity in 2017 for the 7th year in a row
- A significant partnership between RFDS Victoria and Very Special Kids (VSK) enables families living with a terminally ill child access to respite care, no matter where they live. Road to Respite provides transport for regional families to Very Special Kids in Malvern, Victoria's only children's hospice
- A second mobile dental truck was completed in June 2018, complementing the existing dental truck and portable kit. The service has expanded to reach more schools, residential aged care facilities and isolated communities
- Flying Doctor Telehealth has undergone rapid expansion in the past financial year, into 51 additional sites (including eight Aboriginal Community Controlled Organisations) and with expanded specialist services, including cardiology, respiratory and psychiatry
- The Rural Women's GP service expanded to three additional sites – Heywood, Ouyen and Murray Valley Aboriginal Co-op
- The Flying Doctor Psychological Service was renamed Flying Doctor Wellbeing after extensive community consultation. This name change is part of a multi-pronged approach to improve community access to mental health initiatives
- Our Mobile Event Care team served at 107 event days in the past year, including the Melbourne Spring Racing Carnival and 'Splashdown' waterpark
- Mobile Patient Care (MPC) road transport services increased by 7%. RFDS aligned with Opturion software solutions to improve job allocation and crew tasking, reducing costs and improving customer service levels. This technology is the first of its kind in the patient transport industry
- In February 2018 the 'Support Crew' regular giving program launched. Since its launch, 1,182 people have signed up to give a monthly donation to RFDS Victoria
- In the year of our 90th anniversary since the first flight, we have enjoyed the company of more than 1,500 loyal supporters at a range of celebratory functions and events across Victoria.

### 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, 3 October 2018



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

We have audited the accompanying concise financial report Royal Flying Doctor Service of Australia (Victorian Section) (the "Entity") which comprises the statement of financial position as at 30 June 2018, the statement of profit or loss and 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 2018. 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 the Corporations Act 2001, and for such internal control as 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 2018. We expressed an unmodified audit opinion on that financial report in our report dated 30 June 2018. 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.

Liability limited by a scheme approved under Professional Standards Legislation.

Member of Deloitte Touche Tohmatsu Limited

## *Concise Financial Reports*

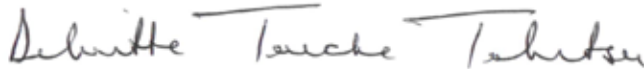
We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

## *Independence*

In conducting our audit, we have complied with the independence requirements of the *Corporations Act 2001*. We confirm that the independence declaration required by the *Corporations Act 2001*, which has been given to the directors of Royal Flying Doctor Service of Australia (Victorian Section) would be in the same terms if given to the directors as at the time of this auditor's report.

## *Opinion*

In our opinion, the concise financial of Royal Flying Doctor Service of Australia (Victorian Section) for the year ended 30 June 2018 complies with Accounting Standard AASB 1039 *Concise Financial Reports*.



DELOITTE TOUCHE TOHMATSU



Robert D D Collie  
Partner  
Chartered Accountants  
Melbourne, 3 October 2018



**Statement of profit or loss and other comprehensive income for the year ended 30 June 2018**

	2018 \$	2017 \$
Revenue	40,099,203	32,592,709
Other income	410,450	150,080
Employee benefits expense	(27,275,278)	(21,305,151)
Depreciation expense	(1,624,298)	(1,301,671)
Direct fundraising activities	(1,602,459)	(885,185)
Merchandise costs	(103,956)	(88,309)
Patient care expenses	(3,535,336)	(3,293,386)
Program expenses	(522,742)	(781,157)
Rent and premises expenses	(937,130)	(793,839)
Office operating expenses	(1,514,136)	(1,342,670)
Finance expense	(148,184)	(150,028)
<b>Net surplus before income tax expense</b>	<b>3,246,134</b>	<b>2,801,394</b>
Income tax expense	–	–
<b>SURPLUS FOR THE YEAR</b>	<b>3,246,134</b>	<b>2,801,394</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 gain on available-for-sale financial assets	823,299	989,945
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>	<b>4,069,433</b>	<b>3,791,339</b>

## Statement of financial position at 30 June 2018

	2018 \$	2017 \$
<b>Current assets</b>		
Cash and cash equivalents	2,758,188	3,423,009
Trade and other receivables	4,793,356	3,201,222
Inventories	33,505	27,719
Other financial assets	7,925,570	6,661,284
<b>Total current assets</b>	<b>15,510,619</b>	<b>13,313,234</b>
<b>Non-current assets</b>		
Other financial assets	11,404,972	9,015,628
Property, plant and equipment	5,711,145	5,980,525
<b>Total non-current assets</b>	<b>17,116,117</b>	<b>14,996,153</b>
<b>Total assets</b>	<b>32,626,736</b>	<b>28,309,387</b>
<b>Current liabilities</b>		
Trade and other payables	3,120,146	3,078,772
Borrowings	1,080,115	722,392
Provisions	1,674,300	1,590,11
Other liabilities	129,472	281,802
<b>Total current liabilities</b>	<b>6,004,033</b>	<b>5,673,083</b>
<b>Non-current liabilities</b>		
Borrowings	1,395,507	1,598,996
Provisions	316,245	195,790
<b>Total non-current liabilities</b>	<b>1,711,752</b>	<b>1,794,786</b>
<b>Total liabilities</b>	<b>7,715,785</b>	<b>7,467,869</b>
<b>Net assets</b>	<b>24,910,951</b>	<b>20,841,518</b>
<b>Equity</b>		
Accumulated funds	22,220,455	18,974,321
Investments revaluation reserve	2,690,496	1,867,197
<b>Total equity</b>	<b>24,910,951</b>	<b>20,841,518</b>



**Statement of changes in equity for the year ended 30 June 2018**

	Accumulated funds \$	Investments revaluation reserve \$	Total \$
Balance at 1 July 2016	16,172,927	877,252	17,050,179
Surplus for the year	2,801,394	–	2,801,394
Other comprehensive income for the year	–	989,945	989,945
Total comprehensive income for the year	2,801,394	989,945	3,791,339
<b>Balance at 30 June 2017</b>	<b>18,974,321</b>	<b>1,867,197</b>	<b>20,841,518</b>
Surplus for the year	3,246,134	–	3,246,134
Other comprehensive income for the year	–	823,299	823,299
Total comprehensive income for the year	3,246,134	823,299	4,069,433
<b>Balance at 30 June 2018</b>	<b>22,220,455</b>	<b>2,690,496</b>	<b>24,910,951</b>

**Statement of cash flows for the year ended 30 June 2018**

	2018 \$	2017 \$
<b>Cash flows from operating activities</b>		
Receipts from appeals and merchandise sales	10,414,300	8,927,340
Receipts from commercial sales	27,370,852	22,030,025
Payments to suppliers and employees	(35,187,784)	28,436,753)
Interest received	118,278	94,793
Interest paid	(148,184)	(150,028)
Dividends received	579,970	383,559
Net cash provided by operating activities <sup>16(b)</sup>	3,147,432	2,848,936
<b>Cash flows from investing activities</b>		
Net payments for investments	(2,630,770)	(1,234,129)
Payments for plant and equipment	(1,670,253)	(1,610,006)
Proceeds from sale of plant and equipment	334,535	34,701
Net cash used in investing activities	(3,966,488)	(2,809,434)
<b>Cash flows from financing activity</b>		
Net proceeds from of borrowings	154,235	8,035
Net cash generated by financing activities	154,235	8,035
<b>Net (decrease)/increase in cash and cash equivalents</b>	<b>(664,821)</b>	<b>47,537</b>
<b>Cash and cash equivalents at the beginning of the year</b>	<b>3,423,009</b>	<b>3,375,472</b>
<b>Cash and cash equivalents at the end of the year</b>	<b>2,758,188</b>	<b>3,423,009</b>





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