

Annual Report > 2016 -2017



Royal Flying Doctor Service
VICTORIA

About RFDS Victoria

Across Australia >

In 2016/17 the Flying Doctor helped someone **every 2 minutes** of every day.

Our fleet of 69 aircraft flew **26,412,555** kilometres.

70,576 patients were transported by road.

36,933 patients were transported by air.

333,825 patient contacts were made through RFDS clinics, aeromedical transports and telehealth consultations.

88,541 patients in rural and remote areas utilised our telehealth services.

16,359 nurse, GP and Dental clinics were conducted across Australia.

Victoria >

70,208 patient transports by road.

346 patient transports by air.

75,520 patient contacts.

2,900 dental screenings and treatments.

470 telehealth appointments.

88% of rural Victoria was reached with RFDS services.

National Mission >

To provide excellence in aeromedical and primary healthcare across Australia.

Victorian Vision >

A healthier population across all of Victoria.



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



The Royal Flying Doctor Service is the most reputable Australian charity for the 6th year running.

(2016 AMR Charity Reputation Index).

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Kate Storr, Dental Services Manager.

Our Board >

Chair and Chief Executive Report

We are proud to work in partnership with government, community and donors to make a significant impact on access to health services across the State.

This year saw the completion of the first year of our four year strategic plan, 'Vision 2020'. As we look toward 90 years of service across Australia, our strategic plan sets the momentum for continued success through organisational excellence, quality programs and services, strong partnerships and funding for sustainability.

The strength of service delivery in Victoria is directly attributed to the strength of our partnerships. Key relationships with Commonwealth Primary Health Networks, State Government health authorities (Dental Health Services Victoria/Ambulance Victoria/Health Purchasing Victoria), regional health services and hospitals have been further developed. Our relationships with key members of Government have strengthened across the board, with RFDS Victoria a "full member" of the health services landscape. In recognition of our contribution in health services, our patient transport coordination hub at Sale received visits from the Governor-General, His Excellency General the Honourable Sir Peter Cosgrove AK MC (Retd), and Lady Cosgrove, and Her Excellency the Honourable Linda Dessau AC Governor of Victoria, and Mr Anthony Howard QC.

In 2016/17 we provided 88% coverage of Victoria, reaching 75,520 patients. This included RFDS Mobile Patient Care, RFDS Rural Women's GP Services, Flying Doctor Dental Clinic, Mobile Eye Care and Flying Doctor Telehealth. Further program development in mental health services, cardiology services and an expansion of our telehealth platform will see this coverage expand rapidly as these services come online in 2017 and 2018.

This year, RFDS Victoria expanded its ground transport fleet to 94 patient transport vehicles and together with our air transport capacity; we transported an average of 200 patients a day. We achieved this from our rural and metropolitan branch network across the State. In 2016/17 we again expanded to accommodate new road transport contracted services with HealthShare NSW – taking the total number of branches to 16 and staff numbers to 450.



Denis Henry
Chair



Scott Chapman
Chief Executive

We also continued our commitment to engage with various communities through Flying Doctor activities. We participated in community events with record crowds at the Avalon International Airshow, Open Day at Government House and Moorabbin Airport Open Cockpit Day. Through these and our own events such as Flick us a Flynn Day, RFDS Cloud Climb and the very successful Going the Distance Dinner, we have shared health messages, generated awareness and garnered support for the Flying Doctor.

RFDS Victoria has again experienced significant growth in its rural workforce, patient numbers and donor support. We acknowledge and thank our volunteers and donors, who truly allow us to make an impact and provide vital health care services.

Finally, a special thanks to outgoing Deputy Chair, Rasa Bertrand who served a six year term on the Board of RFDS Victoria. We extend our sincere appreciation to our outstanding staff and volunteer Board for their tireless contribution in allowing us to continue to respond to the challenges many Victorians face in overcoming barriers to accessing much needed health services.

A stylized, handwritten signature in dark ink, appearing to read 'DH'.

Denis Henry
Chair

A stylized, handwritten signature in dark ink, appearing to read 'Scott Chapman'.

Scott Chapman
Chief Executive

Board of Directors



Left to right: Denis Henry, Rasa Bertrand, Robyn Lardner, Bernie Delaney, Damien Bruce, Talei Deacon and Susan Taylor.

Denis Henry

CHAIR

Grad Dip. Acct.; B Tech (Biotech); MCIPS; FAICD; CPA

Director of Doutta Galla Aged Services Ltd; non-executive director Contracts Online Pty Ltd and Contracts Online Ltd (NZ). Former Managing Director and Chairman of Grosvenor Management Consulting; former advisor to the Board of Leemark Fire Protection Group. Denis is also Chair of RFDS Victoria People and Remuneration Committee and a member of the RFDS Federation Board.

Rasa Bertrand

DEPUTY CHAIR

(Resigned 23 November 2016)

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

Rasa is a qualified Nurse and current student at Monash University. She is a published author, former broadcaster and co-founder of a support group for businesswomen in fire ravaged Marysville. During her term, Rasa was a member of the RFDS Victoria People and Remuneration Committee.

Robyn Lardner

DEPUTY CHAIR

(Appointed 23 November 2016)

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. Robyn is currently the Community Council Chair for Western Victoria Primary Health Network, and is a member of the RFDS Victoria People and Remuneration Committee.

Bernie Delaney

TREASURER

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, Chairman of RSPCA Victoria and a Director of RSPCA Australia. He is Chair of the RFDS Victoria Finance Audit and Risk Committee.

Damien Bruce

DIRECTOR

MBA; BComm/LLB (Hons)

Damien is a Partner in McKinsey & Company's Australian office, and is the 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. Damien is a member of the RFDS Victoria Finance, Audit and Risk Committee, and has been a member of the Clinical Governance Advisory Committee during the year.

Talei Deacon

DIRECTOR

BSc(BiomedicalSc), Grad Dip HlthServMt, CPMAAPM

Talei Deacon has worked in operations management in the primacy healthcare 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, complementary health care, and pharmacy and retail services. With qualifications in Biomedical Science and Health Services Management, Talei enjoys the challenge of working in the ever changing healthcare landscape, and is a member of the RFDS Victoria Clinical Governance Advisory Committee.

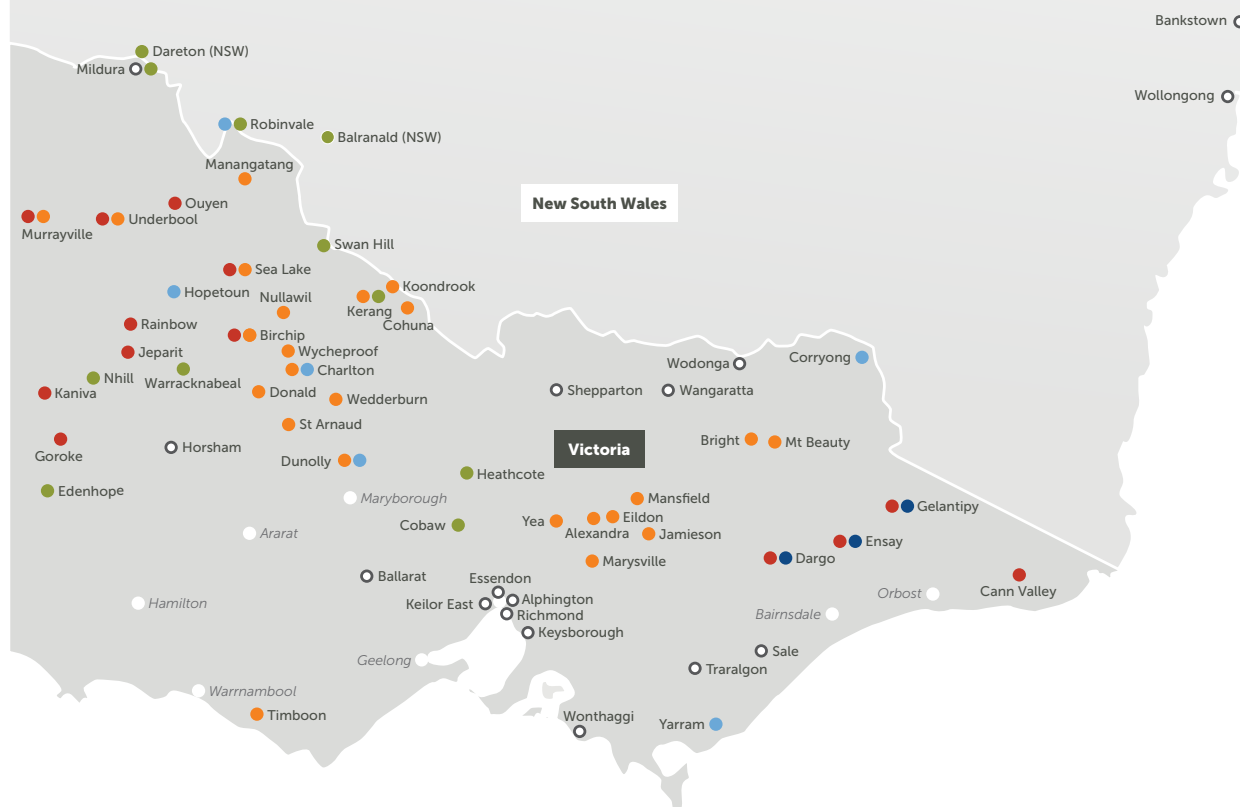
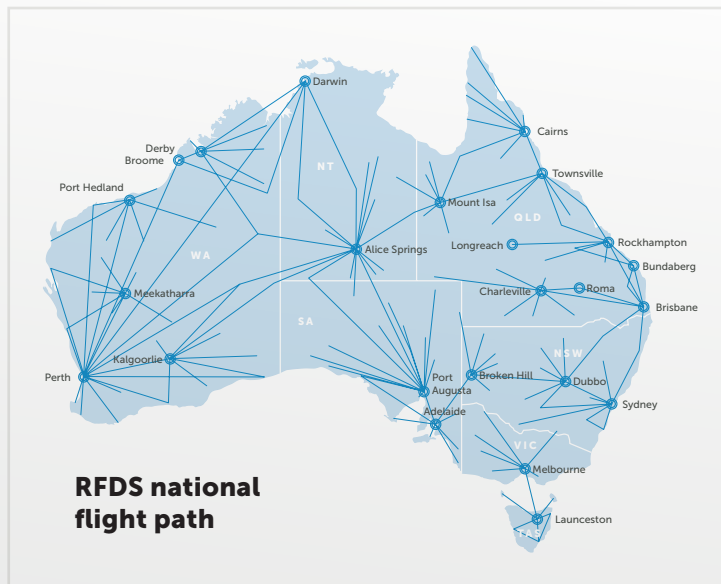
Susan Taylor

DIRECTOR

BComm (Economics); LLB; Grad Dip Corporations and Securities Law; AICD

Susan Taylor has expertise in a wide range of commercial law, most notably energy regulatory and transactional law. She has over 25 years' experience assisting private and public clients in energy regulatory matters and significant commercial transactions in energy markets in more than eight countries including the USA where she is a member of the New York Bar. A Graduate of the Australian Institute of Company Directors, Susan is a Director of East Gippsland Water, and is a member of the RFDS Victoria Finance, Audit and Risk Committee.

Our Services >



RFDS SERVICES

- Rural Womens GP Service
- Flying Doctor Dental Clinic
- Mobile Eye Care
- Flying Doctor Telehealth
- Psychological Services
- Mobile Patient Care

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
Delivering quality services and programs	To establish targeted services and programs which impact on community needs and health gaps	<ul style="list-style-type: none"> > Victorian dental program was extended – doubling the service. > Expanded the Rural Women's GP to include two new locations. > Victorian Mobile Eye Care program was expanded to include Birchip. > Three new telehealth locations reached 119 new patients.
Strengthening communities and partnerships	To attract strong and sustainable partners in service delivery	<ul style="list-style-type: none"> > Created new primary health partnerships including 18 organisations and individuals to expand and improve service delivery. > Through a partnership with Telstra Health, the telehealth service moved to a new reliable and accessible platform, allowing the launch of Flying Doctor Telehealth. > Secured funding to initiate a range of specialist services through Flying Doctor Telehealth.
Organisational excellence	To continually improve people, performance and service delivery	<ul style="list-style-type: none"> > 214 new employees were recruited during the year. > Management Leadership Development Program initiated in 2017 to grow capability, communication and connection of our Operational Management Team. > Organisational values imbedded in staff culture through workshops and staff recognition initiatives. > Protocols developed relating to cultural observations of Aboriginal and Torres Strait Islander people and customs, clinic staff received cultural awareness training. > Maintained ongoing accreditation.
Funding our ambition	To ensure financial growth to contribute to provision of cost effective services	<ul style="list-style-type: none"> > Developed two new fundraising initiatives, generating over 2,000 donations from new supporters. > Acquired a total of 6,378 new supporters, including 1,209 new regular monthly givers.
Enhancing reputation and brand	To advance our reputation and brand by improving health outcomes	<ul style="list-style-type: none"> > Launched Ground Crew, a new community fundraising campaign, engaging Victorians to take part in community fitness activities, raising funds for the Flying Doctor while promoting individual's health and wellbeing. > Corporate challenge, Cloud Climb developed to encourage corporate responsibility, providing health education and fundraising. > Flick us a Flynn campaign was established reaching new supporters through social media. > RFDS again named most reputable charity for 2016 – six years in a row.

Our Programs >

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 people 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, 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 clinical governance team is headed by our 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 clinically based outcome data set for primary health and the development of an additional event review process.

Quality Accreditation

RFDS Victoria is committed to a quality management system and is currently certified against the ISO 9001, and working towards accreditation against the National Safety and Quality in Health Service Standards. RFDS Victoria is dedicated to quality monitoring and improvements.



Customer Focus

It's an RFDS priority to provide safe and quality services, ensuring our care is always person-centred.

In 2016/17 we received 576 feedback forms from patients. In total 97% of these responses were complimentary and provided positive comments about the service. All complaints and comments were acknowledged, and improvements were implemented where appropriate.

An annual patient satisfaction survey is conducted across all primary health services. Some improvements from this year's survey include: reviewing clinic advertising tools to ensure services are promoted as culturally safe to Aboriginal and Torres Strait Islander people; improving our site risk assessment process across all programs e.g. including internet accessibility.

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

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



Everyone was so kind and helpful. First time with Flying Doctor it was so easy. Thank you all for everything.

Patient of RFDS Mobile Patient Care



Flying Doctor Telehealth

This year RFDS Victoria launched the Flying Doctor Telehealth Service at Northern District Health Service, in Kerang.

The Hon. Peter Walsh MP attended a ribbon cutting ceremony, joined by donors, patients, health partners, local Councillors and media.

The Flying Doctor Telehealth Service utilises video conferencing along with secure document management, advanced clinician scheduling and an online booking system, linking remote and regional

patients with specialists to provide greater access to health care.

The new Flying Doctor Telehealth platform allows for a wider range of specialist services to be provided including Cardiology and Psychiatry.

RFDS Victoria has delivered endocrinology services in partnership with Baker Institute via telehealth since November 2013, connecting people with diabetes in rural Victorian communities with endocrinologists in Melbourne.

The fact that this is available in Kerang means I don't have to travel hours to see my endocrinologist. If this service wasn't available, I wouldn't go as often and wouldn't have seen the health improvements I have since linking with Dr Daniel Fineberg my Baker Institute Endocrinologist in Melbourne.

Flying Doctor Telehealth patient Ron Hick

470
consultations
provided

The Flying Doctor Telehealth platform offers:

- > A range of specialist appointments
- > Online, easy to use booking system
- > Ease of access through a web browser
- > Supportive telehealth concierge service for all users



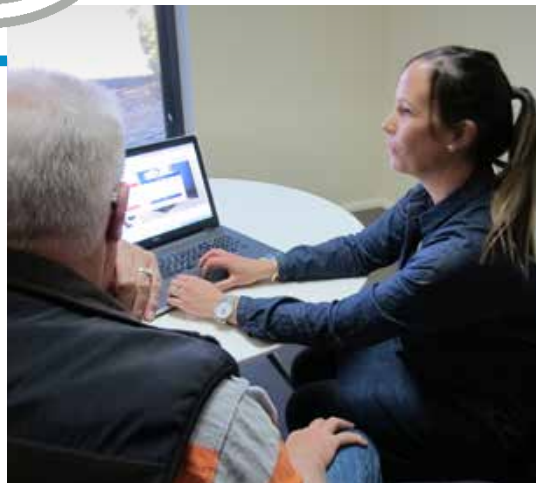
Left to right: Patient Ron Hick, RFDS Victoria Chief Executive Scott Chapman, Board Member Talei Deacon, National Party Leader The Hon. Peter Walsh MP and NDCHS Chief Executive Officer Greg Little.

Ron's Story

For patient Ron Hick, the 300 kilometres between him and a diabetes specialist meant an eight hour round trip to Melbourne every three months. Through the Flying Doctor Telehealth Service, Ron now receives specialist treatment without having to leave his home town.

The Royal Flying Doctor Service has worked with Telstra Health to build a new telehealth platform that facilitates this service by bringing together video conferencing capabilities along with secure document management, advanced clinician scheduling and an online booking system.

Describing how this service has impacted him, Ron said: "The greatest impact for me has been the fact that instead of having to travel four hours each way to see my specialist, I now travel four minutes. I have great respect and admiration for the service."



With support of Diabetes Educator Alex Carter, Patient Ron Hick links with his Melbourne based Endocrinologist from the Northern District Health Service.

Our Programs >

continued

Flying Doctor Dental Clinic

RFDS Victoria provides its dental service in partnership with Dental Health Services Victoria (DHSV) and Australian Dental Association Victorian Branch (ADAVB).

The Flying Doctor Dental Clinic 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.

This year, RFDS Victoria launched an additional clinic with the introduction of a van and portable kit. This allowed RFDS dental staff to provide dental services in communities where people are challenged to access oral health care and where the existing dental truck may not be able to find a suitable site.



Flying Doctor Dental Assistants Susan Tran and Marli Ruhl working with the mobile dental clinic at Timboon.

Elvina's Story

This year the Flying Doctor Dental Clinic was requested to visit the rural community of Wedderburn. Without its own dentist, and the closest clinic 50km away in Boort, the town's Development Association sought the assistance of the RFDS to provide oral health care for the town's residents. Previous attempts to recruit a permanent dentist for the town were unsuccessful.

President of the Development Association of Wedderburn, Greg Deimos, saw the Flying Doctor Dental Clinic as he travelled to Melbourne. He wrote down the phone number from the side of the truck and called RFDS Victoria and arranged for the Flying Doctor Dental Truck to visit the community.

With a unique and challenging case, Wedderburn resident Elvina Heath was happy to see a dentist in her home town as she wasn't able to travel as a full time carer for her husband who has motor neurone disease. Elvina reported that she had much pain and discomfort but after seeing the Flying Doctor dentist she was given the treatment she needed, close to home.

Elvina said, "If the Flying Doctor Dental Clinic didn't come to Wedderburn, I wouldn't have seen a dentist."



Elvina Heath smiles following her visit with the Flying Doctor Dental Clinic.

Mobile Eye Care

RFDS Victoria provides an optometry service in the Mallee, East Gippsland and West Wimmera areas.

Through a partnered approach to service delivery, local facilities are used in various communities to provide screening, spectacle dispensing and referrals. RFDS Victoria partnered with Australian College of Optometry (ACO), Mallee Track Health & Community Service (MTH&CS) and OneSight to provide these services to 13 communities across Victoria, reaching 480 patients.



I'm just happy that the RFDS had the clinic going just when I needed it. It's a great thing for them to do. I was very fortunate. I couldn't have asked for better care. It's tacked another couple of years onto my life. 9

Paula Lewington
RFDS Victoria Mobile Eye Care patient



Paula's Story

When it was announced that the RFDS Victoria Mobile Eye Care clinic was going to visit her hometown of Ensay in East Gippsland, 73-year-old Paula Lewington made an appointment to get her vision checked. After experiencing cloudy vision and floating black spots obscuring her sight, she assumed that she had a cataract problem. After her appointment, it was confirmed that Paula had a melanoma in her eye.

"I was advised to go to Melbourne straight away. At the Melbourne Eye and Ear Hospital I was told that the melanoma could be treated with radiation by inserting a disc just above the eye. It was quite large though, so after speaking to specialists the consensus was that it was best if the eye came out. There wasn't anything to gain by treating it the other way," says Paula. Not wanting to risk the cancer metastasizing and moving to her brain, Paula had her eye surgically removed a week later and a prosthetic eye fitted at a later stage.

Realising the gravity of her condition and what might have happened had she not accessed eye care when she did, Paula is very grateful her melanoma was spotted before it spread to her brain. "I'm very lucky actually. I would have gone to Bairnsdale in the end, but not as soon. Everyone up here was really chuffed with the Flying Doctor visit. It had a really good impact," says Paula. "I'm just happy that the RFDS had the clinic going just when I needed it. It's a great thing for them to do. I was very fortunate. I couldn't have asked for better care. It's tacked another couple of years onto my life," laughs Paula.

Our Programs >

continued



In Corryong, Lisa visits Rural Women's GP Dr Mary-Anne Lancaster.

Lisa's Story

Lisa, a hairdresser and resident of Cooryong, 450km's from Melbourne, heard about the RFDS Rural Women's GP through one of her clients.

"I had gone to the male doctor here in town, but I just felt I needed a woman doctor. Being a woman, I just feel they understand your needs more," says Lisa.

"At one stage when our regular GP was unavailable I even contemplated driving the five plus hours to Melbourne."

"The service means a lot to the community in general because otherwise a lot of women would miss out. There comes a time in life when sometimes you need to talk woman to woman, rather than to a male."



I think it's a great service and we're lucky, very lucky, to have it.

While women's health issues are one of the main reasons a woman may seek out the Rural Women's GP Service, it's certainly not limited to that.

RFDS Rural Women's GP Dr Mary-Anne Lancaster says; "women come to me for women's health issues like pap tests or menopause management, but as we build a rapport they come to me for regular care, such as blood pressure checks or counselling."



Rural Women's GP

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

The Rural Women's GP Service has been delivered by RFDS across rural and remote Australia since 1999 and is funded by Rural Workforce Agency Victoria (RWAV). The service is 100% bulk billed and is highly valued by local women and men in rural communities. This year the Rural Women's GP Service ran across six communities throughout Victoria (Charlton, Corryong, Hopetoun, Robinvale, Dunolly, and Yarram), providing eight to 10 clinics during the year and seeing 1,116 patients.



At one stage when our regular GP was unavailable I even contemplated driving the five plus hours to Melbourne.



Dr Mary-Anne Lancaster.

Mobile Patient Care

RFDS Victoria's non-emergency patient transport service, **Mobile Patient Care (MPC)**, operates in Victoria and NSW through eleven regional and five metropolitan branches.

- > **Regional Branches** – Mildura, Ballarat, Horsham, Sale, Traralgon, Wonthaggi, Wodonga, Shepparton, Wangaratta, Wollongong and Taree.
- > **Metropolitan Branches** – Alphington, Keilor East, Keysborough, Essendon and Bankstown.

Each of the 16 locations accommodates MPC non-emergency patient transport vehicles and staff, with selected branches also hosting specialised high acuity and bariatric capability.

As well as our fleet of 94 non-emergency patient transport road vehicles, we have a Beechcraft King Air based at Essendon Airport, offering patient transport needs throughout Victoria and Australia.

RFDS Victoria is contracted to Ambulance Victoria for transporting non-emergency patients in metropolitan Melbourne and throughout the state. This service includes responding to non-urgent 000 calls to enable Ambulance Victoria Paramedics to best focus their resources on providing urgent care when it's needed. RFDS resources are also called upon to respond with additional support during significant events such as thunderstorm asthma, the Bourke Street rampage and the aircraft crash at DFO.

RFDS Victoria has contracts with many public and private hospitals throughout the state and our work with Health Purchasing Victoria has enabled the RFDS to establish strong networks in Gippsland and the Hume region to provide efficient and responsive patient transport service for regional Victorian hospitals.

RFDS Victoria expanded its road based patient transport services into NSW during the year via a new contract with NSW Health and implemented services in several key regional and metropolitan locations.

346

non-emergency
patient flights

70,208

patient
transports
by road



RFDS Mobile Patient Care at our Keysborough branch.

Mobile Event Care

During 2016/17, the Mobile Event Care team provided first aid and event care services to more than 104 events including the Caulfield Cup. RFDS Victoria provides medical support for patrons attending events and event organisers throughout Victoria.

Technological Innovation

RFDS Victoria has continued to invest in improvements in its Traeger transport management system in order to improve client experience and resource allocation. Traeger offers customers an online booking and dispatch system for the timely and reliable transfer of information with hospital clients regarding patient transport.

Traeger provides a 20 minute pre-arrival signal to the hospital to promote the preparation of the patient's paperwork, gathering of belongings, and readiness for a timely handover. This increases productivity.



Our Programs > continued

Education

This year the education program reached 79 schools across Victoria. A total of 7,500 students were reached through 310 presentations. The program aims to motivate the next generation of nurses, doctors, pilots and dentists and encourage future supporters to develop empathy for people living all over Australia.

RFDS visits schools with an aeromedical simulator, which is a life-sized replica of a Flying Doctor Pilatus fuselage fitted with communications and medical equipment. The simulator allows students and teachers to understand the work of the RFDS. Students can interact with the equipment, try the breathing apparatus, and talk to each other with a headset.

This experience teaches children about the vastness of Australia and how people live, work and access health care throughout the nation. In 2016/17 91% of schools rated the session as excellent, and 9% schools rated the session as above average.

The online resource that supports the national curriculum was accessed over 3,500 times during the year. The site www.flyingdoctor4education.org.au provides videos, lessons and activities that detail some of Australia's fascinating history as it engages children with planes, rescue missions and more.



Students are flying high

All rules flew out the window as students at Korok and District Primary School took the hot seat as pilots of their own education on Thursday. The Royal Flying Doctor Service's education program, Look up in the Sky, is visiting the school and gives students a chance to test out a simulator – with life-size fuselage and cockpit – as well as learn about the School of the Air and engaging them with planes, rescue missions and more. Story – page 5.



An operation for education

— JESS CRIMMIE

Ovens and Murray Advertiser.

Lessons move to flying pitch

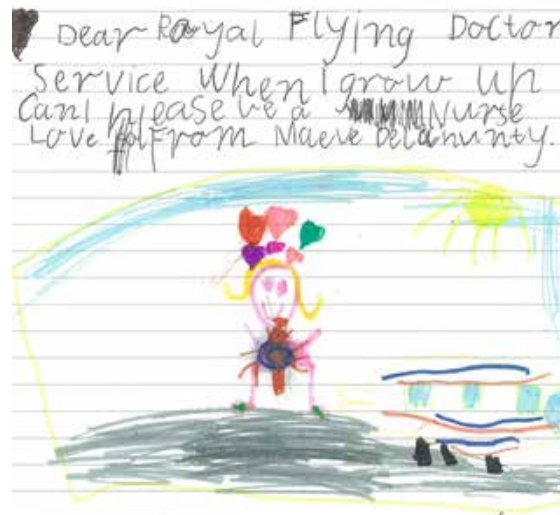


LESSON PLAN: The Royal Flying Doctor Service's education program, Look up in the Sky, is visiting the school and gives students a chance to test out a simulator – with life-size fuselage and cockpit – as well as learn about the School of the Air and engaging them with planes, rescue missions and more. Story – page 5.

LESSON PLAN: The Royal Flying Doctor Service's education program, Look up in the Sky, is visiting the school and gives students a chance to test out a simulator – with life-size fuselage and cockpit – as well as learn about the School of the Air and engaging them with planes, rescue missions and more. Story – page 5.



Warrnambool Standard.



Kids Club

Launched in 2015, the Flying Doctor 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 1,300 children have joined the club from across Australia.

Focussing on five to 12 year olds, the Kids Club is free to join. Children receive a joining certificate, newsletters twice a year and a birthday card. Encouraged to share stories, the Kids Club connects with members across the country, building understanding of how people live in metro, regional and remote communities.



Kids Club members in Victoria's Mornington Peninsula.

Our Community >



Avalon International Airshow

We proudly exhibited to a record crowd of 210,664 visitors over the six-day Avalon International Airshow.

Members of the public and industry were able to meet with RFDS staff, learning about the Flying Doctor Dental Clinic and other RFDS services across Australia. On display with the dental truck was the aeromedical simulator, an RFDS airplane, patient transport vehicle and a virtual reality activation. The dental truck promoted the hidden sugars in drinks through an interactive health literacy resource, as well as potential job opportunities.

Staff and volunteers assisted with the RFDS exhibit covering 53 staff and volunteer shifts throughout the duration of the show. Funds were raised for RFDS Victoria health programs through the sale of merchandise and generous donations from members of the public.



Top left: Staff present RFDS Mobile Dental Care truck and merchandise. Middle: Pilatus PC-12 on display at Avalon International Airshow. Below: RFDS Ambassadors Flick us a Flynn.

Flick us a Flynn

In Victoria RFDS held the inaugural Flick us a Flynn Day on 26 May. The \$20 note came to life at Melbourne's Federation Square, as members of the community joined us for a sausage sizzle and a 'selfie' with a camel. Together we celebrated the first flight of the RFDS while raising awareness and funds for the Flying Doctor. The event was a culmination of a week-long social media campaign, supported by ambassadors including Natalie Barr, Jennifer Adams, Steve Bastoni, Gorgi Coghlan, Matthew Dellavedova, Stefan Dennis, Annie Maynard, Catriona Rowntree, Dani Venn, Annette Allison and Cam Knight. The event reached 1.2 million people on social media, allowing us to connect with new supporters.



Community support >

Thank you

As a community-funded charity, we see extraordinary acts of kindness and generosity. Thank you to everyone who has generously donated their time, talent and gifts of money and in-kind support over the past year.

AFS Smart Askers

All Souls' Opportunity Shop

Australian 4WD Gathering

Australian Wool Network

BAE Systems

Biccys Op Shop Supporters Inc.

Billi

BMW Motorcycle Club of Victoria Inc.

Campari

Chattels & Chats Opportunity Shop

Chelsea Uniting Parish Opportunity Shop

Clinical Labs

Country Legends Lunch

Cray Australia Pty Ltd

Doug Mullett

Goulburn Valley Gem Mineral and Craft Group

Lions Club of Leongatha Inc.

Lions Club of Waverley

Medhealth

Minyip Show & Shine

Myer – Albury

New Ford Ranger Community

Orbx Simulation Systems

Outback Car Trek

Relief LANs / St. John's Anglican Church

Reservoir Lions Club

RFDS Bayside Auxiliary



Shepparton News.

Robinvale Community Aid

Rotary Club of Pakenham Inc.

Rowathon committee

Sandringham District Lodge

St Andrews Opportunity Shop

Sunraysia Support Group

Ted Perton

The Cement Retirees Museum

Trek the Track

Warrnambool East Primary

Wisma Enterprises

Y Service Club of Bendigo Inc.



Drive 4x4 The Doc

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.

> 24 participants

> \$25,986 raised



Ground Crew

Flying Doctor Ground Crew team members took part in the Melbourne Marathon, City2Sea and Run Melbourne raising \$29,112.

> 95 team members

> \$29,112 raised



Cloud Climb

Over a period of two weeks, corporate teams and individuals took up the challenge to climb stairs to the equivalent altitude of an RFDS plane in flight, improving their fitness, and supporting the Flying Doctor.

- > **48 corporate teams**
- > **370 individuals**
- > **\$30,698 raised**



Flying Doctor BBQ

We asked sporting and recreational groups from across Victoria to hold a Flying Doctor BBQ as a fundraising activity.

- > **17 BBQs held**
- > **\$14,338 raised**



Rowathon

On 9 October 2016, the oars went in the water once again for the Rowathon, which was the 25th anniversary of the event. The Rowathon community raised an amazing \$51,159 for the Flying Doctor Dental Clinic.

- > **120 rowers**
- > **\$51,159 raised**



Kokoda Trek

Three Victorians were amongst 16 Australians that travelled to Papua New Guinea to trek 96kms over 9 days, sponsored to raise funds for the Flying Doctor.

- > **3 trekkers from Victoria**
- > **\$24,933 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. This year attendees heard from guest speaker Tonia Todman, at their annual luncheon and included an 'antique road show' in the activities this year.

- > **\$25,000 raised**



Outback Car Trek

This year the Outback Car Trek travelled from Griffiths to Port Macquarie in NSW, raising \$1.2m for RFDS.

- > **\$1.2m raised**

Community support >

continued



Going the Distance Dinner keynote speaker RFDS Pilot Major Glenn Todhunter.

Going the Distance Dinner

More than 400 supporters attended the 2016 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 Pilot Major Glenn Todhunter. The gala event raised more than \$60,000 to support the Flying Doctor.



RFDS Victoria Chair Denis Henry, Sunrise presenter Natalie Barr, and RFDS Chief Executive Scott Chapman.

John Flynn Luncheon

More of our loyal 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 stories from Channel Seven's Sunrise host, Natalie Barr.



Attendees of the RFDS Victoria AGM Forum.

RFDS Victoria Annual General Meeting Forum

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



RFDS supporters and Morning Melodies guests.

Morning Melodies

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



RFDS staff on the grounds of the MCG for the pre-game ceremony.

AFL Country Round

In May the Royal Flying Doctor Service was honoured along with emergency service organisations the SES and CFA that support country communities, as part of the AFL Country Round. Led by former AFL footballer and coach Kevin Sheedy, the Country Round encourages city residents to connect with and appreciate their country neighbours. The match attracted more than 57,000 fans. Yarra Park was transformed into a scene of rural Australia, including a farmer's market, animal farm, ute muster, food trucks, whip cracking and wood-chopping on show. There was also a live concert with Shannon Noll and country crooner Lee Kernaghan.



Supporters at the RFDS WA base.

Outback Tour

A group of 20 Flying Doctor supporters travelled throughout Western Australia gaining closer insight into the work of the RFDS. Members of the RFDS Outback Tour enjoyed wildflower season and saw first hand how their donations assist in the provision of health care services across Australia.

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 support for health programs and fundraising events, as well as volunteers for community engagement, fundraising and health activities.

Alinta energy

Arrium Limited

Brave Energy

Coca Cola Amatil

Delaware North

Elders

Event Hospitality & Entertainment Ltd

Idexx Laboratories

Medhealth

Melbourne & Olympic Parks Trust

MSS Security

NAB

Neverfail

Oakdene

Oris

Penguin Random House

Pilatus

Rabobank

RASV

SBA Law

Scottish Pacific

TAL

Thiess

Viridian Advisory

Evelyn Nicolaou, RFDS Patient Transport Officer.



Dave Collins with family of Bernice Jenkins at the John Flynn Luncheon.

Bernice Jenkins Volunteer Award

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 dedication to Royal Flying Doctor Service Victoria. This year the Bernice Jenkins Volunteer Award was proudly presented to Dave Collins in recognition of longstanding volunteer service to the Flying Doctor.



RFDS Victoria Chief Executive presents Most Outstanding Contribution Award to Peter and Rae Gunn.

Most Outstanding Contribution Award

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 shows innovation and initiative in support of the RFDS. This year the award was presented to Peter & Rae Gunn for their generosity, innovative and ongoing assistance of the education program and housing our aeromedical simulator.



Annette Allison OAM receives Order of Australia Medal for services to charity.

Order of Australia > Annette Allison

This year we celebrated an Order of Australia honour to Annette Alison OAM. Annette was recognised for her service to community and has been both a board member and Public Relations Manager for RFDS Victoria.



Give Them Wings Scholarship recipients Renee Watkins and Teagan Madden.

Give Them Wings

Three 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.

The 2017 Give Them Wings scholarship recipients were Jessica Schmetzer, a nursing student at Australian Catholic University; Renee Watkins, an Emergency Health & Paramedic Practice student at Australian Catholic University; and Teagan Madden, a Physiotherapy student at Australian Catholic University.



Give Them Wings Scholarship recipient Jessica Schmetzer with RFDS Bayside Auxiliary executives.



**We would be lost without
their care and kindness.**

RFDS Mobile Patient Care Patient



Jenine Harmer, RFDS Flight Nurse.

Our Supporters >

Flying Doctor Foundation

Thank you to our Flying Doctor Foundation donors. 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 will be invested in perpetuity.

Arthur & Cis Jane Brown Gift
Aston and Pearson Endowment
Douglas Family Gift
Gras Foundation Trust
J & B Medwin Family Gift
J Bickford Endowment
JW Swinnerton
Mountain Family Gift
Rogers Family Gift
Ted Payne Gift
The Goding Foundation
The Spirit of James Clacy Green
Thomas Family Gift
UCA Brighleigh Gift
Anonymous (2)

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	E Metcalfe
Bank of America Merrill Lynch	J Murphy
M Burston	V Newman
A Campbell	J & S North
E Carroll & M Marsh	W Peart
Doherty Industries Pty Ltd	Reece Australia Limited
R Evans	M R Richards
P & I Franklin	S M Richards AM
F Hogg	C & V Robb
K Johnston AM	M Stul
N Kearney	M & D Tobias
J Kerr	M Tsuji
B Laidlaw	L Tyack
Y Mee	I Tyler
E Metcalfe	D & B Weir
N Moore	Anonymous (22)



Trusts and Foundations

Thank you to the trustees who manage and enable funds to be contributed to the Flying Doctor which assists us in delivering health care across the nation.

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
 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)

Our Supporters >

continued

Workplace Giving

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

Bankmecu
Bank of America Merrill Lynch
Coca-Cola Amatil (Aust) Pty Ltd
Event Hospitality & Entertainment Limited (EVT)
Gippsland Lakes Community Health
Halliburton Corporation
Marsh Pty Ltd
MSS Security
Rabobank Australia Ltd

Estates

Thank you to the people who left us a gift in their Will, in doing so they are working by our side and ensuring the future of the Flying Doctor.

Estate of Dudley Barton Adams
Estate of Mary Teresa Ayers
Estate of Ray Barnsley
Estate of G E Bradshaw
Estate of John Brewster
Estate of Lorraine Esther Cannon
Estate of Bertha Clark
Estate of Sylvia Eady
Estate of Jonathon Galway
Estate of Stephen Ronald Hastings
Estate of Leslie Thomas Hayes
Estate of Mary Eileen Hedgemont
Estate of June Allison Henderson
Estate of Margaret McDonald Houston
Estate of Nancy Jury
Estate of Mervyn Kydd
Estate of William Garth Little
Estate of Glory Margaret Lloyd-Smith
Estate of James McPhail
Estate of Graeme Kenneth McWhinney
Estate of Greta Evelyn Nelson
Estate of Gladys Nicholls
Estate of Jean Stephanie Purcell
Estate of Lilian Mavis Ramsay
Estate of Charles Henri Roussac
Estate of Luciano Saina
Estate of Ethel Eirene Scott
Estate of Ian Michael Seale
Estate of Winifred Daisy Stevens
Estate of John Michael Thirsk
Estate of Bessie Mary Thompson
Estate of George Lawry Watson
Estate of Margaret Wilkinson
Estate of Andrew John Wilson
Anonymous (11)

Regular Givers

RFDS Victoria is committed to growing services to meet the ever-increasing demand for health care in rural and regional Victoria. Every donation makes a difference and helps ensure people living, working or traveling in Victoria and throughout Australia have access to essential health care. Thank you for your contribution.

RFDS Victoria Staff

This year staff contributed \$25,733 to the Flying Doctor through workplace giving highlighting that working for the Flying Doctor is more than 'just a job'. Our people are highly passionate about the services they deliver, ensuring it can continue through workplace giving.

John Flynn Society Confirmed Bequestors

Thank you to the people who have advised us of their intention to leave a gift in their Will, we are most grateful and we recognise you during your lifetime for the legacy you have planned.

P Alsop	AM Ehrnhofer	D McCormack	M Rogers AM & R Rogers
S Anderson	W Elliott	J McDonald	S Rostkier
R & D Andrew	S Evans	A McElroy	E Rowe
W Askew	L Fletcher	D McIlvena	D & E Rupp
D Atkins	B Garde	M McKenzie	A M Ryan
E Barclay	C Geier	B Main	D St Clair
S Barrand	K Gilbert	P Manger	J Sculthorpe
G C Bawden & L de Kievit	M Hallett	H Martin	RE Seferth
J Beaton	T & J Harding	E Maskell	M Spence
J Brown	H Hartrey	A Matheson	A Sprague
S & K Brunton	R Hastings	B & J Medwin	J Thornton
J Buckle	D Hauser	I Morton	I Wake
M Cairnduff	J Hay	K Negus	G Walker
D Cameron	P Hobby	R Nicholls	S Walker
F Cameron-Granville	S Holman	M Nobbs	E Watkins
R Campbell	N Horsburgh	M O'Brien	C Webster
D Carr	S Hosken	R Partyka	D & B Weir
D & E Carthew	A Jabara	G Paton	J Wellings
A Chalkley	K James	S & B Peake	S West
J Champion	B Johnston	D Pearce	A Whelan
P Cliff	R Jones	M Pendavingh	G & G White
M Cockburn	M Kear	B Pepper	C Williams
J Collins	JR & JW Kemp	B Perry	M Wilson
N Cook	D Kenner	B Phillis	D Young
B Crichton	G Knight	L Pierotti	Anonymous (246)
V Cummins	P Kronborg	B Pow	
J Curtis	H Kruse	M Powell	
S Dent	V Lange	G Proudfoot	
M Deverson	G Little	D & A Retchford	
B Dittmann	V Lowry	V Rice	
S Dugan	N Lowth	A Robson	
J Dukes	M Lusink		
W Dutschke	LF Lyons		
RA & EM Eagles			

Our People >

A dedicated team of professionals work around the clock to keep the RFDS operating, and ensure that every patient receives the best possible outcome.

Staff Profile >

Chris Jensen

Ambulance Transport Attendant and Area Leader, Alphington

As an Ambulance Transport Attendant, Chris is part of a team that transports patients to appointments across Melbourne and Victoria. Many patients require safe and dependable transportation with medical supervision as they travel from regional areas into Melbourne for specialist treatment like chemotherapy or dialysis appointments, or rehabilitation sessions after serious accidents.

Chris's role is similar to an ambulance paramedic. He must be highly trained and prepared to assist patients during their journey.

As well as having medical knowledge, one of the most important skills you can bring to the job is putting people at ease by talking to them, especially when they are feeling stressed.

"We feel as though we are part of a patient's recovery, and I love learning more about their lives."

During his five years with the RFDS, Chris states highlights include helping to design a new ambulance and working with a positive and enthusiastic team.



The RFDS Victoria Workforce

Classification	Number of staff
Administration	32
Ambulance Transport Officer	109
Patient Transport Officers	182
Dentists and Oral Health Practitioners	6
Health Promotion	4
Medical Practitioner	1
Registered Nurses	41
Operational Coordinators	14
Total	387
Volunteers	70

* As at 30 June 2017.

Volunteers

It's with thanks to the support of generous volunteers that RFDS can 'go the distance.' Our volunteers give their time and skills to 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 administration including packing and mailing the Flying Doctor Christmas items purchased by supporters of the service.

Volunteer Profile >

Judy Sinclair Education Program Volunteer

Retired teacher and education volunteer Judy Sinclair enjoys being involved in the education program for a number of reasons. "It's watching the kids' faces when they suddenly realise they've learnt something in a hands-on environment, which they absolutely love. The kids really respond so well and even the most reluctant or shy child at the start is really enthusiastic at the end," says Judy.

Judy has volunteered with RFDS since 2014. As a volunteer with the program she travels throughout Victoria offering support to the Education Program Manager, sharing stories of the Flying Doctor.

The dedication of Judy and others to take time, sometimes up to a week out of their lives, travel throughout regional Victoria ensures we can provide the best experience for the students.



I'm a retired teacher so I really enjoy volunteering with the education program. It gives me a way to benefit others by using my skills. I also feel part of a team that is doing good for the community.

Education program volunteer Judy Sinclair

Concise Financial Report >

for the financial year ended 30 June 2017

Directors' 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 2017. 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 Remuneration Committee

Appointed: 10 June 2014

Robyn Lardner

Deputy Chair

(Appointed 23 November 2016)

Member – People and Remuneration Committee

Appointed: 1 March 2011

W Bernard Delaney

Chair – Finance Audit and Risk Committee

Appointed: 22 March 2011

Susan Taylor

Chair – Finance Audit and Risk Committee

Member – Finance Audit and Risk Committee

Appointed: 31 May 2017

Damien Bruce

Member – Finance Audit and Risk Committee

Appointed: 14 October 2014

Talei Deacon

Appointed: 23 November 2016

Resigned: 18 August 2017

Rasa Bertrand

Appointed: 14 December 2009

Resigned: 23 November 2016

Company Secretary

Scott Chapman

Chief Executive – Royal Flying Doctors Services of Australia (Victorian Section)

Appointed Company Secretary:
31 August 2016

Resigned Company Secretary:
1 February 2017

Robert Armour

General Manager – Corporate Services

Appointed: 1 February 2017

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

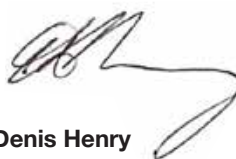
Major developments

This year was a year of further expansion both in size and reach. With the support of the RFDS South Eastern Section, we have commenced non-emergency patient transportation (NEPT) operations in NSW. The Primary Health service substantially increased the size of its programs including the commencement of Commonwealth funded dental services.

- RFDS named the top performing, most reputable charity in 2016 for the 6th year in a row
- Hosted the Governor General visit to our operations site in Sale
- Commenced a new 4 year contract to provide NEPT services in areas of NSW
- Commissioned a cyber-security review and substantially upgraded the network infrastructure
- Commencement of dental services funded by the Commonwealth Government
- Participated and in many instances lead many RFDS national projects
- Expanded all existing primary health services with a 45% increase in occasions of service
- Commenced the provision of services in south-western Victoria for the first time through the Dental program in Timboon
- Provided the 1,000th RFDS Victoria Telehealth consultation
- Presented at a variety of forums including the State and Shadow Cabinet luncheons, National Rural and Remote Mental Health Symposium, Victorian Private Health Network Alliance Festival of Ideas, Department of Health & Human Services Telehealth Community of Practice, and the Dental Health Services Victoria Strategic Plan Working Group.
- Awarded three study scholarships for rural health students as part of the 'Give Them Wings' scholarship program
- Conducted 93 school incursions, engaging over 2,300 students

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, 31 October, 2017

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 2017, 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 2017. 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 2017. We expressed an unmodified audit opinion on that financial report in our report dated 30 June 2017. 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.

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 2017 complies with Accounting Standard AASB 1039 *Concise Financial Reports*.

DELOITTE TOUCHE TOHMATSU

DELOITTE TOUCHE TOHMATSU



Jane Fisher

Partner

Chartered Accountants

Melbourne, 31 October 2017

Concise Financial Report >

for the financial year ended 30 June 2017

Statement of profit or loss and other comprehensive income for the year ended 30 June 2017

	2017 \$	2016 \$
Revenue	32,592,709	24,460,396
Other income	150,080	419,478
Employee benefits expense	(21,305,151)	(16,533,194)
Depreciation expense	(1,301,671)	(1,029,239)
Direct fundraising activities	(885,185)	(928,001)
Merchandise costs	(88,309)	(51,762)
Patient care expenses	(3,293,386)	(2,952,477)
Program expenses	(781,157)	(566,921)
Rent and premises expenses	(793,839)	(878,147)
Office operating expenses	(1,342,670)	(1,134,124)
Provision for onerous contracts	–	(500,000)
Finance expense	(150,028)	(115,230)
Net surplus before income tax expense	2,801,394	190,779
Income tax expense	–	–
SURPLUS FOR THE YEAR	2,801,394	190,779
Other comprehensive income for the year, net of income tax		
Items that may be reclassified subsequently to profit or loss:		
Net fair value gain/(loss) on available-for-sale financial assets	989,945	(659,901)
TOTAL COMPREHENSIVE INCOME / (LOSS) FOR THE YEAR	3,791,339	(469,122)

Statement of financial position at 30 June 2017

	2017 \$	2016 \$
Current assets		
Cash and cash equivalents	3,423,009	3,375,472
Trade and other receivables	3,201,222	2,297,033
Inventories	27,719	44,257
Other financial assets	6,661,284	5,412,335
Total current assets	13,313,234	11,129,097
Non-current assets		
Other financial assets	9,015,628	7,569,504
Property, plant and equipment	5,980,525	5,143,036
Held for sale assets	–	200,000
Total non-current assets	14,996,153	12,912,540
Total assets	28,309,387	24,041,637
Current liabilities		
Trade and other payables	3,078,772	2,440,980
Borrowings	722,392	439,176
Provisions	1,590,118	1,450,821
Other liabilities	281,802	542,286
Total current liabilities	5,673,083	4,873,263
Non-current liabilities		
Borrowings	1,598,996	1,874,176
Provisions	195,790	244,019
Total non-current liabilities	1,794,786	2,118,195
Total liabilities	7,467,869	6,991,458
Net assets	20,841,518	17,050,179
Equity		
Accumulated funds	18,974,321	16,172,927
Investments revaluation reserve	1,867,197	877,252
Total equity	20,841,518	17,050,179

Concise Financial Report >

for the financial year ended 30 June 2017

Statement of changes in equity for the year ended 30 June 2017

	Accumulated funds \$	Investments revaluation reserve \$	Total \$
Balance at 1 July 2015	15,982,148	1,537,153	17,519,301
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)
Balance at 30 June 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
Balance at 30 June 2017	18,974,321	1,867,197	20,841,518

Statement of cash flows for the year ended 30 June 2017

	2017 \$	2016 \$
Cash flows from operating activities		
Receipts from appeals and merchandise sales	8,927,340	8,832,018
Receipts from commercial sales	22,030,025	14,207,537
Payments to suppliers and employees	(28,436,753)	(21,623,879)
Interest received	94,793	303,227
Interest paid	(150,028)	(115,230)
Dividends received	383,559	357,134
Net cash provided by operating activities	2,848,936	1,960,807
Cash flows from investing activities		
Net (payments for)/proceeds from investments	(1,234,129)	(433,190)
Proceeds from term deposits	–	795,242
Payments for plant and equipment	(1,610,006)	(1,943,895)
Proceeds from sale of plant and equipment	34,701	900,243
Net cash used in investing activities	(2,809,434)	(681,600)
Cash flows from financing activity		
Net proceeds from / (repayment) of borrowings	8,035	(456,215)
Net cash generated by / (used in) financing activities	8,035	(456,215)
Net increase in cash and cash equivalents	47,537	822,992
Cash and cash equivalents at the beginning of the year	3,375,472	2,552,480
Cash and cash equivalents at the end of the year	3,423,009	3,375,472



Margaret Riddington, RFDS Patient Transport Officer.

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 89 years. Help us continue to be there in the future.

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

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



 flyingdoctor.org.au

 facebook.com/royalflyingdoctorservice

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

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Royal Flying Doctor Service
VICTORIA